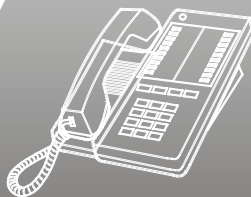


USER MANUAL



ANSWER



*1 Port/2 Port
Auto Attendant*

USER MANUAL

EZ Answer

EZ Director

2 PORT AUTO ATTENDANT

EZ ADVANTAGE CORP.,
221, Broad Street
MILFORD, CT-06460
U.S.A.

***EZ ANSWER* User Manual**

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General Features

The **EZ ANSWER** is a 1 Port / 2 Port Auto Attendant with 40 seconds of default messages on each port and 200 seconds of voice recording space available to the user. The **EZ DIRECTOR** has 46 seconds of default messages, 50 seconds of main greeting and an additional recording space of 380 seconds for voice menus.

The **EZ ANSWER** has an Overflow Relay Pick up facility, to pick up and answer calls that go un-answered at the Operator Console.

The **EZ ANSWER** also has a *music* input. While recording the main greeting, a music source may be connected through this input, to have background music while the main greeting is played back.

Status lamps show the current operating status of the unit. When the **EZ ANSWER** is powered on, the green colored POWER lamp blinks a few times rapidly, glows steady for 1 second and then flashes on-off, indicating normal operation. The OFF HOOK lamp starts glowing as soon as an incoming call is answered and remains on as long as that port is off-hook. The PLAY and RECORD lamps glow while the port is playing back or recording a voice message, respectively.

The 1 port and 2 port units are identical in all respects except for one additional program available in the 2 port units.

A standard USOC RJ11 phone jack is used to connect the **EZ ANSWER** to the property's PBX as an extension. The power input is through a DC power socket and the unit will work reliably for any ac or dc input voltages in the range of 9 to 15 volts.

The **EZ ANSWER** may be wall mounted or kept on the tabletop. The unit has wall-mounting eyelets on the bottom of the unit, centered on 3.0 inch spacing.

The **EZ ANSWER** has a Volume Level adjust control on the rear panel of the unit, for adjusting the output level of the voice message played back to the caller. The control is common for both the ports.

The EZ ANSWER does not need any batteries to retain its VOICE MESSAGES or the Program Parameters, since both are stored in Non-volatile memory.

The EZ ANSWER is a Plug-n-play product, which can be put to use with a minimum of programming. It comes with default parameters and default voice messages programmed in the unit, which will be adequate for most installations. At some places, the extension lengths and hook flash timings may need to be programmed to get the unit to work properly,

The EZ ANSWER is completely remote programmable.

Installation

Unpack the unit from its shipping carton and check that all the materials have been received in good condition. Any damages or shortfalls must be reported immediately to the distributor from whom the purchase was made.

Your **EZ ANSWER** shipping carton must contain :

- The **EZ ANSWER** Auto Attendant
- User Manual
- Wall Adapter
- Modular cable(s)

Select a suitable location for the **EZ ANSWER** to be placed - it may be wall mounted or kept on the tabletop. A suitable location should have one or two phone extension sockets and a power socket close by, should be easily accessible for any service or maintenance work.

Plug in the Wall Power adapter into the Power socket and insert the other end into the Power input connector on the **EZ ANSWER**. Switch on the power to the unit. The Power lamp on the unit should flash rapidly for about 2 seconds, then remain steady for a second and then continue to flash once a second, indicating that it is now in normal operation.

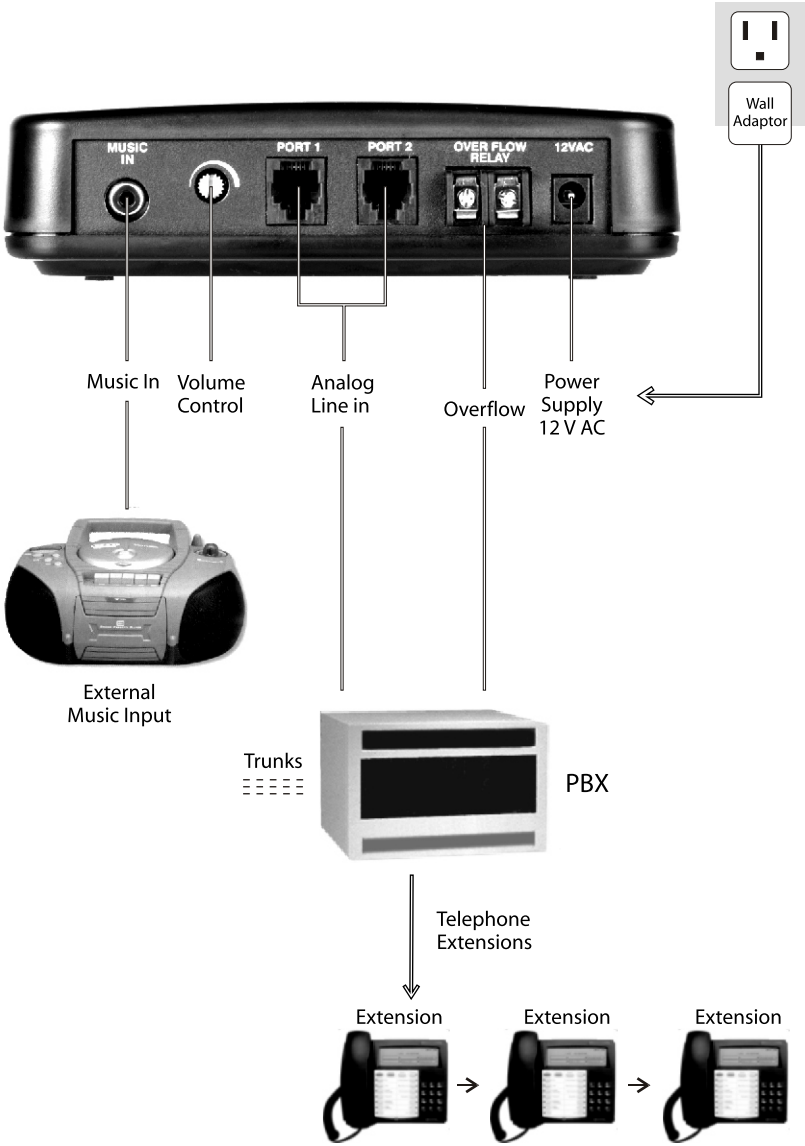
Insert the modular connector in the line jack on the unit and insert the other end into the wall extension socket for both the ports. Sometimes, when the power is first applied or when the phone cord is inserted, the Power lamp may glow steadily for about 5 seconds before returning to the slow On-Off flashing state. This is normal and need not cause any concern.

If the OVER FLOW pickup function is also to be used, these connections from the PBX will need to be brought to the **EZ ANSWER**'s location.

