

The following feature list is a combination of features for PCS Digital Telephone 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.

	System 24	System 48	Suite 64
Default	3 x 8	9 x 24	6 x 10 x 2
Expansion	6 x 16	12 x 32	12 x 22 x 10
Expansion	9 x 24	15 x 40	18 x 34 x 14
Expansion		18 x 48	24 x 46 x 18
Max SLT	46	94	18
Caller ID – CO	Y – CID Box	Y – CID Box	Y – Option card
Caller ID – SLT	No	No	Yes – All Ports
VM – Flash	4 – Port External	4 – Port External	8 – Port In-Skin
VM – Hard drive	N	N	8 – Port In-Skin
Interchangeable cards between systems	Y 3x8 card	Y 3x8 card	N
Hardware	3 x 8 cards	3 x 8 cards	BKSU EKSU 12 Port DKT 6 Port CO 6 Port CID 4 Port SLT Auto Attendant VM – Flash VM – HD
Modem	N	Y – 1200	Y – 2400
Remote Station Programming	N	N	N
Door Phone	N	N	Y
Door Relay	N	N	Y
Door Sensor	N	N	Y
DSS Console	Y	Y	Y
Software			
Account Code	Y	Y	Y
Alarm Key	N	N	Y
Alternate Attendant	Y	Y	Y
Answering Machine Emulation	Y	Y	Y
Attendant Administration	Y	Y	Y
Attendant Recall	Y	Y	Y
Attendant Set time and Date	Y	Y	N
Automatic Hold	Y	Y	Y
Automatic Line Select	Y	Y	Y
Automatic Privacy	Y	Y	Y
Automatic Redial	Y	Y	Y
Background Music (2)	Y	Y	Y
Battery Backup (Watchdog)	Y	Y	Y
Busy Lamp Field	Y	Y	Y
Busy Ring Allow/Deny	N	N	Y
Call Announce Privacy	Y	Y	Y
Call Back	Y	Y	Y
Call Forward – Busy	Y	Y	Y
Call Forward – Direct	Y	Y	Y

	System 24	System 48	Suite 64
Call Forward – Follow Me	Y	Y	Y
Call Forward – Idle	Y	Y	Y
Call Forward – No Answer	Y	Y	Y
Call Forward – Off Net (Station)	N	N	Y
Call Forward – Predefined Forward (Station)	N	N	Y
Call Forward – Preset Forward (CO Line)	Y	Y	Y
Call Forward – Display	Y	Y	Y
Call Pickup	Y	Y	Y
Call Park (see Park)	Y	Y	Y
Call Waiting	Y	Y	Y
Caller ID – Dialing Parameters	N	N	Y
Caller ID – (Name and Number)	Y	Y	Y
Caller ID Dialing Parameters	N	N	Y
Caller ID – Call Log (Centralized)	Y	Y	Y
Calling Party Identification (Station to Station)	Y	Y	Y
Camp on	Y	Y	Y
Centrex Compatibility	Y	Y	Y
Class of Service (Station)	Y	Y	Y
Class of Service (CO Line)	N	N	Y
Class of Service (Day)	Y	Y	Y
Class of Service (Night)	Y	Y	Y
Class of Service (Traveling)	Y	Y	Y
Central Office Line Flash	Y	Y	Y
Central Office Line Groups	N	Y	Y
Central Office Line Identification (Name and Number)	N	N	Y
Central Office Line Types	PBX, CO, Open	PBX, CO, Open	PBX, CO, Open, Page
Conference (4-Party)	Y	Y	Y
Conference Release (Forced)	Y	Y	Y
Conference Rooms (8)	N	N	Y
Direct CO Line Access	Y	Y	Y
Directory Dial	Y	Y	N
DISA (requires VAA)	Y	Y	Y
Distinctive Ringing – CO	N	N	Y
Distinctive Ringing – Station	Y	Y	Y
Do Not Disturb	Y	Y	Y
Do Not Disturb override	Y	Y	Y
Drop Out Time	Y	Y	Y
DTMF Receivers	N	N	Y
Dual Color LED's	Y	Y	Y
Extension Record	N	N	Y
External Call Forward	Y	Y	Y
External Paging	Y	Y	Y
Feature Code Lookup	N	N	Y
Forced Intercom Ring	Y	Y	Y
Group Call Pickup	Y	Y	Y
Hands Free Answerback	Y	Y	Y
Headset Compatibility	Y	Y	Y

