

**ORIGINAL** **IVX**<sup>®</sup>

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# **ADMINISTRATOR MANUAL**

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(Inside front cover)

## GENERAL DESCRIPTION

IVX<sup>®</sup>, an integrated voice exchange, is an advanced small business telephone system with built-in voice processing, automated attendant and voice-mail capability. The system's combined functions are controlled by a single processor and by a single set of proprietary operating system software. Its combined features/functions include:

- A 16 x 34 Digital Telephone System
- 10 Ports of Voice Mail
- Full Automated Attendant
- Automatic Call Distribution (ACD)
- Message on Hold
- Caller ID
- Call Traffic and Activity Reports

## BACKGROUND

Virtually all other telephone/voice mail systems involve connecting two or more separate systems (usually from different manufacturers). Call processing by these different "boxes" must transfer callers back and forth from system to system, with each performing its operation only during the time that it is connected to the caller.



## IVX IS DIFFERENT

IVX is a single system that performs ALL of these functions as one— by a single processor, storage medium and voice processing DSP. With no boundaries between these once separate tasks, IVX delivers the greatest possible efficiency and cost effectiveness.

**SYSTEM CABINET**

The compact, wall-mounted cabinet houses the processor, memory, and station interfaces. It is powered by a small external wall-mount transformer. The base unit is capable of supporting up to eight CO Lines, 16 Feature Phones, and two Analog Ports. A piggy-back expansion cabinet for an additional 8 x 16 configuration is easily added without increasing the system's "footprint".

**FEATURE PHONES**

The proprietary feature phones provide advanced call handling features, an LCD Display, and built-in speaker phone capability.

**IVX ADVANCED FEATURES****TOTAL INTEGRATION**

IVX provides seamless operation and call processing – no hookflash or call progress monitoring required, resulting in the fastest call processing available.

**SIMPLIFIED SET-UP**

Installing separate systems require that different programming techniques and data be interfaced creating potential problem isolation issues. IVX's combined functions require NO interface. IVX's programming incorporates interactive voice and LCD display prompts that virtually eliminate ambiguity and guesswork for the installer, administrator or user.

**VERBAL USER GUIDE™**

The combination of voice prompts and LCD Display interaction guides users through station and voice mail feature programming and operation.

**VERBAL HELP KEY™**

The HELP Key provides interactive voice and LCD explanations of user programming requirements and all commonly used phone features – virtually eliminating the need to consult the printed user guide.

**VOICEMAIL KEY**

A unique fixed key that provides for one-stroke immediate interface to the user's voice mail features. Direct access to a voice mail box is accomplished by pressing the VOICEMAIL Key from an idle station. Transferring an outside caller directly to a user's mailbox is as simple as pressing the VOICEMAIL Key followed by the appropriate station key.

**LIVE RECORDING**

During any conversation, a user can press the REC Key and record the conversation for later retrieval. Users can record personal reminders simply by lifting the handset and pressing the REC key on the phone -- and any recording can be further handled the same as any other regular message.

**QUICK GROUPS™**

A user can leave a message in several user's mailboxes without having to create and manage the traditional group mailboxes. Simply press the VOICEMAIL Key, press the desired Station Keys (up to 16) to receive this message and record the message.

**LIVE CALL SCREENING (MESSAGE MONITOR)**

Allows a user to handle incoming calls in the same way as a home answering machine. If the user activates *Monitor Mode*, a call presented to the station will ring at the station (including during the personal greeting being played to the outside caller). When the caller begins leaving a message, his or her voice is also output to the user's speaker, giving the user the option of intercepting the call by simply lifting the handset or allowing the message to be completed to the user's mailbox.

**MESSAGE-ON-HOLD (MOH)**

MOH allows for traditional announcement / music to be continuously played to callers while on hold. Three generic messages-on-hold are permanently stored on disk -- or, up to five custom recordings can easily be downloaded for use.

### ON-HOLD DIALING

Because the MOH source is being generated by the system, DTMF receivers are able to continuously monitor the line – allowing callers on hold or in ACD queue to dial other options such as menu selections or the operator.

### PERSONAL GREETING REMINDER

Users typically activate this feature to automatically play their personal greeting the first time the phone is used after extended absence – ensuring removal of outdated greetings. They do have the option to keep as is, or to change it.

