

Telecor VS1™ Phone System

System Features

Automatic Call Distribution

(ACD) – ACDs answer, organize, prioritize, and route incoming calls automatically to the appropriate agent. Ten ACD queues are possible with a maximum of 96 agents.

ACD Group Information –

Monitors call activity within the ACD.

ACD Account Number – Enables a user to log on to one or more ACD queues. ACD Queue Priority Mode – Users can set call prioritization using three optional modes (Legacy Mode, Round Robin Mode, and Flat Mode).

Automated Attendant – Answers and routes incoming calls, eliminating the need for a dedicated attendant. Up to 20 automated attendants can contain routing information for day, night, weekend, and other configurations.

Announced Transfer – User can announce a call before transferring it to another extension.

Attendant Messaging – With Telecor **Attendant** the receptionist can attach a text message to transferred calls.

Auto Paging – Automatically announces a call waiting at an extension over a paging system.

Blind Hold with Message – Enables the user to put a call on blind hold with a notification that the caller has been put on hold.

Call Forwarding – Incoming calls can be forwarded to another extension.

Caller ID – Displays the name and number of the caller when the phone rings.

Call Pickup – User can answer calls ringing or on hold at other extensions.

Call Reporting – Uses integrated Station Message Detail Reporting (SMDR) to generate usage reports.

Caller ID Routing – Routes calls to specific extensions based on Caller ID information.

Call Screening – User can view Caller ID and text message prior to answering a call.

Call Waiting Tones – Alerts user of an incoming call while on another line.

Centrex Support – Telecor VS1 phone system supports the use of Centrex lines.

CO Flash – A signal to the Telephone Company or Central Office (CO) indicating that special instructions will follow.

CO Port – Any port on the PEU 250 can be configured as a Central Office (CO) port type.

Conferencing – Three 16-party virtual conference rooms available.

Cordless Phone Support

Dial by Name – Caller can access an extension by dialing a person's name.

Direct External Programmable

Dialtone – Enables user to eliminate dialing "9" to make an outside call.

Direct Inward System Access

(DISA) – Enables a user to access system features from outside as if calling from an extension.

Direct Inward Dialing (DID) –

Callers dial a dedicated number to reach an internal extension.

Dialed Number Identification

Service (DNIS) – Identifies the number a caller used to call the system, enabling one trunk group to serve multiple applications.

Emergency 911 (E911) Support –

This user-configurable feature lets users dial "911" or "9,911" to place an emergency call even if all CO ports are busy.

Flexible Ringing Assignments –

Enables user to program a CO line to target multiple destinations, such as a receptionist or voice mail.

Flexible Station Numbering –

Extensions can be numbered according to physical or departmental location.

Group Ring – Incoming calls can ring at a group of extensions.

Guest Mailboxes – 200 virtual voice mail extensions for users without a physical phone.

Handsfree Intercom – Automatically connects internal calls for two-way communication through the telephone speaker.

Least Cost Routing – Routes outgoing calls to the correct CO line pool and uses the appropriate access code to be dialed.

North American Numbering Plan (NANP) Compatible

Network Card I/F – Novell^{fi} Netware^{fi} Interface compatible.

Off Premise Extension – An off-site extension, ideal for after-hours.

Parked Call Return – Parked calls will ring back to the station that parked them.

Private Line Assignment –

Dedicates a CO line to a specific station.

Programmable Relays – Two dry contact relays for devices such as security locks or entrance lights.

Promotions on Hold – Informs customers about new products or promotions.

Scheduled Events – Enables the phone system to change the way it interacts with callers, using different answering modes at scheduled times or events.

System Management – Application that provides configuration and diagnostics capabilities, remote site access, and management.

Station Message Detail Recording

(SMDR) – Provides detailed call information for station and ACD reporting.

T1 Interface – Up to two T1 interface cards are supported.

Toll Restriction – Restricts specific phones from making certain types of calls, such as long distance.

Universal Ports – On the Telecor Port Expansion Unit, eight of the 16 ports can be either station or CO lines. Station ports can be configured for digital or analog use, eliminating the cost of specifically dedicated lines.

Voice Mail – More than 30 hours of voice mail storage is available. User can record a personal greeting and establish a secure 4-digit passcode.

Features include:

Sending Options: Send Message, Replay Message, Cancel Message, Re-Record Message, Resume Recording, Group Broadcast, Forward Message with Comments.

Message Playback Options: Replay, Pause, Delete, Save, Fast Forward, Rewind.

Caller ID Stamp on Message

Escalation – Can forward messages to up to 20 other voice mail extensions.

Time/Date Stamp on Message

Voice Mail Notification on a Digital Pager – Alerts a mobile user to new voice mail messages through his pagers, displaying Caller ID.

Zone Paging – Page a specific department or area. 20 software configuration zones are available.

The Telecor VS1 business telephone system is an expandable, server-based PBX that includes all the powerful features and reliability found in traditional telephone systems – and more. With integrated features such as Voice Mail, Auto Attendants, Automatic Call Distribution, and Auto Paging, the VS1 phone system gives you a lead on the competition. To keep pace with the changing needs of growing businesses, the Telecor VS1 phone system is designed to be flexible and scalable for future growth. The entire system can be managed remotely using a system management application. Telecor has taken a strategic business tool and transformed it into a flexible platform that is easy to expand and easy to use.

