



## Version 4.0 Features

### NEW Voice Mail Features

- **Remote notification of voice mail messages** - Voice mailboxes can be programmed to allow remote notification to personal numbers or digital pagers.
- **Multiple voice mailbox greetings** - Each extension, group, phantom, and system mailbox now has two programmable greetings.
- **Temporary system greeting** - An option is provided to remotely program a temporary greeting for Auto Attendant Day and Night. A single greeting can be recorded which replaces the Auto Attendant greeting until it is deleted.
- **Saving Voice Messages** - The ability to save voice messages is provided. Saved messages are no longer deleted by the clean up routine.
- **Marking messages as Priority** - The caller to a voice mail box has the ability to mark the recorded message as Priority.
- **Sending a Message to Multiple Mailboxes** - This feature allows a user to compose a voice message from within a mailbox and then send that message directly to other mailboxes.

Both a software and hardware upgrade is required to take advantage of the new voice mail features. The EncoreCX Voice Messaging Module (p/n: 618.5012, 618.5014 and 618.5018) must be revision **AE** or later in order to utilize the new features.

### NEW System Features

- **Multiple Call Park** – Has been expanded to have 5 park zones.
- **Sorting Individual Speed dial numbers alphabetically** – The speed dial numbers are now presented in alphabetical order. The list can also be examined by entering the first letter of a name and the nearest entry to the letter will be the first entry displayed.
- **Room Monitor** - A phone can be placed in an off-hook state and monitored from extension 20.
- **External Music-on-Hold** – The External MOH will be returned for Auto Attendant and Courtesy Service for internal and external calls placed on hold.
- **Privacy Release** – While on an external call, an extension user can activate the new Privacy Release feature and barge in on a call in progress. The Privacy Release is limited to two extensions and a line.
- **Real Time Screen in the MPS**  
There is now a screen in the Maintenance and Programming Software that shows the activity on the switch in plain language. For example, it can show system activity like this:

```
Extension xx ringing, CO Line 2 on hold, Extension xx  
connected to Line x
```