On the Two-port Auto Attendant, the Overflow inputs are common to both the ports. However, to avoid both ports picking up the Overflow call at the same time, Port 2 is programmed to wait for one relay closure more than Port 1. For example, if 5 is the 'number of closures' programmed under program #210, Port 1 will pick up the call after 5 closures. If Port 1 is busy answering a call, Port 2 will pick up the call after total of 6 relay closures.

You are now ready to do a *Functional Check* of the unit and then put it into operation.

Connection Diagram



Functional Check

After the Installation has been completed satisfactorily, you will need to carry out a few preliminary checks, before putting the unit into operation.

*If you are looking at the **EZ ANSWER** while you are running the functional check, it will be very easy to solve any problems that may be encountered as well as understand the programming methods.*

You will need another extension from which you can call into the **EZ ANSWER** to go through the functional check. Ascertain the extension number of the **EZ ANSWER** and call into it from the second extension. The unit should pick up the call after the second ring and start playing the main greeting.

*If the **EZ ANSWER** does not pick up the call by the second ring - observe whether the Power lamp on the unit is steady or flashing. If it is still flashing, it means that the unit is not getting any RING signal. Check the extension into which the **EZ ANSWER** is plugged in - may be the extension is faulty or you may be calling some other extension number.*

If the Power lamp is steady, wait for at least 16 rings - if the unit picks up the call before 16 rings, it may be, because, the parameters were changed while testing prior to dispatch. If the unit does not pick up the call even after 16 rings, most likely, the ringing signal received from the PBX is faulty.

Once the unit picks up and answers the call, listen to the voice message and adjust the output level if necessary. The Volume adjust control is located at the bottom of the unit. As long as the unit remains off hook, the OFF HOOK lamp will be glowing steadily. Whenever the unit is playing a voice message, the PLAY lamp on the unit will be glowing.

Go into the programming mode and run program #999 to set all default values. Change the Extension Length (program # 204) to the desired value and exit programming mode.

Now call into the **EZ ANSWER** and dial an extension number while the unit is playing the main greeting or during the 5-second's silence after the greeting message. Confirm that the unit transferred the call to the extensions that you had dialed.

If these basic functions worked properly, go into programming mode and set all the other parameters to suit your site.

To check the OVERFLOW pickup function (without connecting to the PBX), take a piece of wire and lightly touch the two terminals a few times - observe the Power lamp stop flashing, the Off-hook lamp coming on and then the Play lamp start to glow. This indicates that the unit has picked up the call.

Most of the common problems are listed at the end of this manual along with the possible causes and remedies. If you faced any problem during the basic functional check, look through the Trouble-shooting guide before calling for Tech support.

Operating Basics

The **EZ ANSWER** is a 1 port / 2 port Auto Attendant with several built in facilities. To make the best use of these features, it is necessary to understand the working of the unit as well as some features of your PBX and the site where it is being installed.

The default parameters have been designed to work straight

away for most of the installations. However, there may be some problems in some sites. Although the user is permitted to record the main greeting message, (on a Generic Voice module) it must be noted that, **the default main greeting, once recorded over, cannot be retrieved.** If the user tries to record the main greeting in a Custom voice module through program #104, the unit will prompt with the message **This entry is invalid.**

The *Hook Flash* duration and the *Delay after Hook flash* are two parameters, which need to be programmed properly before the unit can function correctly.

The unit will accept any digits that are dialed while the main greeting is being played. If no digits are dialed till the main greeting is over, the unit will wait for 5 seconds before transferring call to the operator.

A call routed normally by the PBX to the **EZ ANSWER** will have a higher priority over the *Overflow Pickup* call. And hence, if a normal call comes in while the unit is waiting for the requisite number of *Overflow* relay closures, it will abandon the *Overflow* call and answer the normal call.

It is suggested that the users familiarize themselves with the programming of the unit and then change the default password so that unauthorized changes of the parameters will be avoided.

The 2 port unit can function as 2 individual ports (totally independent of each other) or as a common 2 port unit.

In the 'individual' mode of operation, the two ports are not linked together in any way except to be physically packaged into one unit. Each of the two ports may be programmed with a separate set of program parameters; different main greeting messages and also be connected two different PBXs.

In the 'common' mode of operation, when one port goes into the programming mode, it will signal the other port, which will then terminate all activities. If it is in the middle of answering a call, it will disconnect the caller - and both ports will remain in the programming mode, till the caller exits from the programming mode. Here, all the program parameters are common between the two ports.

Programming the Unit

The **EZ ANSWER** Auto Attendant is shipped from the factory with default settings, which should be good enough to work in most installations. However, some site-specific parameters may need to be programmed, before the unit is put into operation.

The available programs along with the valid input parameters and the defaults already programmed in the unit are given on Page 14.

The unit has a built in set of voice prompts, which are used to guide the user during programming and also to ascertain the currently programmed values in the system.

The unit is **fully remote programmable**. The user can program and check all of the values as well as record the main greeting, from any remote location, by calling into the unit from a standard touch tone phone instrument.

To enter the Programming Mode:

Call in to the **EZ ANSWER** by dialing the extension to which it is connected. The unit will pick up the call and start playing the main greeting. At any time while the main greeting is being played, or during the 5 second silence after the main greeting is over, press the 'star' key (*) to enter the Programming mode.

As soon as * is pressed, the main greeting will stop playing. Now, enter the 5 digit password followed by the `pound' (#) key. The default password is **12345**.

If the password is valid, the unit will prompt you with the message **Enter Program Number.** If the password is invalid, you will hear the message **This entry is invalid** and the unit returns to the main greeting.

Press **12345#** to enter programming mode.

Press **###** to exit programming mode.

Normally, a single # is enough to take you out of the programming mode. However, ### is guaranteed to take you back to the main greeting.

General Programming Rules

All the digits for the program number and the values for that program should be entered one after the other - except for program numbers 107, 109 and 207.

If the unit responds with the message **This entry is invalid**, it means that either you entered a program number which does not exist or that the parameters for that program are invalid / out of range.

If a digit is input while the unit is playing a voice prompt, the voice prompt will be terminated and the unit will wait for further inputs. *Hence, until the user is familiar with the programming methodology, it is recommended that the user wait for the voice prompts to finish playing fully before proceeding with the next program inputs.*

Some programs require a variable number of digits to be entered, while the rest of the programs require a fixed number

of digits to be entered. Where a variable length entry is permitted, *if less than the maximum number of digits permitted for that program are entered, the # key is used to terminate the entry sequence.*

For the fixed length entry programs, the unit will start processing the entered digits as soon as all the digits are entered.

The # key is not to be used for terminating the entry sequence for these programs.

If no digits are input for 60 seconds, the unit will time-out and exit from the programming mode.

On successful completion of a program, the old values will be overwritten with the new values in the unit's non-volatile memory and will come into effect after exiting from the programming mode. The unit may take about 1 second to write the values in the non-volatile memory. If more than 1 digit is entered during this period, it will lead to an error or unexpected consequences.

