



Pre-Programming Questionnaire

GCT offers a convenient programming service to you, the reseller, in order to eliminate the need for any additional reseller related programming. TeleCraft includes the telephone system itself (the KSU) and the voice mail/auto attendants. We program both based on the information provided in this questionnaire.

This questionnaire lists the parameters we DO program and the parameters we DO NOT program. It follows the main flow-chart found in the Programming manual. Note that this questionnaire lists the programmable features without much explaining.

We've observed that there are resellers that provide extra service to their customers by programming each and every station's voice mail and even recording auto attendant messages. Also, there are parameters that we cannot set for you. For example: you must set the time and date when you install the system.

GCT strongly suggests that you present the system features and options to your customer. Then discuss which options should be selected to best match your customer's needs. The final step should be to review the selected features and options to ascertain that the customer feels comfortable with the outcome.

Once you finalize your system requirements, please fill-in this questionnaire. Do not leave anything blank or unclear. Once we receive this form, we will program your system prior to shipping.

Please be advised that there is a charge for this service and for any subsequent modifications.

Business name

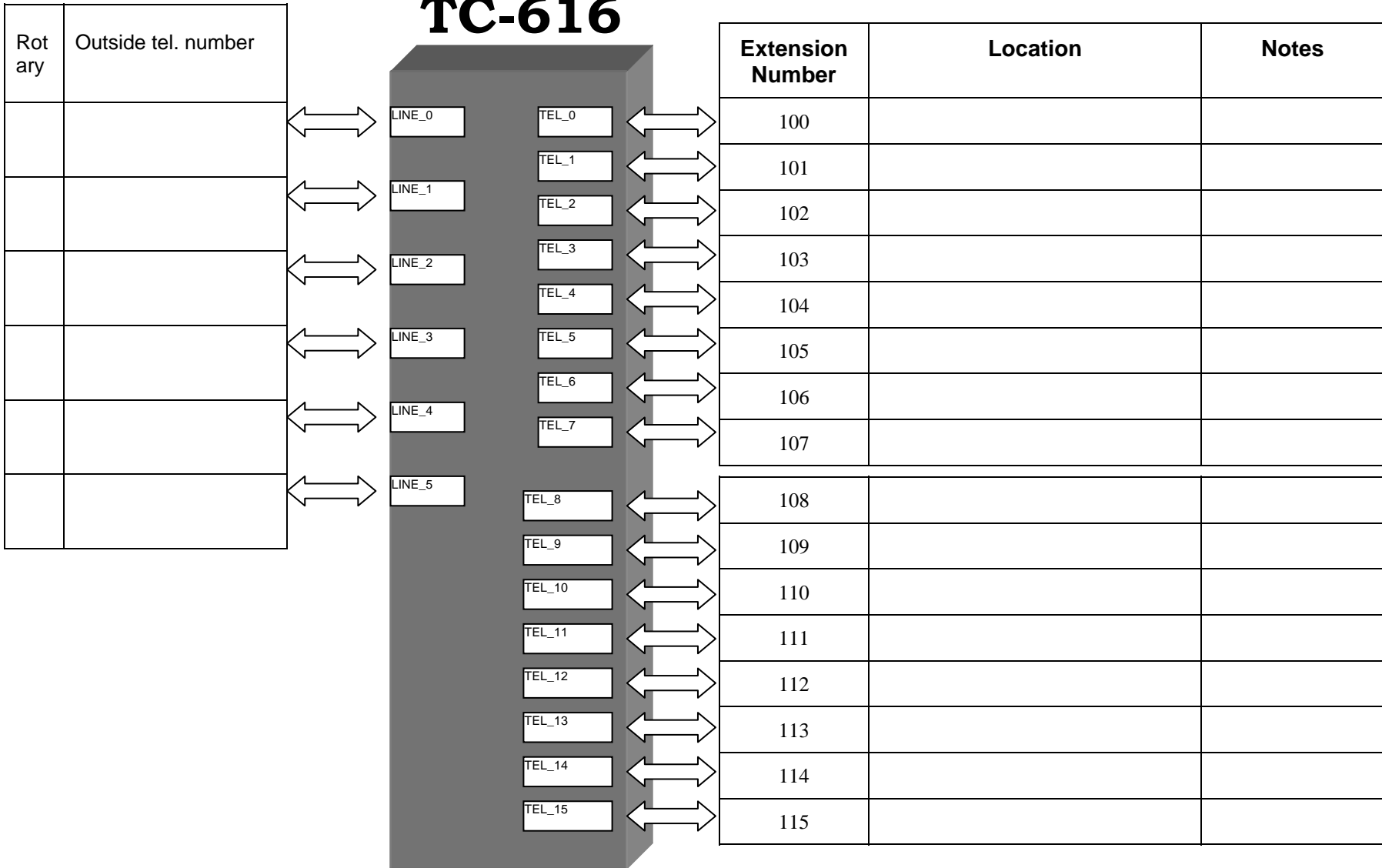
Installer

Date



TeleCraft Configuration Chart

TC-616





1. Voice Mail and Auto Attendants

1. **Record messages:** not done by GCT
2. **AA default routing.** Do you use the Automatic Attendants? Y N

If yes, how should the system route incoming calls when callers do not make any selection?

Available options	DAY mode	NIGHT mode (if any)
Route to the operator (hunt 0)	(Select one option)	(Select one option)
Route to extension number (specify number)		
Route to voice mail number (specify number)		
Route to speed dial number (specify number)		
Disconnect		

3. **Max message length.** You can restrict the maximum voice mail message that callers leave in the mail box. GCT recommends leaving the default. Otherwise, specify the maximum message length in minutes. Valid length is 1 to 15min.

Max: _____

4. **Reset passwords:** n/a
5. **Reset the voice mail:** n/a
6. **Report status:** n/a
7. **Advanced parameters.**
 1. **VM and KSU versions:** n/a



2. **Notification interval.** The voice mail can repeatedly call anyone and notify them that there is a message in their voice mail. Each person can individually enable or disable this feature but this notification interval is fixed for all of the users. Valid entries are 3 to 59 minutes. Notification time in minutes: _____
3. **Long voice mail messages.** Do you want the long or short voice mail messages? (circle the one you need)