	System 24	System 48	Suite 64
Help Feature	N	N	Y – HD only
Hold (System)	Y	Y	Y
Hold (Exclusive)	Y	Y	Y
Hot Key Pad On/Off	N	N	Y
Hot Line	Y	Y	Y
Hotel/Motel	N	N	Y
Hunt Groups	Y	Y	Y
Interactive Display	Y	Y	Y
Intercom Key	N	N	Y
Intercom Mode	Y	Y	Y
Internal MOH	N	N	Y
Intrusion	N	N	Y
Last Number Redial	Y	Y	Y
Loud Bell	Y	Y	Y
Meet Me Page	Y	Y	Y
Memo Pad	N	N	Y
Message Wait	Y	Y	Y
Monitor	Y	Y	Y
Mute	Y	Y	Y
Night Service	Y	Y	Y Password Required
Off-Hook Preference	Y	Y	Y
One Touch Record (Requires Voicemail)	Y	Y	Y
Page – All	Y	Y	Y
Page – Allow/Deny	Y	Y	Y
Page – Group	Y	Y	Y
Page – Tenant	Y	Y	Y
Park – System	Y	Y	Y
Park – Station	Y	Y	Y
Pause	Y	Y	Y
Personalized LCD Messages	Y	Y	Y
PBX Dialing Codes	Y	Y	Y
Preset Call Forward (CO)	N	N	Y
Predefined Call Forward (Station)	Y	Y	Y
Private Line	Y	Y	Y
Privacy (Intrusion)	Y	Y	Y
Privacy Release (Intrusion Release)	Y	Y	Y
Privacy Tone Cancel (Intrusion Tone Cancel)	Y	Y	Y
Programmable Button Assignment	Y	Y	Y
Programmable Ring Assignment	Y	Y	Y
Pulse / Tone Conversion	Y	Y	Y
Record – One Touch	Y	Y	Y
Record – All Call	N	N	Y
Relay Contacts	Y	Y	Y
Release Key	N	N	Y
Remote Administration	N	Y	Y
Room Status	N	N	Y
Save Dialed Number	Y	Y	Y
Soft Keys	Y	Y	Y

	System 24	System 48	Suite 64
Speed Dial (Station)	Y	Y	Y
Speed Dial (System)	Y	Y	Y
Station Alarm (One Time / Always)	N	N	Y
Station CID Table Review	Y	Y	Y
Station Feature Check	Y	Y	Y
Station Lock/Unlock	Y	Y	Y
SMDR	Y	Y	Y
Station Off Net (External) Forward	N	N	Y
T1 / PRI Card	N	N	Future
Tenant Groups	N	N	Y – 3
Text Messaging	Y	Y	Y
Toll Restriction	Y	Y	Y
Touch Tone On/Off	N	N	Y
Transfer Beep Indication	N	N	Y
UCD	N	N	Y
UCD Agent Logon/Logoff	N	N	Y
UCD Reroute	N	N	Y
Virtual Extensions	N	N	Y
Voice Mail Integration	Y	Y	Y
Voice over Internet Protocol (VoIP)	N	N	Future
Voice Over Busy	Y	Y	N
VM Reserve	N	N	Y

## Account Code

### ***Forced Verified***

When enabled, the user must dial an account code in order to make an outgoing call on a CO line. The system compares the code dialed with those in the Account Code Table. If a match is found, the call goes out, if no match is found, the call is denied.

### ***Unforced/Unverified***

A personal or departmental account code can be assigned for tracking time spent on personal and/or customer accounts.

## Alarm Key

The Alarm Key is used with the Hotel/Motel Feature to show when wake up calls are set.

## Alternate Attendant

A second station can be programmed as the Alternate Attendant. The alternate answering position serves as a back-up position to the primary attendant. CO ringing will forward to the alternate answering position after the pre-programmed ring alternate position time.

## Answering Machine Emulation

Answer Machine Emulation simulate a telephone answering machine. When a call is station forwarded to voicemail, the voicemail button will flash indicating that a caller is leaving a message. The user can press that button and listen to the message being left. Additionally, the user can pull the call out of voicemail and speak to the caller.

## Attendant

One primary attendant is provided in the system for support of necessary services like Line Recall, Forced Incoming Intercom, Call Forward and Manual Night Service Operation. A second or alternate attendant position may be established for common sharing of incoming CO line calls or load sharing during peak traffic periods.