Hence, if you are using a butt set to program the unit, it is advisable to wait for at least 1 second before continuing with the next program.

The values that are currently programmed in the system may also be ascertained by 'listening' to the values prompted by the system. The # key is not prompted since it is used to terminate an entry.

After the programming is over and the user exits the programming mode by pressing ###, the unit will start playing the main greeting and the user can now transfer to another extension or test the parameters that were just programmed.

List of available programs

Program #	Program description	Default value
101 / 141	Change the existing password	12345
102 / 142	Set the hook flash timing	13
103 / 143	Transfer type selection	0
104 / 144	Record main greeting	-
105 / 145	Operator extensions	0
106 / 146	Invalid leading digits	56789
107 / 147	Valid extension list	-
108	Delete valid extension	-
109 / 149	Single digit dialing plan	-
110 / 150	Fax extensions	-
201 / 241	Conflict timer	2
202 / 242	Number of rings to pick up	1
203 / 243	Off hook to Message delay	5
204 / 244	Extension length	3
205 / 245	Delay after hook flash	2
206 / 246	No. of rings for no answer	5
207 / 247	Invalid extension list	-
208	Delete invalid extension	-
209 / 249	Overflow relay pick up code	5*67
210 / 250	Reroute on busy extension	-
211 / 251	Operation mode	0
300 - 321	Listen to default messages	-
999	Set all default values	-

Program # 101:

To program a new 5 digit password -

Enter **101 nnnnn**.

`nnnnn' is the new password that you want to set. The password may include * but not # as a digit.

Length of entry = fixed 5 digits

Default password = 12345

Program # 141:

To listen to the currently programmed password

You will hear:

“ One Four One (0.6 sec silence) One Two Three Four Five”

Program # 102:

To program the Hook flash duration -

The hook flash duration is programmable in steps of 50 msec (0.05 sec) from 0 to 2.45 seconds.

Enter **102 nn**.

Range for `nn' = **0 to 49**

Hook flash duration = nn x 0.05 sec

If `nn' = 0, then no hook flash will take place.

Default value = **13** (650 ms)

Length of entry = fixed 2 digits

Program # 142:

To listen to the currently programmed value for the Hook flash duration,

You will hear: " One Four Two (0.6 sec silence) One Three"

Program # 103:

To select the TRANSFER TYPE

EZ ANSWER Supports 3 types of transferring an incoming call.

Type 0 - Semi supervised

Type 1 - Fully supervised

Type 2 - Blind mode

Semi supervised: In this mode, the unit will transfer the call to an extension, if that extension returns a ring signal. If that extension is **busy** or invalid, the appropriate message is played back to the caller.

Fully supervised: In this mode, the unit will wait for the extension to answer before transferring the incoming call. If there is no answer from the extension, the unit will play back the message **" I am sorry, there is no answer from that room"** and then allow the caller to dial 0 for the operator or hang up. The number of rings that the unit will wait before deciding there is no answer from the called extension will depend on the value programmed under program # 206.

Blind mode: In this mode, the unit will not check for `ring - no answer', `busy', `re-order' signals from the PBX. The call will be transferred as long as it is not part of the invalid extension list.

The unit dials the extension and hangs up.

Enter **103 n** where **n = 0, 1 or 2**

If any other value is entered, the unit will prompt the message **"This entry is invalid"**.

Default value = **0**

Length of entry = fixed 1 digit

Program # 143:

To listen to the currently programmed value for the Transfer type

You will hear: " One Four Three (0.6 sec silence) Zero"

Program # 104:

To record the main greeting - **EZ ANSWER** has a default main greeting already recorded in it. To record your message over this default greeting, do as follows:

Enter **104** - You will hear a long tone. Begin speaking after the tone. Press **#** to terminate the recording.

A main greeting of up to 50 seconds may be recorded. Once a new greeting is recorded, restoring the factory default settings cannot retrieve the default greeting.

Program # 144: To listen to main greeting

After the main greeting is played back, the unit will prompt with **Enter program number** indicating that it is ready to accept the next input.

If a digit is input while the main greeting is playing, the unit will terminate the greeting playback and accept the dialed digit as the first digit of the next program number.

Program # 105:

Operator extensions - The user may program up to 3 extensions as "Operator extensions". These extensions may be of different lengths. For example, you may enter **105 0 * 261 * 3564 #**

In the above example, one Single digit, one 3 digit and one 4 digit extension has been programmed, Press * to separate two extensions. Press # to terminate the entry. At least 1 digit must be programmed. For example, the entry **105 1 #** is a valid entry.

When a caller requests a transfer to the Operator extension, **EZ ANSWER** will dial the first extension in the above list. If the unit encounters a busy signal from the first extension, it will try the second and if even that is busy, it will try the third extension in the list. If a blind mode of transfer has been selected, the unit will dial the first extension and hang up.

However, even if a *Fully supervised mode* has been selected, the unit **will not** perform a 'no answer' check on the operator extensions. The call will be transferred to the first operator extension, which returns a ring signal.

Default value = **105 0 #**

Length of entry = maximum of 16 digits, including the # key

The # key is used to terminate the entry sequence. If a * is entered as the first digit or if two consecutive *s are entered anywhere else in the string, the system will treat it as an invalid entry.

If 16 digits are entered and then the **#** key is pressed, the unit will check for validity of the 16 digits and then store them if valid. ***But the # key will be processed as the first digit of the next program number - which will make the unit exit the programming mode.*** Hence, the **#** key must be used only if the total number of digits entered is less than 16.

Program # 145:

To listen to the currently programmed value for the Operator extensions -

You will hear: " One Four Five (0.6 sec silence) Zero"

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program # 106:

Invalid leading digits - All extensions with these leading digits will be taken as invalid extensions, except if that specific extension is listed as a Valid extension OR if that leading digit is part of the Single digit dialing plan.

For example **106 3456789#** would make all extensions whose first digit is 3 or 4 or 5 or 6 or 7 or 8 or 9 will be treated as Invalid. So, if the caller dials 301, he would hear the message ***"This entry is invalid"*** unless the extension 301 is programmed in the VALID LIST of extensions.

Enter all digits one after other and press **#** to terminate the entry.

Default value: **106 56789#**

Length of entry = maximum of 9 digits, including the **#** key

The # key must be used to terminate the entry, only if the total number of digits entered is less than 9. If a * is entered, the unit will prompt **"This entry is invalid"** and will ignore the entire string of digits that were entered.

Program # 146:

To listen to the currently programmed Invalid Leading digits -
You will hear:

" One Four Six (0.6 sec silence) Five Six Seven Eight Nine"

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 107:

To enter the list of Valid Extensions -

Under this program, the extensions are entered one by one. After entering the program number, enter the first extension to be placed in the *list-of-valid-extensions*. The extensions must be of a fixed length as programmed under *Program No. 204*. The unit will check for validity and store that extension in the memory and then give 2 short beeps to indicate that you can now enter the next extension.