4. **Long queue instructions.** Do you want the long or short queue instructions? (circle the one you need)
5. **Going back to the auto attendants.** Once callers leave a message in the voice mail, they can go back to the attendants in Business 1 mode ONLY. Do you want to allow it? Y N
6. **Set max call recording time.** TeleCraft allow you to record messages. Set the max call recording time to 1 to 15 minutes

Max time: _____



2. External Lines and Speed Dialing

1. **Route CO (route incoming calls).** How should TeleCraft route incoming calls? (circle one of the following and add the appropriate information)

	Select only one option: Hunt group number (add number) Extension number (add number) Auto attendant, business 1 Auto attendant, business 2 Voce mailbox number (add number) Speed dial number (add number) No answer.	
	DAY mode	NIGHT mode
LINE 1		
LINE 2		
LINE 3		
LINE 4		
LINE 5		
LINE 6		



2. **Create CO Groups.** You can create external line groups and force each station to use ONLY those lines in its assigned group. This feature is very useful when there are 2 or more businesses in this location and for accounting. Each CO line can appear in any and all groups. Check the lines to be included in each group.

	LINE 1	LINE 2	LINE 3	LINE 4	LINE 5	LINE 6
CO group 1						
CO group 2						
CO group 3						
CO group 4						

3. **Speed-dial numbers.**

List the speed dial numbers below. Include a "*" for a 2-second pause. Each number can be up to 40 digits long.

700 _____

701 _____

702 _____

.

.

.

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749 _____



3. Extensions

Please provide the information for EACH of your extensions.

	1. Backup: Hunt group number Extension number AA1 AA2 Voice mail Speed dial number No backup		2. Allow auto dial. Upon lifting the handset, should this telephone automatically dial a certain speed-dial number?		3. Allow call pickup. Disable call pick up for FAX machines		4. Allow call overflow. Do you want to give certain people in your office two extensions?		5. Assign CO group for outgoing calls. All outgoing calls will use this group.		6. Assign CO group for incoming calls. Only incoming calls from this group of CO lines can connect to this extension.		7. Restrictions (enter 1 to 8. See below)	
	DAY mode	Night mode	DAY	Night	DAY	Night	DAY	Night	DAY	Night	DAY	Night	DAY	Night
Ext 100														
Ext 101							n/a	n/a						
Ext 102														
Ext 103							n/a	n/a						
Ext 104														
Ext 105							n/a	n/a						
Ext 106														
Ext 107							n/a	n/a						
Ext 108														
Ext 109							n/a	n/a						
Ext 110														
Ext 111							n/a	n/a						
Ext 112														
Ext 113							n/a	n/a						
Ext 114														
Ext 115							n/a	n/a						

1. **Backup.** Specify how to route the call when this extension is busy or unattended.
2. **Allow auto dial:** (yes or no). Upon lifting the handset, should this telephone automatically dial a certain number?



