



# Emerald ICE 32 Top Features



## Audio Help User Guide

Don't rely on a printed pocket guide! Getting help with any feature is as simple as pressing the help button on your phone. Step by step instruction are voiced to you. (Requires Hard Drive Voice Mail)

## 2 Models of Phones

An executive desk Display phone AND a non-display speaker phone gives you two cost-effective options for any environment.

**Do Not Disturb** with Boss/Secretary. For those who want a caller handled by a live person when they get busy. Press the DND button and calls go to an assistant rather than voice mail.

## Note Pad

Store a number right in your phone in mid conversation. The caller hears nothing, you see it on the display, then press one button later to call them back.

## Headset Ready

A 2.5 mm headset jack and preprogrammed button on the deluxe telephone allow use of economic headset options.

## Call Forward (off premise)

Forward calls to another extension or automatically to your cell phone.

## Meet Me Conferencing

Each party that enters a conference bridge simply dials a 3 digit number, or is transferred to that number.

## Unified Messaging

Unified Messaging allows users to direct voice messages and email messages to a single inbox that can be viewed and handled via the user's computer.

## Caller ID

Is integrated into the system and will show on display phone, our digital cordless phone or any analog cordless phone with CID capability.

## DSS Tap

Answer a call, not for you? Just press another's light (DSS key) then another if needed. Hang up to transfer, never using the xfer key.

## Uniform Call Distribution

Create a call center so that calls can be managed by a group. Multiple groups and login, logout as well as many call distribution options.

## Auto-Record

8 extensions can be set to record all calls, then just press the save key at the end of the call. (Requires Hard Drive Voice Mail)

## Front and Back Door (or gate)

Release a front and back door or loud bell with the doorbox interface.

## Page System Interface

Connect directly to an external page system for alerting employees in large or loud facilities.

## Windows Programming Interface

Whether local or connected via the built-in modem using the Windows-based graphical interface.

## Tenant Service

The Emerald ICE can serve multiple companies with specific configurations for each.

## Meet Me Page

A page answered at any telephone by pressing the Meet Me Page and connection will be made to the extension that paged.

## Hot Key Pad

Just start dialing digits on the Emerald ICE telephones, no need to press the speaker button or intercom key.

## Call Park / Call Park Answer

Allows you to park a call on any extension number. To retrieve just press park plus the extension number.

## Auto Hold

Simply press another ringing line and an existing caller is placed on hold and the next call is answered.

## SMDR for Reporting

Save valuable call record data using with the included SMDR port. Print call activity or save for use in a Call Accounting package.

## Optional Battery Power Pak

Back-Up Battery Power Pak that provides about 7 - 8 hours under a light load and 3 - 4 hours under a heavy load.

(Voice Mail Features)

## 8 Ports Standard

Both the Hard Drive and Flash voice mail systems are 8 ports. This provides extra capacity to take advantage of recording, queuing, or UCD options.

## Call Record

Press a button if you decide to record a call. The conversation becomes a message in your voice mail box.

## Answering Machine Emulation

Screen your calls or grab a missed call after hearing the caller as they record in your voice mail box.

## Voice Mail "Expert" Mode

Save time by using voice mail expert mode and its three additional features: auto-skip, auto-scan, and auto-save.

## Tutorial for First time Users

Step by step instruction to help users set up the mailbox. Record names and greetings, and set your own password.

## Call Screening

Callers are prompted to record their name before being transferred. After the name is played, the subscriber can take the call or send it to voice mail.

## Notification of Non-Delivery

Rather than be inundated with delivery notifications, only be notified if your voice message is NOT listened to.

## Secretary Mailbox Access

Allows someone other than the mailbox owner to access only the envelope information, but not the actual voice mail message.

## Advanced Routing

Flexible Voice Menus can route incoming callers based on day, time, trunk, Holiday, or single digit dialing choices.

## Dial by Name

Caller can be find the correct contact by using the Dial by Name feature using first or last name dialing.