## Attendant Administration

The attendant can perform specific administrative functions, such as selecting the operating mode; Day, Night or Timed, program speed dial bins. In the Systems 24/48 the Attendant can set the system time and date. In the Suite 64 the attendant can also record auto attendant greetings and Temporary Mode, which requires the VAA Card.

## Attendant Recall

When the hold recall timer expires, callers placed on hold by an extension will recall back to the extension, if the call goes unanswered, the call recalls at the attendant extension.

## Attendant set time and date

In some of the PCS Digital systems the attendant can enter a code and set the time and date.

## Automatic Hold

Automatic hold allows the user to jump from one CO Line directly to another CO Line, placing each line on hold, without pressing the hold button. This allows busy extension users, such as the attendant, to answer multiple calls very quickly.

## Automatic Line Select

Users may select how their idle station functions when lifting the handset or press the speaker button. An extension can be set to access a specific outside line, a trunk (CO Line) route or intercom (ICM) automatically when going off hook or pressing the speaker button.

## Automatic Privacy

All stations conversations are considered private. Therefore, no other stations can join in on a conversation without special permission.

## Automatic Redial

Automatic redial assists the user by redialing the last number dialed. This is helpful when the called telephone number is busy or when there is no answer. When a programmable timer expires, the system notifies the extension user and then redials the telephone number. This process will continue until the maximum number of retries is reached.

## Background Music

When this feature is enabled at an idle telephone, the user can hear the music, if supplied by an ancillary music on hold source.

## Battery Backup (Watchdog)

The watchdog battery is used to keep power applied to the RAM that stores customer databases. If the power to the KSU is turned off, or the system loses power, the watchdog battery ensures that the database is not lost.

## Busy Lamp Field

A busy lamp is a programmable button, which is a visual indication showing the status of another extension on the system.

## Busy Ring Allow/Deny

Extension users may select to allow or deny additional calls to ring their extension when they are busy. When busy ring is allowed, extension users will receive a muted ring when the second call is presented to their extension. If denied, the call will follow the station forwarding parameter. (Suite 64 only)

## Call Announce Privacy

Each station can be set to answer intercom calls in one of three ways. Hands free with answer back, call announce (hands free) with privacy or tone ringing. The hands free with answer back will allow both parties to converse without pressing any buttons. Hands free with privacy will allow the calling party to announce the call, but the called party connects with mute enabled, which keeps the calling parties conversation private.

## Call Back

### ***Extension***

The callback extension feature alerts the called party, when they become available, that you would like a call back.

### ***CO Line***

The callback feature allows callers to queue on a busy CO line for use when it becomes available.

## Call Forward

The call forward feature allows extension users to forward calls to another destination. This is especially helpful when you're out of the office, busy or unavailable to take new calls. There are several different types of call forwarding as well as forwarding destinations, such as another extension, voicemail or to an external telephone number such as a cellular phone or home telephone number.

### ***Busy***

Call forward busy, forwards all incoming calls to the forwarded destination when the extension is busy. Extensions that are busy forwarded will not ring when a second call is presented to them. However, an alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Direct***

Called forward Directed, forwards all incoming calls to the forwarded destination as soon as it is presented to the extension. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Follow Me***

The follow me forward, feature allows internal extension users to re-forward their extensions to a new location. This is especially helpful when important telephone calls are expected, and you are caught in an impromptu meeting. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Idle***

The idle forward feature, will forward all calls presented to the extension, when it is idle. However, an alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***No Answer***

The no answer call forward feature, will forward all calls that are presented to the telephone and go unanswered. No answer forward will allow extension users to receive a second telephone call even though they are currently on the phone. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

### ***Off Net (External) Station***

Station off net call forwarding, allows station users to forward their incoming calls to a remote destination such as a cellular telephone or home telephone number. Station off net call forwarding, must be enabled in database programming. The station user can

change their forwarded destination from their extension. An alert tone is heard indicating that a new call is being routed to the forwarded destination.

## ***Predefined Call Forward (Station)***

The predefined call forward feature, is the administrators way to ensure that calls are not lost, because extension users have inadvertently canceled their station forwarding. Any station forwarding overrides this forwarding and an alert tone is heard indicating that a new call is being routed to the forwarded destination.

## ***Preset Forward (CO Line)***

The CO line preset forward feature, allows CO lines to ring multiple extensions and then be forwarded to a single destination, such as voice mail.

