

TELECO's
embedded
voice processing
solution for the
Toshiba Strata®
CTX/CIX Series.



**High Density
Communications
Solution**

Tis16 Series 3 is a reliable, automated attendant/voice mail system designed to reside within the Toshiba Strata CTX® and CIX® telephone systems exclusively.



BENEFITS	FEATURES
HAVE YOUR VOICE MAIL MESSAGES SENT TO YOUR EMAIL AUTOMATICALLY	Tis16 Series 3 can automatically forward a copy of your voice mail message to your email for immediate playback and/or forwarding of your voice mail to another persons email.
SAVE SPACE AND MONEY	This internal circuit card slides directly into an available slot on your Toshiba Strata® CTX/CIX telephone system. Tis16 Series 3 has no external parts and eliminates the need for additional station cards.
PLAY MUSIC OR MESSAGES ON HOLD OR BACKGROUND MUSIC WITHOUT THE NEED FOR EXTERNAL MUSIC SOURCES	Tis16 Series 3 has two audio ports to play music/messages on hold to your callers or background music.
PLACE CALLERS IN QUEUE	With advanced call queuing, Tis16 Series 3 can quickly and efficiently place callers on hold and keep them updated with their place in queue. Callers may be automatically placed on hold or given the option to hold.
OFFERS ABILITY TO CUSTOMIZE FEATURES	Allows administrator to customize options per user, depending on user needs.
GIVE OUT ONLY ONE NUMBER FOR PHONE AND FAX	Fax detection capabilities save you the expense of separate numbers or additional trunk lines by automatically routing fax calls to your fax machine.
RECEIVE INSTANT NOTIFICATION OF NEW MESSAGES	Tis16 Series 3 will alert you of new messages via your cell phone, home phone, pager, or even email, enabling mobile users to respond to messages instantly.
CREATE CUSTOM GREETINGS OR MESSAGES ON HOLD	Greetings and/or messages on hold may be automatically changed at scheduled times on any day of the week.
SUPPORT MULTIPLE COMPANIES WITH THE SAME SYSTEM	Each company can have customized greetings, business hours, holidays, and operators.
END MISCOMMUNICATION WITH CALL RECORD CAPABILITIES	Users can record a conversation starting at any time during the call, then immediately send the recorded conversation to any mailbox in the system, or save it to their own. With email forwarding, the user may store and/or forward recorded conversations.



FEATURES

Integration

- Flexible Integration with Toshiba CTX®/CIX® Series 4.1 and higher
- Inband Signaling Integration
- SMDI Integration
- Connects Directly to Backplane
- Enhanced Digital Integration
- Toshiba Caller ID Compatible with SMDI
- Call Record Compatible with SMDI

System Administration

- User Friendly System Administration
- Context Sensitive Help
- Range Copy
- Detailed Diagnostics
- Real-Time Display of System Activity
- Remote Administration
- System Administration by Phone
- Remote upload/download
- Department and Extension Control
- Message Length Control
- Menu Option Restrictions
- System Backup
- Disk Space Notification
- Terminal Emulation
- Text Editor
- In-Line Remote Communications
- Ethernet Access

Security

- Password Protected Remote Access
- Secured User Password
- Multiple Levels of Administrative Security
- System Access Code

Schedules

- Scheduled Music/Message on Hold
- Scheduled Company Greeting
- Scheduled Events
- Scheduled User Settings
- Scheduled Maintenance
- Scheduled Holidays
- Scheduled Audiotext

Call Queuing

- Call Queuing Default Control
- Busy Greeting
- Busy/Queuing Hold Audio
- Ring-No-Answer as Busy

System

- Music/Message on Hold Port
- Background Music Port
- Built-In DSP Modem
- Dictation Like Message Recording
- Automatic Volume Control
- Multi-Application Ports
- Pull Down Menus

Automated Attendant

- Port Selectable Greetings
- Transaction Boxes
- Audiotext Announcements
- Transfer Confirmation
- Operator Transfer to Mailbox
- Alias User ID
- Guest Mailboxes
- Call Announce/ Call Announce Restriction
- Shared Extensions w/ Call Announce
- Accept/Reject or Forward a Screened Call
- Call Coverage

Directory Assistance

- Directory Assistance Restriction
- Multiple Directory Names
- Directory Assistance (1st or Last Name)
- Custom Directory Assistance

Message Management

- Playing Messages
- Message Playback via Email
- Message Playback Order Control
- New Message Classification
- Saved/Urgent Message Classification
- Message Fast Forward and Rewind
- Message Playback Pause
- Message Date and Time Control
- Message Purge Confirmation
- Message Unerase
- Power Playback
- Review/Cancel Unheard Messages
- Message Pooling Identification
- Caller ID in Message Envelope
- Auto-Play of Message
- Sending Messages
- Quick Message Send
- Single Step Message Reply
- Message Forward/Restriction
- Message Review and Edit
- Message Append
- Cancel Unheard Sent Message
- Send to Public or Private Distribution List
- Private Delivery of Messages
- Certified Delivery of Messages
- Message Return Receipt
- Urgent Delivery of Messages
- Future Delivery of Messages

Outside Caller Messaging

- Bypass Personal Greeting
- Restart After Personal Greeting
- Send Urgent or Private
- Outside Caller Message Review

Call Management

- Call Blocking/Call Blocking Restriction
- Call Screening/Call Screening Restriction
- Personal Greeting Length Control
- Call Record**

List Management

- Public Distribution List
- Personal Distribution List
- Unlimited Distribution List Size
- List Management via SCREENS Interface

Notify

- Scheduled Message Notification
- Notify by Message Lamp
- Notify by Pager
- Notify by Email
- Notify at Desk with Message Pickup
- Notify Remotely with Message Pickup
- User-Controlled Notification Number
- Notification Number Toll Restriction
- Cascade Notification
- Urgent Message Notification
- Multi-Channel Notification
- LCD Update**

User Setup and Options

- Quick User Setup (New user Tutorial)
- Call Coverage
- Alias User ID
- Message Pooling
- Personal Assistant
- Programmable Ring Wait Time
- Transfer Types Per User

Paging

- Department Paging
- Page and Transfer
- Overhead Paging
- Emergency Paging

Admin Graphical Manager*

- Windows® based Software
- Console Interface via Serial Port
- Remote Maintenance
- User Directory Screen Access
- System Status Summary
- Backup/Restore

*Optional

**Requires SMDI Integration

SYSTEM CONFIGURATIONS:

Available from
2 to 16 ports

CAPACITY:

Up to 5000
mailboxes.

Voice storage
varies depending on
model.

2 Serial Application Ports
2 Audio Output Ports
1 10 Base-T Network Port

Exclusively
designed and
engineered by
TELECO, Inc.

All specifications and
features are subject to
change without notice.

TELECO®
More Than Just Talk™

430 Woodruff Road
Suite 300
Greenville, SC USA
29607
1.864.297.4401

teleco.com

PVTIS16S3-DS rev.0108