



### Encore System Features

- Alternative Routing
- Analog Phone Support
- Battery Backup (optional)
- Caller ID
- Caller ID Store (Personal & System)
- Central Bell Connection
- Courtesy Service
- Door Phone (optional)
- Door Strike
- General Call
- Hot Line
- Long Line Extension
- Music/Tone On Hold
- Night/Weekend Service
- Paging (Internal/External and Meet Me Page)
- Room Monitor
- Station Lock
- System Hold
- System Programming (PC/Remote/Station)
- System Speed Dial
- Toll Restriction

### Encore Phone Features

- Call Back
- Call Forwarding
- Call Parking
- Call Pick-Up Group
- Call Transfer
- Call Waiting
- Conference (3 Party)
- Hands-Free Capability
- Headset Capability
- Hearing Aid Compatible Handset
- Hold
- Intercom Call
- Last Number Redial
- Message Waiting Indication
- Microphone Mute
- Personal Display Messages
- Personal Speed Dialing
- Programmable Soft Keys
- Speaker Phone
- User-Programmable Ring Tone
- Volume Controls

### Encore Voice Messaging Features

- Answer Machine Emulation
- Auto Attendant
- Message Retrieval (Internal/External)
- Directory Service
- Voice Mail Box

### Alternative Routing

Calls can be routed over particular lines depending on the digits dialed.

### Auto Attendant

With the Voice Messaging module loaded on the system, callers are prompted to dial the extension number they wish to reach. Calls are transferred directly to the specified extension.

### Battery Back Up

An optional battery back up unit provides system operation for a minimum of one hour in the event of a main power failure.

### Call Forwarding Options

Encore provides a number of call forwarding options for both internal and external calls.

- Forward on busy:
  - Internal – Forwards calls to another extension if your phone is busy.
- Forward on no answer:
  - Internal – Forwards calls to another extension if your phone is not answered.
  - External – Forwards calls to an external number when your phone is busy.
- Forward all calls:
  - Internal – Before you leave your phone you can forward all your calls to another extension.
  - External – Before you leave your phone you can forward all external calls, to an external number.

### Caller ID

The telephone numbers of callers are displayed on ringing feature phones.

### Caller ID Store

Up to 65 call records with the numbers and the times/dates of the calls can be stored in the system. These numbers can be redialed directly from the system storage.

### Call Pick-up Group

- Extension – Specific extensions can be placed in one of four pick-up groups and each extension in the group can answer all calls ringing any other phone in the group.
- Global – External calls can be picked up when ringing an extension or the central bell.

### Call Waiting

Feature phones are enabled with a call waiting tone to alert users of another incoming call. And, for lines with Caller ID, the number of the incoming call is displayed.

### Call Transfer

Calls originating externally or internally can be directed to another extension or outside phone number.

### Camp on Busy

When calling an extension that is busy and not hanging up the handset, the extension will be called again when it becomes free.

### Central Bell Connection

Encore systems all include a central bell connection. It can be programmed for incoming calls to ring in day or night mode, or both.

### **Conference**

Three variations of conference calls can be held between:

- Three extensions
- Two extensions and an external line
- An extension and two external lines

### **Courtesy Service**

Incoming calls can be addressed when they are left unanswered for a pre-determined period of time. A message lets the incoming caller know their call will be answered and thanks them for their patience. If a Voice Messaging module is equipped, the greeting can be customized.

### **Door Phone**

- Answering a door phone call – One or more phones can be programmed to ring when someone calls from the door phone.
- Opening the door (doorstrike) – If you have a doorstrike enabled, you can automatically open the door.

### **General Call**

This feature rings all extensions as programmed.

### **Hot Line**

Extensions can be programmed to automatically dial a particular number when users lift the handset.

### **Intercom Call**

Individual system phones can be directly paged.

### **Music/ Tone on Hold**

External callers placed on hold can hear music, a tone, or silence while waiting. Music-on-hold is standard with the system. Also, an external music source can be used.

### **Night / Weekend Service**

The system can be programmed to automatically switch over to night or weekend service at a given time. The user can manually enable or disable the service.

### **Personal Display Messages**

Users can leave a message on their phone that will be displayed to any feature phone callers. The system supports eight standard messages or customization of personal messages. Each phone has one custom and eight standard messages.

### **Paging**

- External page — If a public address system (PA) is connected to the Encore system, announcements can be made by dialing the PAs extension.
- Meet me page — When paged from the PA system, users can be connected to the party who paged them, by dialing a standard code.
- Internal page — All feature phones can be paged.

### **Power Fail Extensions**

In the event of a power failure, line are automatically switched to designated extensions and calls can be made and received on these lines with analog telephones.

### **Room Monitor**

Specific extensions can dial another extension with this feature activated and monitor the room through the handset.

### **Speed Dialing**

Up to 200 frequently dialed numbers can be stored in the system list, including up to 12 personal numbers on each feature phone and 10 on analog telephones.

### **Station Lock**

Unauthorized external calls can be prevented.

### **System Hold**

External calls can be placed on hold and then picked up at any extension.

### **Toll Restriction**

Certain types of calls can be restricted, such as outgoing international calls. There are six levels of toll restriction for each extension, which can be unique for both day and night services.

### **Voice Messaging**

When the optional Voice Messaging module is added to the Encore system, each extension is allocated a mailbox. All 18 mailboxes are available and the Auto Attendant can be customized. Messages left in mailboxes can be retrieved directly from the extension or remotely.