### REMOTE SYSTEM SOFTWARE UPDATING

System updates are accomplished via a high-speed, built-in Modem. System software or built-in voice prompts can be factory updated via dial-up rather than by costly and time-consuming EPROM replacement. Dealers can also use the Modem port for remote real-time monitoring of system activity, debug, or update of configuration data.

### GUEST EXTENSIONS

Employees that work outside of the office can be assigned *Guest Extensions* making it appear as if they have a live station in the office. **Example:** the normal extensions are numbered 100 to 115. Three outside sales reps are assigned Guest Extensions 301, 302, and 303. An outside caller dialing 301 at the main greeting would be forwarded directly to mailbox 301. Additionally, an inside user can transfer a caller directly to 301's mailbox by pressing a station key programmed for “extension” 301.

### ACD CAPABILITY

Department Groups can be set up to provide sophisticated Automatic Call Distribution (ACD) features. Calls are presented to the longest Idle ACD agent or, if all agents are busy, callers can be held in queue and presented as agents become available. Possibilities include: Up to 10 agent groups with up to 16 agents in a group.

**LCD DISPLAY**

Display for users and idle agents indicates number of new and old messages waiting in voice mail. During retrieval of messages, the display shows the phone number (\*if Caller ID is active) associated with the message being heard – plus a countdown display of the message duration. The display shows real time activity to ACD agents indicating how many calls are holding and the length of the longest holding call.

**CALLER ID**

With Caller ID service activated with the service provider, the name and/or number of the calling party will be displayed on incoming calls and during call waiting. Additionally, the Caller ID will be displayed with messages to facilitate automatic callback to the calling party. **Note:** Some limitation based on the service provider and the local dialing patterns may exist.

**VISUAL PARK KEYS**

These unique keys allow simplified “park & page” to lighted park keys appearing on all stations. No need for confusing park and retrieve codes. In addition, a dedicated hold key provides for exclusive hold.

**911 ALERT**

This feature provides immediate line access if any station dials 911 to report an emergency. A message will be sent via the serial port indicating the start date, time, station number, and end-time of the 911. Additionally, a warning tone will sound at the operator station and the LCD display will show “911 CALL FROM X102 JOHN JAMES”.

**STANDARD FEATURES****AUTO ATTENDANT**

Auto Attendant is like having an extra staff member on board -- or, it may allow freeing up an existing employee for other duties. Efficient call handling is assured by up to six menu levels, 40 audiotext branches, directory, Day/Night/Holiday modes, and primary and secondary answering capability.

However, selected stations (such as lobby phones, top executives, etc.) can be blocked from receiving calls directly from the Auto Attendant.

**AUTOMATIC MAILBOX CREATION**

From the moment an IVX system is up-and-running, mailboxes are automatically created with generic *greeting* and *forwarding* default values for all users -- there's no waiting for users to record personal greetings. However, at that point, users are able to easily create their own custom greetings.

**CALL STATISTICS**

IVX tracks call activity by Line, Extension, Department, and System. Summary Reports that are easy to read and interpret are easily printed by the System Administrator.

**CALL FORWARD: BUSY/NO ANSWER AND ALL CALLS**

The Installer can easily control Call Forward Busy/No Answer for each station on the system -- in both Day and Night Mode. In addition, individual user control their own Call Forward All Calls.

**CALL PICK-UP**

Pressing the dedicated PICK-UP Key and a user's Station Key or dialed extension number allows a user to intercept a ringing department or station -- minimizing caller aggravation caused by unanswered ringing.

**CALL TRANSFER (LIVE)**

Both supervised and blind transfers are accomplished by pressing the destination Station Key-- or by pressing the TRANS Key and the destination extension number.



**CALL WAITING**

A second call (indicated by an audible tone and a display indication) to an in-use station can be handled by the user much the same as they do at home with call-waiting...simply press the FLASH Key to toggle between calls – or hang-up and the other call will ring. Inside personnel can manually alert someone on his phone that a call is waiting or someone is waiting in the lobby, etc.

**CLASS OF SERVICE**

Service or features programmed for individual stations can be custom programmed from two levels -- the *Installer* level, or the *Administrator* level. The *Installer* level carries the most authority and flexibility.

**LINE GROUPS**

Each outbound Line can be assigned to one of three groups (9, 8, or 7). Icons on a user's LCD display shows how many lines exist, whether or not each line is in use, and which line the user has accessed.