An all-0 extension is invalid and a * in the extension is invalid. If an invalid extension is entered, the unit will prompt **"This entry is invalid"** and return to the **"Enter Program number"** prompt.

If that extension is already present in the list of valid extensions in memory, *the unit will prompt with 5 short beeps* to indicate a duplicate entry and wait for the next extension to be entered. All the valid and non-duplicate entries will be appended to the

end of the list of extensions already in memory. The unit inserts a * between two extensions while storing in memory.

Length of entry = Total of 240 digits

Press # to terminate the programming

The unit will insert a * between two extensions while storing in memory. Hence, the maximum numbers of valid extensions that can be stored are:

80 extensions of 2 digits
or 60 extensions of 3 digits
or 48 extensions of 4 digits
or 40 extensions of 5 digits.

After all the available space for the *valid extensions* is used up, if another extension is entered, the unit will prompt **"This entry is invalid"** and return to the **"Enter Program number"** prompt.

Note: If this programming is being done without listening to the *response-tones*, appropriate pauses must be allowed between successive extension entries. **After an extension has been entered, if another digit is entered before the confirmation beeps, this last digit will be ignored.**

Default value: 107 #

There are no default entries for this program.

Program # 147:

To listen to the currently programmed list of valid extensions:

You will hear: "One Four Seven (0.6 sec silence) One Two Three

Star Four Five Six Star"

The # at the end is not prompted as it is an indicator of the end of the string.

Note: *An entry in the list of valid extensions will override the Invalid leading digit entries. For example, if 5 is an invalid leading digit but extension 534 is entered in the list of valid extensions, it will be treated as a valid extension.*

Program # 108:

To delete one or all of the **Valid extensions** -

Enter the extension to be deleted after the program number. For example - **108 245** will delete extension 245 from the list of Valid extensions. However, the last remaining valid extension may be deleted **only** by using the 'Delete all extensions' command shown below.

If that extension is not present in the list of Valid Extensions, you will hear the message **"This entry is invalid"** and the unit will return to the **"Enter Program number"** prompt.

To delete all Valid extensions -

Enter **108 000**.

The number of 0's to be entered will be same as the extension length i.e. if a four digit extension length has been selected, enter 0000 and for a two digit extension, enter 108 00.

Program # 148:

This program will also prompt the *Valid list of extensions*. (same as program # 147)

Program # 109:

Single digit-dialing plan:

The user has the option of allowing access to a group of extensions by a dialing a single digit. For example, the main greeting may be "... dial 1 for Sales, 2 for Accounts and 3 for Reservations". And when the caller dials 1 you can make the unit transfer the call to 127 or 155, if 2 is dialed - transfer to 291 or 416 and if 3 is dialed - transfer to 201 or 472.

In the above example, a single digit plan for 1, 2, and 3 has been enabled. The dialing plan may be enabled for the digits 1 to 9. For each digit, two extensions may be programmed.

The programming sequence for the above example will be as follows:

109 1 127 (wait for 2 beeps) **155**

Enter program number

109 2 291 (wait for 2 beeps) **416**

Enter program number

109 3 201 (wait for 2 beeps) **472**

The dialing plan for each digit must be entered one at a time.

To enter only one extension for a digit, enter **109 1 127** (wait for 2 beeps) **#**. To delete both the extensions entered earlier, enter **109 1 #**. To delete only one of the two extensions entered earlier, first delete both extensions and then re-enter the required extension.

The mode of transfer to these extensions depends on the *'transfer mode'* selected under program #103.

The dialing plan for 0 is not allowed, since it is reserved for the Operator extensions. It is also not necessary to enable the plan for digits in a sequence. For example, the dialing plan may be

enabled for digits 1, 4 and 8 only.

All the extensions that are entered here will be treated as *Valid extensions* and will not be subject to the *Invalid leading digit* check or the *Invalid extension list* check. The extension numbers may also be repeated between the plans for different single digit plans.

Default: None

All single digit plans are disabled by default.

Program # 149:

This program prompts the **Single digit plan** for all digits that have been programmed.

You will hear (for the example on previous page) -

One Four Nine (0.6 sec silence) **One** (0.6 sec silence) **One Two Seven Star One Five Five** (0.6 sec silence), **Two** (0.6 sec silence) **Two Nine One** (0.6 sec silence) **Four One Six** (0.6 sec silence) **Three** (0.6 sec silence) **Two Zero One Star Four seven Two**

Program # 110:

Fax extensions : The user may program up to 3 extensions as "Fax extensions". These extensions may be of different lengths. For example, you may enter **110 200 * 399 * 5001 #**. To disable the fax detection, enter # as the first character.

Press * to separate two extensions. Press # to terminate the entry. At least 1 digit must be programmed. For example, the entry **110 1 #** is a valid entry.

When a call is routed to the **EZ ANSWER**, it will go off hook and start playing the main greeting normally. However, if the

incoming call is a fax call, as soon as the Fax tone is detected, it stops playing the main greeting and transfers to the Fax extension. This feature allows the caller to listen to the main greeting (to confirm that he has called the correct number) and then press the START button on his fax machine. The automatic transfer to the fax extension will take place as long as the fax tone is detected before the main greeting finishes playing.

If the unit encounters a busy signal from the first extension, it will try the second and if even that is busy, it will try the third extension in the list. If a blind mode of transfer has been selected, the unit will dial the first extension and hang up.

However, even if a *Fully supervised mode* has been selected, the unit **will not** perform a 'no answer' check on the Fax extensions. The call will be transferred to the first fax extension, which returns a ring signal.

Default value = **110 #**

The fax detection is disabled by default.

Length of entry = maximum of 16 digits, including the # key

*The # key is used to terminate the entry sequence. If a * is entered as the first digit or if two consecutive *s are entered anywhere else in the string, the system will treat it as an invalid entry.*

If 16 digits are entered and then the # key is pressed, the unit checks for validity of the 16 digits and then stores them if valid. *But the # key is processed as the first digit of the next program number - which will make the unit exit the programming mode.* Hence, the # key must be used only if the total number of digits entered is less than 16.

Program # 150:

To listen to the currently programmed value for the Operator extensions -

You will hear: " One Five Zero "

The # at the end is not prompted.

Program # 201:

Conflict Timer: If the single digit dialing plan has been enabled for a digit, and if that is the first digit dialed by the caller, the 'conflict timer' value will decide how long the unit will wait for the caller to press another digit before transferring as per the single digit plan. If another digit is entered within this waiting period, the single digit plan will be ignored.

If the dialing plan has not been enabled for the first digit dialed by the caller, the unit will wait for the caller to enter a valid extension.

Enter **201 n** where **n = 2, 3, 4 or 5** n = wait-period in seconds.