## **Call forward display**

Extension users can dial a code to display the forward status of an extension. To eliminate the forward status from the display the same code is dialed again. This allows users to further customize the way they interact with the telephone system.

## **Call Pickup**

Call pickup feature, allows another extension user to pick up an audible ringing telephone call from an extension. There are two types of call pickup directed and group.

### ***Directed Call Pickup***

The directed call pickup feature, allows extension users to dial an extension number that is audibly ringing. When they receive a busy signal, they can dial a code to pick up ringing call.

### ***Group Call Pickup***

The group called pick up feature, allows all extensions within a pickup group, to dial a code and pick up a call, which is ringing with in their group.

## **Call Waiting (Flash)**

The Call Waiting Flash supports the CO line flash, which allows extension users to pick up a call after receiving a call waiting indication.

## **Caller ID**

The telephone systems support, both name and number, central office caller I. D. Once a call is presented to the system, the caller ID information is stored in a "Caller I.D. Log/Call Back Table". The callback table can store up to 100 telephone numbers. While the callback table is being reviewed the extension user can have the system dial the telephone number that is currently in the display.

### ***Dialing Parameters***

Dialing parameters are a group of programming parameters that are used to assist the telephone system when dialing caller I. D. telephone numbers. For example, international prefix, country code, long distance prefix, and local area code. Using these dialing parameters, the telephone system will know, if calls are local or long distance and whether the call must be placed using a long distance prefix, such as a one (1) or an international prefix, such (001). (Suite 64)



## ***Single Line Caller I.D. Pass through***

All single line and analog devices ports, on the Suite 64, support caller ID passed through. This allows analog extensions to receive caller ID from the central office, if provided. Analog Caller ID pass through requires a Caller ID module on the CO Line board(s), and a caller ID telephone.

## ***Call Log (Centralized)***

The systems have a centralized caller ID log that can be accessed by anyone with a digital display telephone. The centralized call log stores up to 100 telephone numbers, which are automatically saved when caller ID is provided by the central office. When programmed correctly, extension users can press one button to dial any of the stored telephone numbers.

## **Calling Party Identification (Station to Station)**

Calling party identification is an internal function of the telephone system. Each extension within the system has an extension number. When one extension calls another extension, the calling party's extension number is presented on a display telephone, which is referred to as calling party identification. Calling party identification, on the Suite 64 is also passed through to the Single Line telephones.

## **Camp on**

The Camp On feature alerts the user of a busy extension that another extension is attempting a call. When a camp on is initiated the user at the busy extension hears a Camp On alert tone.

## **Centrex Compatibility**

The systems have the ability to issue a Hook Flash command while connected to a CO Line. This feature is a requirement when a user would like to answer call waiting or when a system is installed "behind" Centrex® or a PBX system.

## **Class of Service**

The system provides eight classes of service for assignment of outside dialing privileges. Each station is assigned one day class of service and one night class of service, which are primarily used for toll restriction to control of long distance dialing. The CO lines, in the Suite 64, are assigned one day class of service and one night class of service, which is used in conjunction with the stations class of service.

## **Central Office - Flash**

To invoke central office features, such as call waiting, three way calling or call transfer, the station user can dial a code to "flash" the central office. This can also be considered PBX compatibility.

## **Central Office Line Groups**

The system provides eight CO line groups for assignment of specific CO lines groups. The line group assignment is used for CO line pool access as well as tenant group differentiation. The CO line groups are designated by two digit notation when programming a station programmable feature button. For example CO line group 1 is entered as 01.

## **Central Office Line Name**

Central office lines in the suite 64 can be program to display a name rather than “Line 1”, which is especially helpful with tenants operations. Ringing lines with caller ID will show the caller ID on the top line and the CO line name on the bottom.

## **Central Office Line Types**

Each CO line in the system is assigned a line type, which will cause it to act differently. By default all CO lines are marked as CO type. If the system is placed behind a PBX, for example, the lines should be programmed as a PBX type. Central office lines which are equipped in the system, but not connected to telephone line facilities, should be programmed as open or empty.

## **Conference (4-Party)**

The system can accommodate up to 8, 4 member party conferences simultaneously. Conference combinations may consist of three CO lines (maximum) and any number of extensions to a maximum of four parties. The initiator of the conference is considered the conference controller, as well as one of the members. The initiator may exit the conference, leaving the remaining parties on an unsupervised conference and can rejoin the conference simply by dialing a code.

