

IVX 128 Plus: additional features

Administrator's programming supplement to the IVX 128 documentation

Thank you for your purchase of the IVX 128 Plus. In addition to what is covered in your *IVX 128 Administrator's Manual*, this system has additional programmable features, described herein, as well as changes in the way you program previously available functions; so please use this supplement with your *Administrator's Manual*.

Function 32: Extension feature authorization

What's new: Auto-page, external forwarding (including forwarding to toll numbers) and trunk-to-trunk transferring and conferencing.

1. Ext.	2. Name	3. Call wait	4. DND	5. AA block	6. Rec.	7. Svc. obs.	8. Toll allow	9. Sys. spd. dial	10. Auto page	11. Ext. fwdg.	12. Fwdg. to toll nos.	13. Trunk-to-trunk
XXX	Default	Y	Y	N	Y	N	Y	Y	N	N	N	N
100	Jane	Y	Y	N	Y	N	Y	Y	Y	N	N	N
101	Roger	Y	Y	N	Y	N	Y	Y	N	N	N	N
102	Sally	Y	Y	N	N	N	Y	Y	Y	N	N	N
110*	Bill	Y		N			Y	Y	N	N	N	N

10. Auto-page — Lets the user turn auto-page (*defined below*) on or off at his/her station.

Note: This feature is used in conjunction with the directory names recorded in Function 62 and is not active until a directory name is recorded for the extension.

If the station user has his/her mailbox set to answer with personal greeting 3 and a caller presses **3** to page that user, this feature automatically pages the station user in the page zones entered in Function 31. If no page zone is entered, all IVX Digital Feature Phones on the system are paged.

Default: Disabled.

Note: When auto-page is enabled, IVX 128 will use the last installed idle digital port to perform the page. Therefore, if a phone is on the last installed port (*e.g.*, X111 on a system with only a 612 Card), the phone's user may experience a brief delay in telephone operation if he/she picks up the handset (or presses **SPEAKER**) during the auto-page.

(continued)

* An example of an analog phone.

11. **External forwarding** — Allows the station user to enable the off-premises-“reach-me” feature (the user can give, to callers who are forwarded to his/her voice mailbox, the option of trying to reach him/her at another number). This requires a trunk-to-trunk transfer and will use two CO lines for the length of the conversation. The user must set his/her mailbox to answer with personal greeting 2 and inform the caller to press **4** for this option. After the system dials the last digit of the external forwarding number, it will begin to play a prompt saying, “*You are receiving a forwarded call. Press any key to accept.*” This prompt will play continuously for 30 seconds. When DTMF is detected at the remote end, both trunks are connected. If no DTMF is detected, the caller is forwarded to the user’s voice mail.

Default: Disabled.

Note: While the two trunks are connected, the system constantly monitors the lines for open loops. If it detects an open loop on either line, it terminates both CO connections. Additionally, the system periodically will monitor for voice on the connected COs. If it detects no voice traffic, it terminates both CO connections. Finally, if both COs are connected for a programmable period (default is 60 minutes), the system will terminate the connection, regardless of the presence or absence of activity.

12. **Forwarding to toll numbers** — This feature is used in conjunction with external forwarding (see previous item). When enabled, this feature lets the user program a long-distance number for external forwarding.

Default: Disabled.

13. **Trunk-to-trunk transfer** — When enabled, allows the station user to initiate a trunk-to-trunk transfer. While connected to a CO line, a station users can press either **TRANSFER** or **CONF** followed by his/her line access code(s), dial an off-site number and then complete the trunk-to-trunk connection by simply hanging up or pressing **CONF**.

- If the user is performing a trunk-to-trunk transfer and hangs up, both parties are connected via a trunk-to-trunk connection.
- If the user is performing a trunk-to-trunk conference and presses **CONF** the second time, all parties are connected in a conference. The user can then hang up and any remaining parties in the conference will stay connected via a trunk-to-trunk connection.

Default: Disabled.

Note: While the two trunks are connected, the system constantly monitors the lines for open loops. If it detects an open loop on either line, it terminates both CO connections. Additionally, the system periodically will monitor for voice on the connected COs. If it detects no voice traffic, it terminates both CO connections. Finally, if both COs are connected for a programmable period (default is 60 minutes), the system will terminate the connection, regardless of the presence or absence of activity.

Important: USE OF FEATURES, SUCH AS TRUNK-TO-TRUNK TRANSFER, THAT REQUIRE TRUNK-TO-TRUNK CONNECTIONS WILL INCREASE THE RISK OF TOLL FRAUD. IN NO EVENT SHALL ESTECH SYSTEMS, INC. BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER INCLUDING, BUT NOT LIMITED TO, FRAUDULENT TOLL CHARGES, LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTIONS, OR ANY OTHER COSTS OR DAMAGES RELATED THERETO, ARISING FROM THE USE OF THESE FEATURES.

New auto attendant modes; remote setting/recording of day, night and holiday modes

What's new: A second day mode and a second night mode.
The ability to re-record ID1 remotely.

Normally, the system's day/night mode operation will be manually controlled at a Digital Feature Phone and/or set to follow automatically the day/night mode tables (programmed by the Installer). Also, the Administrator can remotely change the mode and/or re-record ID1 and the holiday greeting to handle unexpected closings, such as for inclement weather.

Remotely logging into the system with the Administrator password lets the caller re-record the ID1 greetings (day, night, day2 and night2) and the holiday greeting, as well as change the mode to day/night/holiday/day2/night2 (or auto).

1. At the main greeting, enter * * **4 5 6 #** (or the new password) — to enter remote programming mode.
2. You'll hear prompts that will let you change the answer mode (day, night, holiday, day2, night2 or auto) and/or re-record ID1 or the holiday greeting. Follow the prompts to perform the desired operation.
3. Exit by pressing * and hanging up.



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