If any other value is entered, the unit will prompt the message **"This entry is invalid"**.

Default value = **2** Length of entry = fixed 1 digit

Program # 241:

To listen to the currently programmed value for the Conflict timer -

You will hear: " Two Four One (0.6 sec silence) Two "

Program # 202:

Number of rings to pick up:

When the PBX routes an incoming call to the unit, it may be programmed to answer the call on either the first ring or anywhere up to the ninth ring.

Enter **202 n** where **n = 1 to 9 rings**

If **0** or ***** is entered, the unit will prompt the message **"This entry is invalid"**.

Default value = **1**

Length of entry = fixed 1 digit

Program # 242:

To listen to the currently programmed value for the Number of rings to pick up -

You will hear:

" Two Four Two (0.6 sec silence) One"

Program # 203:

Message Delay period -

This value determines the delay period between the unit going off hook to the start of the message playing.

Enter **203 n** where **n = 0 to 9** **n x 0.2 sec** gives the total delay period.

If ***** is entered, the unit will prompt the message **"This entry is**

invalid".

Default value = **5** Length of entry = fixed 1 digit

If this value is too small, the caller may miss a few syllables or a word of the main greeting.

Program # 243:

To listen to the currently programmed value for the Message delay -

You will hear: " Two Four Three (0.6 sec silence) Five"

Program # 204:

Extension length: All extensions are supposed to be of a fixed length as programmed under this program - except for Operator extensions. Mixed length extensions are not allowed. While entering extensions under program numbers 107, 108, 109, 207 and 208, this value will be used to accept the entries.

Enter **204 n** where **n = 2, 3, 4 or 5**

If any other value is entered, the unit will prompt the message **"This entry is invalid"**.

Default value = **3** Length of entry = fixed 1 digit

Program # 244:

To listen to the currently programmed value for the Extension length -
You will hear:

" Two Four Four (0.6 sec silence) Three"

Program # 205:

Delay period after Hook Flash -

This value determines the delay period after hook flashing and before dialing the digits for transferring a call.

Enter **205 n** where **n = 0 to 9** **n x 0.5 sec** gives the total delay period.

* and # are Invalid entries.

Default value = **2** Length of entry = fixed 1 digit

If this value is too small, the PBX will miss one or more of the digits dialed by the unit for transferring the call.

Program # 245:

To listen to the currently programmed value for the Delay after Hook Flash -
You will hear:

"Two Four Five (0.6 sec silence) Two"

Program # 206:

Number of rings to wait before deciding there is NO ANSWER from that extension:

When an incoming call is transferred to an extension in the *fully supervised* mode, the unit waits to see if that extension is answered or not. If the extension returns a ring signal, the unit will wait for 3 rings (max. 9 rings) before deciding that there is no answer at that extension.

If the extension is *busy* or if a *re-order (fast busy)* signal is

returned, the appropriate message is played back to the calling party.

The *ring* signal has a very specific cadence and any response *not matching the ringing sequence of 1 second ring - 3 second silence* will be taken as *answered* and the caller will be connected to that extension.

Enter **206 n** where **n = 3** to **9** rings

For all other digits, the unit will prompt the message **"This entry is invalid"**.

Default value = **3** Length of entry = fixed 1 digit

Program # 246:

To listen to the currently programmed value for the Number of rings for No Answer -

You will hear: "Two Four Six (0.6 sec silence) Three"

Program # 207:

To enter the list of Invalid Extensions -

Under this program, the extensions are entered one by one. After entering the program number, enter the first extension to be placed in the *list-of-invalid-extensions*. The extensions must be of a fixed length as programmed under *Program No. 204*. The unit will check for validity and store that extension in the memory and then give 2 short beeps to indicate that you can now enter the next extension.

An all-0 extension is invalid and a * in the extension is invalid. If an invalid extension is entered, the unit will prompt **"This entry is invalid"** and return to the **"Enter Program number"**

prompt.

If that extension is already present in the list of invalid extensions in memory, the unit will prompt with 5 short beeps to indicate a duplicate entry and wait for the next extension to be entered. All the valid and non-duplicate entries will be appended to the end of the list of extensions already in memory. The unit inserts a * between two extensions while storing in memory.

Length of entry = Total of 112 digits

Press # to terminate the programming

The unit will insert a * between two extensions while storing in memory. Hence, the maximum numbers of invalid extensions that can be stored are:

- or **37** extensions of **2** digits
- or **28** extensions of **3** digits
- or **22** extensions of **4** digits
- or **18** extensions of **5** digits.

After all the available space for the *invalid extensions* is used up, if another extension is entered, the unit will prompt **"This entry is invalid"** and return to the **"Enter Program number"** prompt.

Note: If this programming is being done without listening to the *response-tones*, appropriate pauses must be allowed between successive extension entries. **After an extension has been entered, if another digit is entered before the confirmation beeps, this last digit will be ignored.**

Default value: **207 #** (There are no default entries)

Program # 247:

To listen to the currently programmed list of invalid extensions -
You will hear: " Two Four Seven (0.6 sec silence)"

The # at the end is not prompted.

Note: *An entry in the list of valid extensions will override the entries in the list of Invalid extensions. For example, if 534 is entered in the list of valid extensions and the list of Invalid extensions, it will be treated as a valid extension.*

Program # 208:

To delete one or all of the **Invalid extensions** -

Enter the extension to be deleted after the program number. For example - **208 245** will delete extension 245 from the list of Invalid extensions. However, the last remaining invalid extension may be deleted **only** by using the 'Delete all extensions' command shown below.

If that extension is not present in the list of Invalid Extensions, you will hear the message **"This entry is invalid"** and the unit will return to the **"Enter Program number"** prompt.

To delete all Invalid extensions -

Enter **208 000**.

The number of 0's to be entered will be same as the extension length i.e. if a four digit extension length has been selected, enter 0000 and for a two digit extension, enter 208 00.

Program # 248:

This program will also prompt the *Invalid list of extensions*. (same as program # 247)

Program # 209:

The **EZ ANSWER** has a provision for the incoming call to be picked up through the Overflow Relay. When an incoming call goes unanswered at the Operator Console, the PBX can be programmed to activate the Overflow relay. These relay contacts may be wired to the Overflow Relay input of the **EZ ANSWER**.

When the Overflow relay closes and opens its contacts a pre-defined number of times, the **EZ ANSWER** will go off hook and dial the pick up code - (now the PBX connects the incoming call to the **EZ ANSWER**)- and then start playing the main greeting. The caller will then have all the options available through the **EZ ANSWER**.

Default value: **209 5 * 67**

In the above example, **5** is the number of relay closures to wait before dialing the pick up code *** 67**. The number of relay closures may be any value from 1 to 9.

The value **209 #** will disable the Overflow pick up feature.