## **Conference Release (Forced)**

The initiator of a conference can release a Central office an extension out of the current conference.

## **Conference Room (Meet Me Conference)**

The Suite 64 has 8 conference rooms. To meet in a conference, internal parties just dial the conference room number, whereas incoming CO lines can be transferred into the conference room. Up to four internal or external parties can be in one conference room, and up to eight conference rooms can be active at one time.

## **Direct CO line Access**

CO lines can be accessed by pressing the preprogrammed flexible button, dialing an access code, or dialing the directory number, depending on the system.

## **Directory Dial**

Directory dial in the system 24 allows users to obtain a directory of station users and have the system dial the extension shown in the display. Directory dial also enables users to program a name along with a speed dial bin for use in later locating the speed dial number.

## **Direct Inward System Access (DISA)**

DISA allows users to remotely access system resources such as, CO Lines, system speed dial bins and intercom dialing. Although DISA the convenient, often it leads to toll fraud, therefore it is not recommended. The System 24/48 does not require additional cards to accommodate DISA.

## Distinctive Ringing

### *CO lines*

Each CO line can be programmed to have a distinctive ring tone. This helps users differentiate between ringing lines and can be very helpful in tenant installations. CO line distinctive ringing, overrides station distinctive ringing.

### *Station*

Station users may select between multiple ring tones to differentiate when their telephone is ringing from others in the group.

## Do Not Disturb

When do not disturb is activated all internal and external calls are blocked from ringing that extension. Some extension users, such as the attendant, can have the ability to override a station that is in Do Not Disturb.

## Drop Out Time (Warning Time)

Using the drop out time (warning time), extension users can be limited to the amount of time that the extension can be on an outgoing or incoming (Suite 64) call. This is especially helpful in public areas such as the lobby.

## DTMF Receivers

DTMF receivers/senders are used for single line devices and are included when an analog card/box is added to the system.

## Dual Color LED's

All PCS Digital telephone systems and telephones support Dual Color LED's

## Extension Record

See Record all

## External Call Forward

The PCS Digital systems can be programmed to forward telephone calls externally, using a trunk-to-trunk conferencing method, which conferences two central office lines together allowing the incoming call to be connected to an external location. Additionally, Suite 64 users can external forward their extension, which allows users to ensure that important telephone calls are transferred directly to them.

## External Paging

Each telephone system has one external page port that can be used with an ancillary paging device.

## Feature Code Lookup

The 31-button and wireless telephones can dial a code and scroll through a list to locate an unknown feature code.

## Group Call Pickup

All extensions are programmed into one of eight pickup groups. An extension within a group can dial a code and pick up and actively ringing call.

## Hands Free Answerback

All extensions can be set for hands free Answerback on intercom calls. This allows users to converse without pressing the speaker button or lifting the handset.

## Headset Compatibility

The telephones have been tested and found to be compatible with several different headsets.

## Help Feature

When equipped with the hard drive voicemail the suite 64 has an audible help user guide or help feature. This feature walks users through tasks that are not commonly used, and can eliminate long training sessions, which will allow users to learn at their own pace.

## Hold

### *Exclusive*

Exclusive hold allows station users to place a call on hold for their exclusive access.

### *System*

Calls placed on system hold, can be accessed by any extension within the system.

## Hot Key Pad (Dialing)

PCS Digital telephones support hot key pad dialing. This allows extension users to dial telephone numbers without having to lift the handset or press the speaker button. The Suite 64 has a code to disable this feature.

## Hot line

Extension users can be programmed to access specific extensions, CO Lines or features depending on the system, by going off hook on the handset or speakerphone.

## Hotel/Motel

The Suite 64 can accommodate a small hotel or motel. When enabled the attendant has the ability to activate and deactivate extensions, using their class of service, and the ability to see the room status on preprogrammed DSS buttons.

## Hunt Groups

There are eight hunt groups each can be assigned up to 24 members. Hunt Groups can be assigned as either a voice mail type, linear, or all ring. Only 1 hunt group per system can be programmed as a voicemail type. An all ring hunt group rings all phones simultaneously; a linear hunt group rings the first idle telephone found in the group.

## Intercom Key

An Intercom Key is used by extension users when they wish to invoke specific intercom features. For example, If the user wishes to make an intercom call, after answering an incoming central office call, they must press the intercom key or the system will try to transfer the CO line call.