3. **Allow call pick up:** (yes or no). Disable call pick up for FAX machines.
4. **Allow call overflow (mini-hunt):** (yes or no). Do you want to give certain people in your office two extensions? You can allow this feature for even extensions only.
5. **Assign CO group for outgoing calls:** (select a group). All outgoing calls will use this group.
6. **Assign CO group for incoming calls:** (select a group). Only incoming calls from this group of CO lines can connect to this extension.
7. **Call restrictions.** Do you want to restrict any extension from placing toll calls? If not, skip this question. Otherwise, decide on the restriction level to be assigned to this extension.

	Enter this code in the table above
No restrictions	1
Can dial the numbers in Allowed List 1	2
Can dial the numbers in Allowed List 2	3
Can dial the numbers in Allowed Lists 1 and 2	4
Block calls to the area codes in Disallowed List 1	5
Block calls to the area codes in Disallowed List 2	6
Block calls to the area codes in Disallowed Lists 1 and 2	7
Intercom calls only	8



4. Hunt Groups

Please provide the information for EACH of your hunt groups.

	1. Create it. Enter up to 4 extensions to be included. The first one will receive most of the calls.	2. Backup: Hunt group number Extension number AA1 AA2 Voice mail Speed dial number No backup	3. Hunt mode: sequential or broadcast	4. Hunt hold: yes or no	5. Centrex transfers: yes or no
Hunt 0	100				
Hunt 2					
Hunt 3					
Hunt 4					
Hunt 5					
Hunt 6					

1. **Create it.** Enter up to 4 extensions to be included. The first one will receive most of the calls. Hunt group 0 must include extension 100.
2. **Backup.** Specify how to route the call when this hunt group is busy or unattended. DAY Mode and Night mode are the same.
3. **Toggle hunt mode.** Sequential or Broadcast
4. **Toggle hunt hold.** Yes hold or No hold
5. **Toggle Centrex transfers.** Use Centrex or Do not use Centrex



5. Clock and related

1. Set time and date n/a
2. Set time to enter DAY mode: _____
3. Set time to enter NIGHT mode: _____
4. Set time to enter LUNCH: _____
5. Set time to exit LUNCH: _____
6. Do you want TeleCraft to automatically change modes? Y N
7. Do you want to change modes manually? Y N

6. Counters and timers

1. Set flash duration. What is the LONGEST "flash" duration that any of your phones generate?
Time (in ms) _____
2. Set rings before backup. How many rings do you want to hear before TeleCraft considers your extension "un-attendant"? Select a number between 2 and 9: _____
3. Incoming ring delay. Do you want TeleCraft to wait before it answers an incoming call? Yes No
If yes, how many rings should TeleCraft wait? (1 to 9) _____
4. Set max CO to CO time (bridging time). Do you want to restrict the call bridging time? Yes No
If yes, how many minutes? _____



5. **Set max on-hold time.** How many minutes should a caller be on hold before he's transferred to the operator at hunt group 0? (1 to 9 minutes) _____

7. Supervisory Parameters

1. **Program DAY mode** n/a
2. **Program NIGHT mode** n/a
3. **Copy DAY parameters to NIGHT parameters** n/a
4. **Reset KSU only** n/a
5. **Single or double ring.** Should intercom calls ring differently than incoming calls? Yes No
6. **Tone or music ring-back.** Should callers hear the ring-back tones or music (externally supplied)? Tones Music
7. **Allow caller ID.** Do you use caller ID? Yes No
8. **More supervisory parameters**
 1. **Allowed and disallowed lists**

Up to 8 codes								
Allow 1								
Allow 2								
Disallow 1								
Disallow 2								

2. **Flash pass-through** (circle your choice) Allow Disallow
3. **Run diagnostics** n/a

8. Restricted Parameters

1. **Incoming ring cadence:** accept reject
2. **Stutter dial tone:** Yes No
3. **DC Check** n/a