Length of entry = variable. Maximum total 5 digits

A call routed normally by the PBX to the **EZ ANSWER** will have a higher priority over the *Overflow Pickup* call. And hence, if a normal call comes in while the unit is waiting for the requisite number of *Overflow* relay closures, it will abandon the Overflow call and answer the normal call.

On the Two port Auto Attendant, the Overflow inputs are common to both the ports. However, to avoid both ports picking up the Overflow call at the same time, Port 2 is programmed to wait for one relay closure more than Port 1. For example, if 5 is the 'no. of closures' programmed under program #210, Port 1 will pick up the call after 5 closures. If Port 1 is busy answering a

call, Port 2 will pick up the call after a total of 6 relay closures.

Program # 249:

To listen to the currently programmed value for the Overflow Relay pickup code -

You will hear:

“ Two Four Nine (0.6 sec silence) Five Star Six Seven”

Program # 210:

Re-route on busy extension -

If an extension to which a caller requests a transfer returns a busy signal, the caller will hear the prompt *"I am sorry, that room is busy. Please dial 0 for an Operator or try your call later."* Now if the caller dials 0, the call will be transferred to this alternate *Reroute-on-busy* extension.

Default value: **210 #**

One extension of any length (max. 5 digits) may be programmed as a *Reroute-on-busy* extension. If this is not programmed, the call will be routed to the normal Operator extension.

However, even if a *Fully supervised mode* has been selected, the unit **will not** perform a *'no answer'* check on the *reroute-on-busy* extension. The call will be transferred to the extension if it returns a ring signal.

Program # 250:

To listen to the currently programmed value for the Re-route on busy extension -

You will hear: " Two Five Zero (0.6 sec silence)"

The # at the end is not prompted.

Program # 211:

Operation Mode **(only for 2 port units)**

Default value: **211 0**

0 = Common mode of operation

1 = Individual mode of operation

The 2 port unit is capable of operating in a 'individual mode' or 'common mode'.

In the individual mode, the 2 ports are independent of each other and a separate set of program parameters and / or main greeting message may be programmed for each of the 2 ports. The 2 ports may be connected to two different PBXs also. For all practical purposes, they are like two separate 1 port units.

In the common mode, when either port enters into the programming mode, it signals the other port which will terminate its current activity, even if it is answering a caller and both ports will be ready to accept program inputs. Hence, all program parameters will be common between the two ports.

If a voice prompt program is invoked (to ascertain a programmed value), the called port will play the message and the other port will remain idle.

Whenever this program is invoked, on exiting, both ports will reset and restart. If the units were working in the common mode, and the programming is changed to 'individual mode', after

restarting, they will work as independent ports. However, to change from 'individual mode' to 'common mode', you have to call into each port separately and program the 'common mode' value of '0' in both ports. The 'common mode' of operation will come into effect only when both ports have been programmed accordingly.

Default value = **0**

Length of entry = fixed 1 digit

Program # 251:

To listen to the currently programmed value for the Operation mode:

You will hear: " Two Five One (0.6 sec silence) Zero"

Program # 300:

This program plays back all the voice messages stored in the voice chip of the unit. These include all the default messages and the main greeting.

If any digits are entered while the messages are being played, the unit stops playing the messages and waits for the user to enter the rest of the digits of the next program number.

Program # 301 to 321:

These programs will play back the individual messages that are stored in the unit.

Program # 321 will play back the main greeting.

Program # 999:

Store all default values in the non-volatile memory.

This program will take about 3 seconds to execute - any digits entered during this period will be ignored.

Hence, wait until the **"Enter Program number"** prompt is heard, before pressing any more digits.

EZ Director

The ***EZ Director*** has additional voice recording space and additional program features to enable the user to have multiple voice menus.

This feature is very useful in allowing the callers to get information for example - driving directions, rates and availability of rooms in hotels, announcements of holiday specials, product pricing or features, company directory, product information etc.

The caller can repeat a message or go back to the previous menu, or dial an extension or reach the operator from any of the voice menus.

The ***EZ Director*** has a total of 8 minutes of recording space. Out of this, the first 46 seconds are reserved for the default messages. The next 50 seconds are reserved for the MAIN greeting. The balance space of 384 seconds is available for voice menu messages.

The ***EZ Director*** can have a maximum of 16 messages with a

total maximum of 384 seconds of recording time. Each of these messages can be of any length and may be recorded and re-recorded in any order at any time, individually or one after the other.

While recording the MAIN greeting, if the time limit of 50 seconds is exceeded, the recording is automatically terminated and the unit returns to the "Enter program number" prompt.

It is the user's responsibility to match the programming for the single digit dialing plan with the options being played back to the caller in the MAIN greeting and the sub-menu prompts and the sub-menu prompt sequence numbers themselves.

To record or listen to the voice menu messages, go into programming using the password. Please note : Messages are recorded in the 400 range, listen to these messages in the 500 range and to set Message boxes in single digit dialing, the 900 range is used. For example 403 to record a message, 503 to listen to the recorded message and 903 to set up said box in single digit dialing. Program numbers for Audiotex :

401 416 Record sub-menu messages no. 1 to 16 (Wait for long tone, begin speaking, and to terminate the recording, stop speaking, wait for 3 seconds and then press #)

501 516 Listen to sub-menu messages no. 1 to 16

Sample Audiotex main menu

Main greeting: *"Thank you for calling EZ Advantage the hotel phone superstore. If you know the extension of the party you wish to reach, please dial it at any time during this greeting. For Sales press 1, for Accounts press 2, for Tech support press 3, to know more about our products press 4, for the company directory press 5, for our address press 6. To reach the operator*

dial 0 or stay on the line."

In this case, the single digit-dialing plan in program 109 would be (for example)

109 1 301 302 (301,302 are Sales Dept. extensions)
109 2 411 235 (411,235 are Admin extensions)
109 3 261 344 (261,344 are Accounts extensions)
109 4 901 02 03 04 05
109 5 906 07 08 09
109 6 911

The single digit dialing plans for the digits 1, 2 and 3 are same as in the case of the standard **EZ Answer Auto Attendant**. However, when a caller presses 4, the voice menu message no. 1 is played (the entry 901 indicates that 9xx is a voice prompt and 01 means the first message will be played. Hence, 9xx extensions are not allowed in the EZ Director). The following entries of 02, 03, 04 and 05 mean that in message no. 01, the user has enabled further options for digits 1,2,3 and 4. (A maximum of 6 sub-menu options may be programmed.) So, while the menu message no. 01 is playing, if the caller presses 1, the menu message 02 will be played. If 2 is pressed menu message 03 will be played; if 3 is pressed menu message 04 will be played and if 4 is pressed, menu message 05 will be played. The menu message no. 03 will stop playing as soon as the caller presses any digit.