## Interactive Display

The 31-button telephone and wireless handset have interactive displays, which interact with the three soft buttons found below the display. These buttons are used to assist with feature operation and programming.

## Internal MOH

The Internal music on hold consists of simulated music that can be played to callers that are on placed on hold.

## Intrusion

Intrusion allows extensions to join-in on an existing. There is also a programmable intrusion tone, which by default is enabled. This is most commonly used when training UCD agents.

## Last Number Redial (LNR)

Last Number Redial is used to press one button or dial a code for quick access to the last number dialed from that extension.

## Loud Bell

The system provides one dry contact closure for interface to an external device such as a Loud Bell or strobe light device. This closure can be associated with an incoming CO Ling ringing triggering the contact closure, activating the loud bell or strobe light when an incoming call is ringing.

## Meet Me Page

Meet me page allows a station user to dial a code from any extension within the system and be connected to the person that just completed a page. Once the call is established the paging port is released, and the two can converse privately.

## Memo Pad

While on an internal or external call extension users can enter a telephone to be dialed later. Dial the memo pad code, and enter the telephone number as it will be dialed, add 1 for long distance. When needed, dial the same code from the idle extension to place the call.

## Message Waiting

Message waiting is a visual indication sent by the calling party, which can be as simple as a flashing light or as complex as a message in the display of a 31-button or wireless handset. When the called party becomes idle or returns to the extension, simply presses the “Reply” button to return the call. Message waiting on single line ports is an audible stutter dial tone. When a single line device goes off hook, it will receive 3 seconds of stutter dial tone.

## Monitor

The Monitor feature allows other extensions to join in on an existing conversation. The extension which is “Monitoring” the conversation will be able to hear, but their “Mute” button will be active, so they will not be heard. However, if they press their mute button, they will transition from Monitor to Intrusion mode and they will be able to speak to both parties.

## Mute

Pressing the preprogrammed Mute button will temporarily disable the microphone or speakerphones transmit function.

## Night Service

The telephone system operates in two modes; day service and night service. When in night service all telephone extensions and central office lines (if applicable) use their night classes of service. Thus, controlling the amount of unauthorized calls placed at night.

## Off-Hook Voice Announce

All Digital extensions can be programmed to have hands free Answerback, voice announce or tone ringing. When using voice announce the calling party can announce the call but the called party cannot respond without pressing their mute button first. This ensures that all conversations are private until the called party wishes to answer the incoming call.

## Off-Hook Preference

Digital stations can select to go Off-Hook directly to a feature, or dial an extension number, or to a central office line or line group.

## One Touch Record

Extensions can be granted the ability to use the one touch record feature, which allows station users to record the current conversation. One Touch record is extremely helpful for remembering telephone numbers or addresses when a pen and paper are not readily available. The recording is placed in the user’s personal mailbox so that they may listen at a more convenient time.

## Paging

There are three types of paging, Internal, External and All call paging.

### ***All Call Paging***

When doing an all call page, all internal idle telephones as well as the external page port will be accessed. Therefore, everyone within the system will hear the page.

### ***Tenant Paging***

All tenant paging allows an extension user to page all tenants, in a Suite 64 at one time. This can be used in the case of emergencies or to make one unified announcement.

## **External Paging**

*There is one external page port that can be connected to an ancillary paging device that will receive all external paging.*

## **Internal Page Groups**

An internal page consists of a group, a tenant group, or all extensions with in the system. Only extensions that are idle will receive the page.

## **Paging Deny**

Allow/Deny – Users can block one-way pages (internal, group, and all page) over the key telephone speaker by dialing the page deny code. However, the user can still hear intercom calls as well as private voice announcements.

## **Park**

Park often called orbit is a way of placing a call on hold where anyone within the system can access that call by dialing a park pickup code

### **System**

A system park location is in a number that is commonly used by everyone in the system.

### **Station**

Station Park, often called Personal Park, is a location where calls can be placed for personal use.

## **Pause**

When integrating with an older Central Office, a pause may be needed when using station or system speed bins. To assist in this type of integration the pause length is programmable.

## **Personalized LCD Messages**

Personalized LCD messages, often called text messaging, can be done from a 31 button display telephone or a Wireless Handset. This allows station users to exchange text messaging rather than calling. Additionally, an extension user can place an away message on their extension to keep everyone informed such as “Out of Office”.