**COMMON AUDIBLE**

One of the system's Analog Ports can be designated to provide common audible (e.g. bell, chime, etc.) ringing to provide simplified line pick-up from any station.

**CONFERENCE / ADD-ON**

Up to 12 parties can be in conferences at the same time-- up to four parties in a single conference. However, the originating extension must remain in the conference.

**DAY / NIGHT OPERATION**

Day/Night Main Greeting and call processing can be easily programmed for automatic operation. Alternatively, the operator can manually change between Day/Night/Holiday/Automatic with the press of a key.

**DELAYED RINGING**

Delayed ringing options allow flexibility in how unanswered incoming calls are processed. For example, an incoming call intended for a sales person or department may be progressed to an administrator – and ultimately to a chime for any available person to answer. The feature can be programmed on a Line-by-Line basis to a live operator or for Auto Attendant answer as well as day/night/answer, or clock/calendar control.

**DO NOT DISTURB (DND)**

This function can be allowed or denied on a station-by-station basis by the System Administrator. If allowed, a user activates the feature with the single press of the DND key while the phone is idle. The DND Key also controls Wrap Time for ACD agents.

**SOFT FEATURE KEYS**

These sixteen lighted, programmable keys provide one-touch transfer to stations, mailboxes, or departments; direct line keys; speed dial; or other feature access.

**EXTERNAL PAGING INTERFACE**

CO Line connection or one of two pre-assigned analog ports also can be used for simplified connection to external overhead paging equipment.

**FAX TRANSFER (AUTOMATIC)**

If a FAX tone is detected upon answer by the Auto Attendant, the call will automatically be transferred to the analog port set as a FAX extension.

**FLASH CONTROL**

System programming of the flash duration provides for flexible usage behind Central Office switches, Centrex, or PBXs.

**HANDS-FREE ANSWER**

Station users also have the option to program their phone for hands-free answer (voice announce) for station-to-station calls.

**HOLD RECALL**

This feature gives flexibility in the amount of time that elapses between placing a call on Park or on Hold and when that party is recalled.

**LAST NUMBER REDIAL**

If an attempt at an outside call is unsuccessful, (*e.g.*, a busy signal), simply press the single RDL Key for one or more subsequent attempts.

**LINE PICK-UP MODE**

Pressing the PICK-UP Key and 0 to answer a ringing Line or common audible bell.

**LINE QUEUING**

Should a call be attempted when all outside lines are busy – users can elect to be called back and advised by voice announcement as soon as a line becomes available.

**LINE / INTERCOM OFF-HOOK ASSIGNMENT**

User control of station off hook preference for access to intercom or assigned Line Group dial tone.

**DURATION DISPLAY**

As a message is played, the LCD display shows its duration from the beginning of playback and counts down to message completion.

**MESSAGE WAITING INDICATION**

The unit will automatically activate the phone's message light and provide a real time display on LCD of type and number of messages.

**MODEM (BUILT IN)**

A built-in 14.4 kb Modem provides for system update and real time programming and debug.

**MUTE**

This fixed key mutes the speaker or handset microphone if pressed during a call.

**NIGHT SERVICE**

The system includes both automatic and manual control of Day/Night Mode.

**PAGING**

There are three built-in paging zones – and one (1) all-page via a fixed feature key.

**PRIVATE LINE**

Lines can be programmed to ring directly to a preset station, department or mailbox.

**SERVICE OBSERVING**

Stations designated to observe can be allowed to monitor conversations only on specified stations.

**SYSTEM SPEED DIAL**

Up to 100 names and associated numbers can be stored at a system wide level.

**TOLL RESTRICTION**

Based on Allow Local / LD combined with exception tables.

**Carefully read the Power User's Guide for a complete understanding of the station operation before finishing this manual.**

## **ADMINISTRATOR DUTIES**

**The System Administrator's duties may include:**

- Administer station assignments
- Manage station feature authorization
- Maintain employee directory (if used)
- Assign/Delete special mailboxes
- Re-record prompts
- Administer manual change of Day/Night Mode (if required)
- Print statistics reports (as desired)
- Train new employees on the system's operation

## **LEARN THE SYSTEM**

To be able to assist others or new employees, you will need an in-depth understanding of the system's operation. Carefully read this manual and ask any questions of the Installer.

## **RE-RECORD PROMPTS**

IVX has all necessary prompts pre-recorded to assist in initial set-up. You may wish to re-record some or all of them. The Main Greeting must be re-recorded. It's best to write out a script for the way the system is to operate in your organization. Re-recording of prompts is covered in more detail in the recording sections later.

## **DISTRIBUTE SPECIAL USER INSTRUCTIONS**

Reproduce the appropriate Special Features pages of the Power User's Guide and distribute to the applicable personnel. As example, copy the page titled Group Mailboxes and distribute to those who have been assigned a Group Mailbox.

**ASSIGN SPECIAL MAILBOXES**

Create or edit the special mailboxes (Guest/Info, Group, and Cascade Paging). Work out their best use for your organization and distribute these mailbox numbers and user instructions accordingly.

**USER ASSISTANCE**

Assist each user in becoming familiar with station programming and learning to rely on the Verbal Help Mode. All of the information printed in the Power User's Guide (with the exception of the Special Features) is included in Help Mode from the phone. However, make the Power User's Guide available to those users who may prefer written instructions.

Once the system has been programmed, day-to-day operation will go largely unattended.

IVX can be programmed from any extension while operational. Once Programming Mode has been accessed, the system will prompt and confirm each keystroke action via interactive voice commands and the LCD display. Both configuration data and recordings are programmed in the same manner.

## PROGRAMMING KEYS

<u>To</u>	<u>PRESS</u>	<u>DESCRIPTION</u>
<b>Enter</b>	<b>#</b>	Acts as an enter key to confirm a new or existing entry and advance to the next programming step.
<b>Back-Up</b>	<b>*</b>	Backs up to the previous prompt without changing its value.
<b>Delete</b>	<b>HOLD</b>	Deletes data or recording.
<b>Exit</b>	<b>Hang Up</b>	Exits programming mode and removes the extension from DND.
<b>Help</b>	<b>PROG/HELP</b>	Press during programming for more detailed instructions.
<b>Select</b>	<b>PARK 3</b>	Will toggle or scroll through possible selections on the LCD Display.

**Note:** A > at the end of the second line indicates that additional choices or values can be toggled to or scrolled through by pressing the PARK 3 Key.

During Programming, the top line of the LCD will display the current item being programmed and the bottom line will be the "input" line.

Values can be input as directed by the combination of the voice prompts and LCD display. Multiple inputs such as a list of extension numbers are input and separated by #. ## will exit the list. When different choices are possible, press PARK 3 to scroll through the possible choices. If a long list has previously been entered, PARK 3 will scroll the list across the LCD.

## INPUTTING ALPHABETIC/NUMERIC CHARACTERS

Names for extensions, departments, etc. can be input by pressing the dial pad key that corresponds to the character to be entered. The key's possible entries will change each time the key is pressed. When the desired character is displayed, press # to confirm, and the cursor will move to the next character position.

**Example:** To input a 'B', press the '2' key twice (the possible options to scroll through are A, B, C, 2). When B is displayed, press # to confirm and to move to the next character to be input. Press the HOLD Key to delete any errors. ## completes the name.

**Note:** The '1' key options are: Q, Z, \_ (a space), 1.

## ACCESSING USER STATION PROGRAMMING

Should a user forget his password or if an employee leaves the organization, this feature allows the Administrator to enter a user's station programming and operate within it as if he were the user.

From the user's station, input the Administrator password when the system prompts for the user password.

**Example:** From station 105 entering 456# instead of the user password (105#), will access the station for user programming (default passwords are used here for example purposes).








**SYSTEM NUMBERING PLAN**

The system's fixed numbering plan is as shown:

<b>1 to 16</b>	CO Lines
<b>100</b>	Operator Extension (default)
<b>100 to 131</b>	User Extensions
<b>191 to 192</b>	Analog Extensions
<b>200 to 209</b>	Department Pilots
<b>300 to 499</b>	Guest / Info Mailboxes
<b>500</b>	Broadcast Mailbox
<b>501 to 516</b>	Group Mailboxes
<b>520 to 529</b>	Cascade Paging Mailboxes
<b>530 to 550</b>	Recordable System Prompts
<b>590 to 598</b>	MOH Recordings
<b>600 to 699</b>	System Speed Dial

## ADMINISTRATOR PROGRAMMING OVERVIEW

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The follow section provides detailed descriptions of each programming function. It assumes that the prior sections have been read carefully for a general understanding of the system's features.