At the main menu, if the caller presses 5, the menu message no. 06 will be played. This message should have a recording giving options for digits 1, 2 and 3 (since 3 entries follow the 906 entry for the single digit-dialing plan for digit 5)

At the main menu, if the caller presses 6, the menu message no. 11 will be played. This recording has no sub menus.

In the above example, main menu message is Level 1, the sub-

menu messages 01, 06 and 11 are Level 2 messages and all the others are Level 3 messages.

Sample voice sub-menus for above example could be as given below :

- 401 - "EZ Advantage manufactures EZ Hold, Call Accounting Systems, Auto Attendants and Voice Mail systems. For information on EZ hold press 1, for Call Accounting press 2, for Auto attendants press 3 and for Voice mail press 4.
- 402 - The EZ Hold is available with a recording time of up to 8 minutes. These units have fully non-volatile voice storage with more than 1 million recording cycles and retention of recording is guaranteed for 10 years without power.
- 403 - Callamatic Call Accounting systems are available as Stand-alone units with a built in modem port, PMS interface for most of the popular PMS systems, PBX integration etc. Standard models have storage for 3000 calls and may be upgraded to 15000 calls.
- 404 - EZ Answer Auto Attendants are available in 1 port and 2 port versions with 4 minutes of voice storage available for each port. They are fully remote programmable and even the Main greeting may be recorded from a remote location. These units also have voice prompting for ascertaining the programmed values.
- 405 - Stand-alone Voice mail Systems in 2 port and 4 port versions with 128 mailboxes and storage from 4 hours to 20 hours are available. PC based Voice mail systems with 10000 mail boxes and 600 hours of voice storage are available in 4 port to 16 port versions having advanced features like remote call forwarding, emergency paging, remote maintenance etc.

- 406 - For directory of the Sales Department press 1, for Administrative offices press 2 and for Accounts press 3.
- 407 - For Tom dial 209, for Joe dial 206, for Harry dial 205 and for Bob dial 208.
- 408 - For Mary dial 211, for Julia dial 210.
- 409 - For Annie dial 101, for Tim dial 300.
- 411 - Our address is 221, Broad Street, Milford, Connecticut 06460. We are located very close to the Milford Railroad station right on the Milford green, in close proximity of major banks. Our fax number is 203-876-2810

After playing any of the Level 2 or Level 3 menu messages, the default prompt "Press * to repeat this message, 9 to go to previous menu, 0 to reach the operator, # to hang up or dial the desired extension" is played.

When the main greeting is playing (Level 1), the first digit dialed by the caller is subject to the 'Conflict dialing timer' value (Program #201).

*When a Level 2 message is playing, if any digit other than *, #, 0 or 9 - is dialed, the unit will check if any sub-menus are enabled and whether the dialed digit has a matching sub-menu entry. If an entry exists, the 'conflict dialing timer value' is used to wait for further entry. If no further digits are received, the unit will play the appropriate sub-menu message. If more digits are received, the unit will treat them as an extension transfer and further action would depend on the 'invalid leading digits' entries, Valid and Invalid extension lists. If an invalid single digit is dialed that is, a digit for which no matching sub-menu has been programmed, the unit will prompt "This entry is invalid" and return to the previous level which is the main greeting.*

A Level 3 menu cannot have any sub-menus and hence all entries, other than *, #, 0 or 9, are treated as extension transfers. Invalid single digit entries will take the unit back to the previous Level 2 menu. If no digit is dialed for 20 seconds, the unit will play the disconnect greeting and hang up.

In the above example, the message number 10 is not used because the user may have recorded the message and later decided to not use the same. Hence, it is not necessary that all the messages recorded be in any sequence. However, this message #10 will continue to occupy the recording space until it is over-recorded with another message under Program # 410.

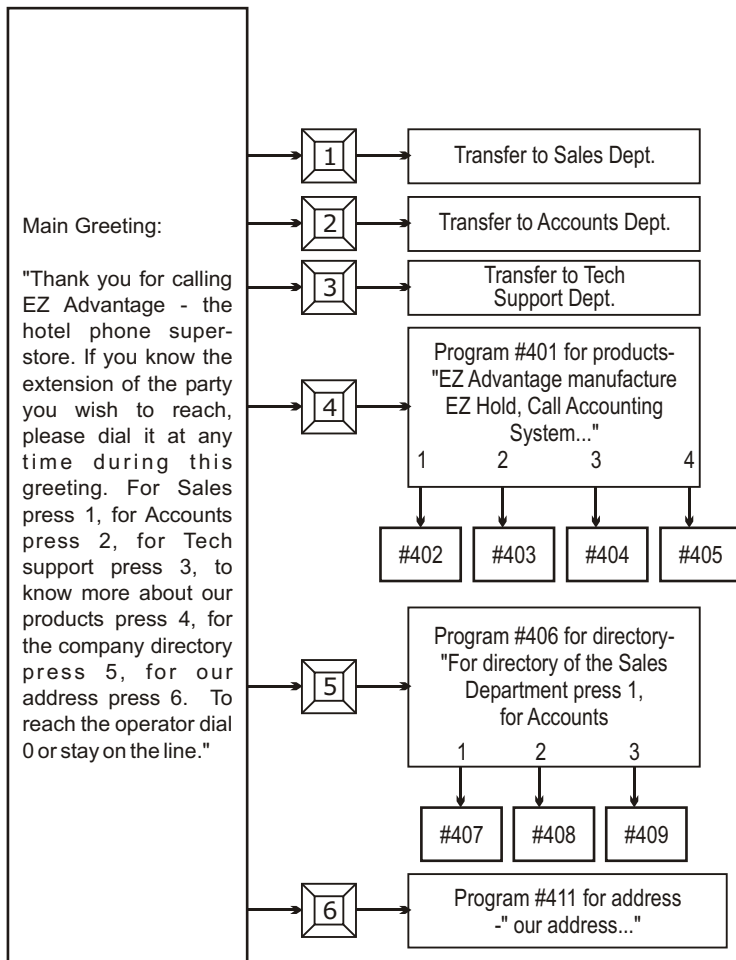
Note :

1. **Important :** It is the user's responsibility to record and assign the message numbers appropriately.
2. **Important :** It is the user's responsibility to ensure that the menu options recorded in the Level 1 and 2 menus match the entries for the Level 3 menus in the Single digit-dialing plan for 109.
3. It is not necessary to record the menu messages in any particular order.
4. Extension numbers cannot have 9 as the starting digit (since 9 signifies a voice menu)
5. The entries in program 109 for Audiotex options will accept a 3-digit entry only, irrespective of the extension length programmed in Program 204.
6. A maximum of 6 options may be given in a Level 2 menu. Hence, for example, 109 5 901 02 03 04 05 06 07 is the maximum allowed.
7. While recording any of the Audiotex messages, if the end of recording space is reached, the unit will give 7 short beeps and automatically terminate the recording. An attempt to record a new message will immediately terminate with the 7 short beeps and a "This entry is Invalid" prompt. When

there is no further recording space available, an existing message may be re-recorded till it fills up the same amount of space that it had occupied earlier.