## **PBX Code**

One PBX code may be assigned in the system. This code will be referenced each time a user access a CO line marked as a PBX type. The first digit dialed on a PBX line will be monitored for a match against this digit. If the first digit dialed and the programmed PBX Code digit match, restriction is applied on all digits following this digit.

## **Predefined Call Forward (Station)**

Predefined call forward allows stations to be preprogrammed to a forward destination. Unlike preset call forward, predefined call forward, still functions even after the call is transferred. There are three types of predefined station call forwarding incorrect (wrong destination), busy and no answer.

## **Preset Call Forward (CO)**

Regardless of where a CO line rings, it can be preset forwarded to a single destination, such as another station, UCD or voicemail group. Unlike predefined call forward, preset call forward will not function after the CO line has been transferred. This type of forwarding is very helpful when using tenant services within the system.

## **Private Line**

The private line assignment provides a quick and secure method of programming one or more CO lines for access by only one extension. The private line is used exclusively by the extension that is assigned in the "private to" extension in database programming.

## **Privacy / Privacy Release (Intrusion)**

All calls within the system are considered private. Therefore no other extension can simply push a button and join in on an existing conversation unless privacy is disabled. Once privacy has been disabled other extensions can press the CO line button and join in on an existing conversation. Unless otherwise programmed, the system will play a tone whenever a new called joins in on an existing conversation.

## **Privacy Tone Cancel (Intrusion Tone Cancel)**

The privacy tone can be disabled. If the tone is disabled, no tone will be played when an extension joins an existing conversation.

## **Programmable Button Assignment**

The PCS Digital telephones have twenty programmable buttons. Each programmable buttons can contain any of the systems' features.

## **Programmable Ring Assignment**

Incoming central office lines can be programmed to ring and one or more extensions or to a UCD or voicemail group.

## **Pulse / Tone Conversion**

By dialing a code CO Lines can be converted from using Pulse dialing to DTMF touch tone dialing. This is especially helpful when integrating with older Central Offices.

## **Record – All Call**

In the suite 64 up to eight extensions can be programmed into an all record group. All conversations at these extensions will be recorded. However, the recordings will not be saved unless the extension user presses a key prior to placing the call on hold or hanging up

## **Relay Contacts**

Each system provides one (dry) contact closure for interfacing with ancillary devices. This contact closure is rated at 24 volts DC one amp.

## **Release key**

The release key releases all calls from the extension, and brings it back to an idle condition. Regardless of the placement of the handset, the telephone will be idle. This can be helpful when using a headset.



## Remote Administration

Using PCS Digital's, Windows based, remote programming software, installers may programmed through an RS232 or remotely via a modem. The System 24 requires an external modem

## Room Status

When the Hotel/Motel feature is enabled, the room status becomes active. The room status keeps the hotel/motel front desk attendant up to date on the status of rooms as they become available for renting.

## Saved Dialed Number

The Saved Dialed Number feature saves the number that an extension user dials for use at a later time. Unlike last number redial, once a number is stored, that number is retained until the Saved Dialed Number code is entered regardless of the extensions activities.

## Soft Key

There are three soft keys, which are found directly under the display of the 31-button or wireless telephones. The function of a Soft key changes depending on the state of the telephone. As the state of the telephone changes, the display indicates the new function of the Soft key.

## Speed Dial

### *Station*

Stations can be programmed to have access to personal or station speed bins. These speed bins can be programmed to contain commonly dialed telephone numbers. Once a speed bin is programmed it can be placed under any flexible button allowing the user to dial that telephone number by pressing the programmed button.

### *System*

System speed bins can be accessed by anyone in the system and are used to store numbers that are frequently dialed by multiple people within the system. System speed bins can also be placed on a stations' programmable button.

## Station Alarm

Stations can program an Alarm reminder that plays one minute of background music. This alarm is played once, and then disabled. In the Suite 64 the station alarm can be set to "always", allowing it to play everyday, at the same time, without having program it daily.

### *Always*

In the Suite 64, extensions can set an alarm that goes off everyday at the same time.

### *One Time*

Each extension can set an alarm that goes off once and then becomes inactive.

## Station CID Table Review

Any display telephone can dial a code and scroll through the caller ID list.

## Station Feature Check

Using a 31-Button Display telephone or a wireless handset, a station user or technician can dial a code to verify the status of the station's features. Is very helpful when troubleshooting, or to ensure that an extension is programmed correctly.