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When Business
Communications Means
Business

DISPLAY PHONE MODEL DP200 (DP200)

Auto Line Select – Selects a line when the handset or speakerphone is activated on the DP200.

Standard Telephone Features – Flash, Headset Mode, Hearing Aid Compatibility, Hold, Message Waiting Light, Mute, Redial, Speakerphone, Transfer, Ringer Volume, Volume Control, and Wall Mount.

Auto Hold – First call is automatically put on hold when answering another call.

Blind Hold – Enables user to place calls on hold without connecting to the call.

Blind Transfer – User can transfer a call to a specific extension or voice mail without answering the call.

Caller ID Name and Number – Displays name and number of the calling party as the phone rings.

Conferencing – Enables user to set up a 3-way conference call.

Cordless Phone/Modem Port - Cordless phone allows user to process calls while away from DP200, or modem can access CO line via DP200.

Distinctive Ring – User can choose from 12 ring settings and 8 volume settings.

Discreet Call Screening – User can preview Caller ID information or text messages prior to answering a call.

Display – Large, easy-to-read LED display.

Do Not Disturb (DND) – User can automatically direct calls to another extension or voice mail.

Direct Station Select/Busy Lamp Field Capability (DSS/BLF) – Three feature buttons that can be programmed to dial or view a specific extension.

Handsfree Operation – Internal calls can be automatically connected through the speakerphone.

Simultaneous Call Handling – Can accept up to five calls at the same time.

Speed Dial – User can store up to 10 personal speed dial numbers.

Twelve User Customized Feature– User can program enhanced system features.

Visual Park – Allows user to place calls in one of nine park zones in order to release the line for use.

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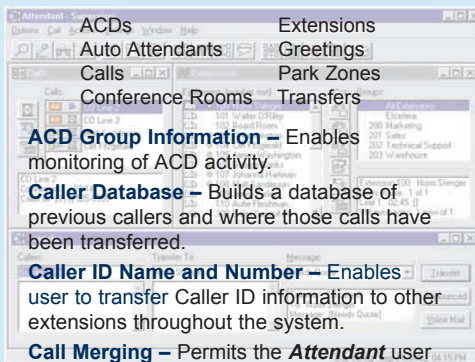
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CTI Application Features

TELECOR ATTENDANT

Attendant Windows:



ACD Group Information – Enables monitoring of ACD activity.

Caller Database – Builds a database of previous callers and where those calls have been transferred.

Caller ID Name and Number – Enables user to transfer Caller ID information to other extensions throughout the system.

Call Merging – Permits the **Attendant** user to merge two external calls.

Conference Room Information – Enables monitoring of conference call activity.

Discreet Call Screening – User can preview incoming calls through Caller ID prior to answering them.

Display Messaging – User can send a text message when transferring a call to an extension.

Drag-and-Drop Transfer – Calls can be transferred with a click of the mouse.

Extension Status – Shows which extensions are in use, in DND mode, or have voice mail at any given time.

Messaging – Attendant can send a text message when transferring an outside call to an extension.

Personal Speed Dial – Program up to 1,000 personal phone numbers.

Resizable and Arrangeable Layout – User can customize his **Attendant** windows.

TELECOR CONNECT

Account Code Tool – Allows efficient tracking of calls by coding calls for SMDR tracking.

ACD Status Window – User can monitor Automatic Call activities such as the number of users logged on or the number of calls in the queue.

Away From Desk – Notifies user of incoming calls when away from his desk.

Blind Hold – User can place calls on hold without connecting to the call.

Blind Transfer – Enables user to automatically transfer calls to a specific extension or voice mail.

Caller ID Name and Number – Enables user to transfer Caller ID information to other extensions throughout the system.

Call Bar – Miniature version of the Calls window that enables user to make and receive calls without running **Connect** in full screen mode.

Dynamic Data Exchange (DDE) – Integratable with DDE-friendly applications to share data and commands.

Discreet Call Screening – Enables user to preview incoming calls through Caller ID prior to answering them.

Display Messaging – User can send a text message when transferring a call to an extension.

Extensions List – User can look up internal phone numbers quickly and easily.

Personal Phonebook – User can customize up to 1,000 speed dial entries.

Phone System Directory – Includes user, ACDs, Groups and Guest Mailboxes.

Simultaneous Call Handling – Can accept up to 10 calls at the same time.

Station Status – Monitor five different stations, Groups, ACDs, or conference rooms. Allows direct-dial by double-clicking the desired station.

Telephony Applications Programming Interface (TAPI) – Integratable with TAPI compliant applications to perform screen pops and call control.

Voice Mail Message Indicator – Alerts user to new voice mail messages.

TELECOR CALL

Blind Hold – User can place calls on hold without connecting to the call.

Blind Transfer – Enables user to automatically transfer calls to a specific extension or voice mail.

Call Bar – Miniature version of the calls window that enables user to make and receive calls without running **Telecor Call** in full screen mode.

Discreet Call Screening – Enables user to preview incoming calls through Caller ID prior to answering them.

Extensions List – User can look up internal phone numbers quickly and easily.

Function Keys – Use the 12 keyboard function keys for call processing.

Personal Phonebook – User can store up to 1,000 entries.

Simultaneous Call Handling – Can accept up to 4 calls at the same time.

User Buttons – 30 user buttons can be customized to perform frequently-used call functions.

Voice Mail Message Indicator – Alerts user to new voice mail messages.

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