8. There is no provision to delete a message once it is recorded. Hence, if all available space is used up and if an existing message is to be deleted, start re-recording that message and terminate within 1 second itself.
9. While recording the Audiotex messages, the recording may be terminated by either pressing the # key (allow a 3 second silence before pressing the # key) or by momentarily shorting the overflow relay terminals.
10. **Important :** Sometimes, when the recording of a voice menu message is terminated by pressing the # key, the # tone also gets recorded at the end of the message. When this message is played back to a caller accessing the voice menus, the call may get terminated because the # tone at the end of the message may be taken as the # tone pressed by the caller to terminate the call. Hence, *it is very important to play back each message after recording and ensure that you do not hear the # tone at the end of the message. If the # tone is recorded, you must re-record the message to ensure that the # tone does not get recorded at the end of the message.* However, this is a very rare occurrence and you may not need to re-record at all in most cases.
11. **Important :** When recording the main greeting under Program# 104, care must be taken not to terminate the recording within 5 seconds, even if the program was entered into by mistake.

Program #400 : Available under six digit master password only. This program may be used to record all Audiotex messages continuously, one after the other, by playing an audio file on the PC. A silence of 3 seconds, the # tone and 0.6 sec of silence must be used to separate two consecutive messages.



Trouble-shooting Guide

1. The unit does not answer the call OR it answers after 2 or 3 times the programmed number of rings

- a) Check the cables and the extension for proper functioning.
- b) Connect a regular phone instrument in parallel across the unit and check whether the phone rings when a call is made to that extension. If the phone rings intermittently, then the unit will also not be able to count the rings properly.
- c) Reduce the *number-of-rings-to-pickup* to the minimum and try again.
- d) Observe whether the Power lamp on the unit becomes steady when you call in to the unit. If it continues to flash - but the parallel phone rings - it could mean a bad cable, a bad connector on the unit or a unit malfunction.
- e) If the Power lamp becomes steady, but the unit does not pick up the call, this could again be due to a bad connector or a bad cable or a unit malfunction.
- f) Some PBXs may have a non standard ring pattern. In such cases, the total number of ring pulses received by the unit will be lesser than what the unit is programmed for. The only remedy is to change the PBXs ring pattern or reduce the *number-of-rings-to-pickup*.

2. The unit answers the call in fewer rings than what it is programmed for.

- a) Some PBXs with a non standard ring pattern may generate more pulses per ring than what the unit is programmed for. The

only remedy is to change the PBXs ring pattern or increase the *number-of-rings-to-pickup*.

3. The unit answers the call, but the first word of the main greeting is lost.

Increase the *Off hook-to-message-start delay* in program # 203

4. The unit does not stop playing the main greeting even when the digits are dialed, but accepts the digits when dialed after the main greeting has finished playing.

The audio output level of the main greeting is very high and it is drowning out the digits that are being input. Reduce the output level or re-record the main greeting with a lower volume level.

5. The unit accepts the digits dialed for transferring a call but after the hook flash, the caller can hear the digits being dialed out by the unit.

The Hook flash duration is too short. Increase the value in program # 102

6. The unit hook flashes properly and dials out, but the PBX does not transfer the call.

Most PBXs need a delay of about 1-second after a hook flash, before the digits are accepted for transferring a call. Increase the *delay-after-flash* value under program # 205.

7. Even after all the above have been taken care of, the PBX does not transfer the call.

The extension to which the unit is connected may not be enabled for hook flash and transfer. Try to manually hook flash and

transfer on a parallel instrument. Enable the hook flash and transfer for the extension on the PBX.

8. Sometimes, the unit stops playing the main greeting even though no digits have been dialed.

This is most probably because the voice used for recording the main greeting is simulating a touch tone frequency at some point and the unit detects it as a digit. Reduce the audio output level and try. If this does not help, re-record the main greeting using someone else's voice.

9. In the supervised mode of transfer, the unit is not able to recognize the busy and reorder tones from the PBX.

The **EZ ANSWER** is designed to recognize the standard North American Tone plans for Busy, Reorder and ring back. See Annexure A for the specifications of these tone plans. If the tone plans followed by the PBX are different, the above problem may arise. The only solution is to change the PBXs tone plans to follow the standard.

10. The unit is not able to correctly perform the NO-ANSWER check in fully supervised mode.

This may again be because of the non standard tone plan of the PBX, which is generating higher or lower number of pulses per ring OR the pulse on-off durations are different. Change the PBXs tone plans to follow the standard.

11. Overflow relay pick up does not function at all or the unit picks up the call much before the programmed number of relay closures.

a) Check with a multimeter that the PBXs overflow relay contacts are closing and opening when there is an unanswered

call at the console. If that is not happening, then the fault lies with the PBX or the wiring.

b) Take a piece of wire and momentarily touch and release the Overflow relay terminals on the unit. Confirm that the unit is registering the contact closures. The Power lamp should stop flashing as soon as the contacts are closed the first time. If that does not happen, the unit may be faulty.

c) If the pick up takes place with a lesser number of closures, this could be because of relay contact chatter. The relay contacts are already debounced inside the unit to take care of this problem. However, in extreme cases, additional debouncing may be necessary.

ANNEXURE - A

North American Tone Plan

BUSY : 480/620 Hz, 500 ms ON, 500 ms OFF

REORDER : 480/620 Hz, 250 ms ON, 250 ms OFF

RING BACK : 440/480 Hz, 1 sec ON, 3 sec OFF

The **EZ ANSWER** allows for a 5% variation on either side of the nominal values mentioned above. However, any tone plan not falling within the above, may not be detected properly by the **EZ ANSWER** and hence, the semi and fully supervised modes of transfer may not function correctly.

PROGRAM SHEET

Use this sheet to note down the values programmed for your site. The sheets for programs 107 and 207 are on the next page.

101 :			
102 :			
103 :			
105 :			
106 :			
109 :	1		
	2		
	3		
	4		
	5		
	6		
	7		
	8		
	9		
110 :			

201 :	
202 :	
203 :	
204 :	
205 :	
206 :	
209 :	
210 :	
211 :	

207 :

107 :

WARRANTY SUMMARY

EZ ANSWER

1 PORT / 2 PORT AUTO ATTENDANT

EZ ADVANTAGE CORP. warrants that the products that it manufactures and sells, will be free from defects in materials and workmanship, for a period of 1 year from date of shipment from the factory.

If the product proves defective within the Warranty period, EZ ADVANTAGE CORP. will repair or replace the unit, free of cost.

EXCEPT AS PROVIDED IN THIS SUMMARY OR THE APPLICABLE WARRANTY STATEMENT, EZ ADVANTAGE CORP. MAKES NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL EZ ADVANTAGE CORP. BE LIABLE FOR INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES.