

Regarding Auto Attendant

5.4 Answer Mode for CO line incomings # * 12 + [CO Line No.] + [answer mode M]

Each CO line can be assigned as either of the two modes to answer the incoming calls: ring the assigned extension or by auto-attendant.

(1) Under the system program mode, Press # * 12, Entering the **CO Line No.**, then press **M**;

M = 0, ring the assigned extension;

M = 1, auto-attendant.

(2) Hear dial tone whilst setting successfully.

Note:

- ① Mode of ringing the assigned extension is the factory default setting;
- ② **1 to 4** is to indicate CO Line1 to CO Line 4 respectively while **9** is to indicate all the CO lines.

5.5 Record/Play of the Voice Announcement # * 13 + [Record/Play M] + [Segment N]

When in auto-attendant mode, the system will provide voice announcement for the outside caller to directly access an extension. The users can record the message as they prefer. The device provides one channel and 40 seconds auto attendant. Totally there are three segments of voice announcement. The first is greeting message, the second is "Extension Busy" Announcement and the third is "No answer" Announcement.

M = 1 to Record message;

M = 2 to Play message.

N indicates the Segment, N=1~3;

Operation of recording the first segment:

- 1) Under the system program mode, Press # * 13, press **1** (indicates to record), then press **1** (indicates the Segment 1) again;
- (2) Begin the recording of the first segment of message after Hear a prompt sound "Di";
- (3) On hook to finish recording;
- (4) repeat the above three steps to record the message of Segment 2 and Segment 3.

Note:

- ① always begin recording after the "Di" sound is heard.
- ② the first segment is for greeting message such as "Please dial the extension number. For operator please dial 0." The second is for "Extension Busy" Announcement, such as "The extension you dialed is busy now, please dial later or call other extension". The third segment is for "No answer" Announcement, such as "The extension you

dialled is no answer, please dial later or call other extension”.

- ③ The Segment 2 and Segment 3 will be erased when the first Segment 1 is recorded;
The Segment 3 will be erased when the Segment 2 is recorded.
- ④ please refer to the following suggestions while recording the message.
 - a. Choose a quiet environment
 - b. Always use handset instead of microphone (hands free)
 - c. Use your hand to press the hook after finished recording.

Regarding external music on hold

5.21 Internal/External Music Resources Switch **# * 30 + [0/1]**

This setting is to choose Internal or External Music Resources.

(1) Under the system program mode, Press **# * 30**, then **I**;

I = 0: Internal Music Resources

I = 1: External Music Resources

(2) Hear dial tone whilst setting successfully.

Note: The Factory Default is internal music resources.