## Station Lock/Unlock

Using a station's password, users can lock their telephones. This helps reduce unauthorized users from using an extension that may have an unrestricted toll restriction. It should be noted that the station locked feature also locks users from dialing 911!

## SMDR

Station message detail recording is used to log inbound and outbound calls for specific extensions. This information can be sent to a parallel printer or a call accounting software program.

## Station Off-Net (External) Call Forward

Stations can be granted the ability to Off-Net or External call forward calls to an external number such as a cellular telephone or a home telephone number. This parameter must be enabled through database programming.

## T1 / PRI Card

In the near future the Suite 64 will have a T1 / PRI card. This card will run both T1 and Primary Rate ISDN formats. Additionally, DID tables will be added for routing DID calls.

## Tenant Groups

The suite 64 has 3 tenant groups. Each group has its own attendant, open and close schedule, and system alarms. Additionally, Extension users can be granted or denied the ability to call between the tenant groups.

## Text Messaging

Each 31-Button telephone and wireless handset can display an extensions' status. Dialing a code, station users can update their display with a message that informs other users of the current status, such as "Out to Lunch". There are six programmed messages that can be used and one message can be customized before it is sent.

## Toll Restriction

The PCS Digital systems provide a sophisticated monitoring of digits dialed on CO lines. The assignment of "Class of Service" is used for a broader range of call control, then simple toll restriction implies. If a Digit or range of digits is dialed on a CO line, which is inconsistent with the dialing extension's privileges, as defined in their class of service the call will be denied. The Suite 64 also checks each CO Line's class of service before allowing a call to be placed.

## Touch Tone On/Off

Each extension can enable or disable the simulated DTMF tones heard when dialing digits. When disabled, no sound is heard when dialing internal extension numbers. However, when dialing on a Central Office line the tones are heard.

## Transfer Beep Indication

Each extension can enable or disable the beep that is played when they are transferring a call to another destination. When enabled, there is a short tone burst (Beep) that is heard, when disabled, there is no tone heard.

## Transfer and Answer

This allows busy attendants to complete a transfer and answer (get) the next incoming call with the push of one button.

## UCD

Uniform Call Distribution – UCD is a flexible function of the suite 64 system. Simply stated, UCD grouping allows system resources, primarily extensions, to be linked for call handling. The Suite 64 has 24 UCD groups and each group has a lead or pilot number, which is the access point of the UCD group. There are three types of UCD groups, linear, distributed and all ring.

### *Linear*

Calls sent to UCD group marked as linear will ring the extension that is programmed in the first position within the UCD group. If there is no answer or that extension is busy, the caller is sent to the next agent.

### *Distributed*

Calls and sent to a UCD group marked as distributive are routed to the group members in a uniform distribution fashion. Therefore, the next agent in the group will received the next call.

### *All Ring*

Calls that are sent to a UCD group marked as all ring – rings all members within the group simultaneously.

## UCD Agent Logoff / Logon

Agents can dial a code to be temporarily taken out of the group. Once out of the group the agent does not receive any incoming calls. This can be very helpful when an agent is out of the office or out to lunch.

## UCD Reroute (Overflow Destination)

All UCD groups in the Suite 64 have the ability to play an overflow message one, an overflow message two as well as defining a reroute (overflow) destination. Once a caller is in queue, the caller can be presented with a message at a predetermined time. If the caller remains in queue they will be presented with a second message. If a call in queue goes unanswered, after a period of time the call can be sent to an overflow destination such as an extension, or UCD group.

## Virtual Extensions

Virtual extensions are used as alternative ringing locations, when using special features.

## Voice Mail Integration

All of the PCS Digital systems can be programmed to integrate voicemail systems.

## **Voice over Internet Protocol (VoIP)**

In the near future a Voice over IP card will be available for the Suite 64. The voice over IP card will handle two formats H.323v3 and SIP.

## **Voice Over Busy**

Voice over Busy – Often called “Whisper Page” allows extension users to converse with a busy extension. The VOB is heard in the busy extensions handset, but the outside party does not hear the internal conversation. This is very helpful to inform busy extension of an important call.

## **VM Reserve**

Voicemail reserve – The Suite 64 can be programmed to reserve up to 8 ports of voicemail to ensure that they can remain idle, ready to receive incoming calls.