## **IVX** ENTER PROGRAMMING MODE

Programming Mode is entered by pressing the PROG/HELP Key. During play of the normal station programming menu, press PARK 3 to stop the station programming prompt, and input the Administrator Password. The system will then begin playing the Administrator programming menu. Once you have learned the programming steps, you do not have to wait for an entire prompt to be played before making an entry.

**Note:** While in the Programming Mode, the extension will be automatically placed in Do-Not-Disturb until the Programming Mode is exited by hanging up.

**To enter Programming: PROG/HELP + PARK 3 + 456 #**

## **IVX** 13 ADMINISTRATOR PASSWORD

The function will display the existing password and prompt for input of a new password or press # to accept the existing password. The password can be 2 to 8 digits long. Be sure to write down the new password and keep it in a safe place. The default password is:  
Administrator = 456

**Note:** To access any user's station programming: at the user's phone press the Program Key. Input the Administrator Password when prompted to enter the User's Password.

## **IVX** 14 SET TIME / DATE

A new time is input in a twelve hour format. Input "1233" for 12:33, or "315" for 3:15. Select AM or PM by pressing the PARK 3 Key.

**Note:** A built-in battery will maintain the correct time and date, even in the event of a power loss. The date is fixed and requires no updating.

**17 SYSTEM SPEED DIAL**

Up to 100 System Speed Dial numbers and associated names can be stored (in location numbers 600 to 699) for access by any station. A user can initiate a speed dial by a "Rolodex" type selection on the display or by dialing the location number (600 to 699).

Enter the 3 digit location number to program, a ten character name, and the number to be dialed (including the line group 9, 8, or 7) .

The number can be up to 30 digits long including the additional characters: #, \*, or 2 second pauses. These are inserted by pressing the PARK 3 Key to select the desired character: #, \*, or a 2 second pause. Press # to confirm the inserted character and continue. Press ## to complete the entry.

Example: to create a System Speed Dial number that dials 9, 578-5644, pauses for 4 seconds, and dials #104 input: 95785644, (Tab to) 2 SEC DELAY, #, (Tab to) 2 SEC DELAY, #, (Tab to) # , 104 ##.

Press the HOLD Key to delete any character or digit entered in error. To delete an entire speed dial number and name, delete the location number by pressing the HOLD Key.

Note: System Speed Dial will be available to all stations regardless of the station's line access or toll restriction.



## 32 EXTENSION FEATURE AUTHORIZATION

Many extension features can be allowed/denied on a extension-by-extension's basis. Station users can only program allowed features by using a combination of voice and LCD prompts from their phone.

### THE SEQUENCE OF PROGRAMMING IS AS FOLLOWS:

1.	2.	3.	4.	5.	6.	7.	8.
<u>EXT</u>	<u>NAME</u>	<u>CALLWAIT</u>	<u>DND</u>	<u>AA BLOCK</u>	<u>REC</u>	<u>SER OB</u>	<u>TOLL</u>
100	JANE	Y	Y	N	N	N	Y
101	ROGER	Y	Y	N	Y	N	Y
102	SALLY	Y	Y	N	N	N	Y

### THE PROGRAMMING STEPS ARE:

#### 1. EXTENSION NUMBER

Enter the extension number to program.

#### 2. EXTENSION NAME

Edit the extension name (see Inputting Alpha/Numeric Characters earlier).

For each of the following features, press the PARK 3 Key to select YES or NO. See General Description (Section 1) for a detailed description of each.

#### 3. CALL WAITING

Allows the user to turn call waiting on or off for his station.

#### 4. DO NOT DISTURB

Allows the user to activate DND from his station.

### 5. AUTO ATTENDANT BLOCK

Blocks calls from being transferred to the station from the Auto Attendant.

### 6. LIVE RECORDING FEATURE

If enabled, will allow the user to record conversations.

### 7. SERVICE OBSERVING

Allows the user to monitor the conversations of those stations listed in the Service Observing list for his station. If Service Observing is YES, a list of allowed extensions must be input.

**Note:** A Department number can be entered as an extension in the Service Observing list and will then automatically include all members of the Department even if the members of the Department are later changed.

### 8. TOLL RESTRICTION

Allows the user to place toll calls. If denied, the user can only make non-toll calls, calls to numbers listed in the Allow Exception Table, or calls via System Speed Dial.



## DEPARTMENT MEMBER PROGRAMMING

Departments (200 - 209) are programmed by the Installer and cannot be altered by the Administrator. However, members of an ACD Department, while initially programmed by the Installer, can be added or deleted by creating or deleting the ACD Agent Log On/Off Key on their phones. See Power User's Guide page 22 for programming these keys.



## MAILBOX MAINTENANCE

User mailboxes are automatically created and assigned to each station on the system. Guest/Info, Group, and Cascade paging Mailboxes must be created by the Installer or you in the following functions and assigned to the appropriate individuals.

## ✉ 53 GUEST / INFO MAILBOXES

Mailboxes numbered from 300 to 499 can be either a Guest or Info Mailbox. To create a new mailbox, input the mailbox number and select type: Guest or Info by pressing the PARK 3 Key.

### GUEST MAILBOXES

Guest Mailboxes are designed to be used by personnel, such as outside sales or manufacturing personnel, who do not have an extension assigned to them. A Guest Mailbox requires no programming other than the name assigned. Once created here, a personal greeting must be recorded to turn the mailbox on.

**Note:** A Guest Mailbox can be handled like a regular extension (i.e. listed in the directory, assigned a Soft Feature Key, etc.).

A Guest Mailbox cannot have a message light. Messages are retrieved by dialing \* and the mailbox number at the Main Greeting if calling from the outside; or after pressing the Voicemail Key, \*, and the mailbox number if calling from a Feature Phone.

### INFO MAILBOXES

Info Mailboxes can be used to give callers information on a variety of different subjects by “publishing” these mailbox numbers for them to access. Info mailboxes are identical to Guest Mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be call forwarded as programmed in this function (default is the caller will be disconnected after the information is played). The maximum length of the record time is 14 minutes.

These mailboxes are created or deleted here, but are turned “on” only when a personal greeting (the information to be played) has been recorded. Deleting the personal greeting will turn “off” the mailbox.

The sequence of programming is as follows:

1.	2.	3.	4.	5.
<u>MB</u>	<u>NAME</u>	<u>TYPE</u>	<u>CF DAY</u>	<u>CF NIGHT</u>
300	DANA	GUEST		
302	LITERATURE	INFO	114	9999

**Each programming step is defined as follows:**

### 1. MAILBOX NUMBER

Input a mailbox number 300 to 499.

### 2. NAME

The mailbox name is used for the LCD Display, reports, and as a programming aid. The name length can be up to 10 characters (See Inputting Alphabetic/Numeric Characters earlier in this section). Default = the Mailbox Number.

### 3. TYPE

Select a mailbox type by pressing the PARK 3 Key: Guest or Info

### 4. & 5. CALL FORWARD (INFO MAILBOX ONLY)

An Info Mailbox can be set to call forward (after the personal greeting has played) to an Extension, Department, a Mailbox or a Branch ID for Day Mode and differently for Night Mode. See the Installer for details for this feature. Default = 9999 (automatic disconnect)



## ✉ 54 GROUP MAILBOXES (INCLUDING BROADCAST)

### GROUP MAILBOXES

Up to 16 Group Mailboxes (501 to 516) can be assigned. These can be used by anyone who knows the password to leave messages for all users listed as members of that group. The Administrator or Group Mailbox “owner(s)” may set, or change the list of Group Mailbox members.

A Group Mailbox is turned “on” (able to record and playback messages) only when a mailbox greeting has been recorded by the user, such as “This is the Group Mailbox for East Coast Regional Sales”, etc. Deleting the Group Mailbox greeting will turn “off” the Group Mailbox. Any outstanding messages will remain in its members' mailboxes until erased by each member.

To enter Group Mailbox 510 as a user, dial 510 and enter the password. This will allow the Group Mailbox owner or anyone with the password to record a group message. Press the VOICEMAIL Key, \*, 510 to hear/delete any group messages that remain in the mailbox. Press the PROGRAM/HELP Key, \*, 510 to program the Group Mailbox.

**Note:** If “0” is programmed as the password, anyone can leave group messages or program the Group Mailbox.

### BROADCAST MAILBOX

Mailbox 500 is a special Group Mailbox which can be used to leave messages for users who have their mailboxes turned on (who have recorded a personal greeting). The Broadcast Mailbox cannot have its user list edited. Guest Mailboxes are not included in the Broadcast group.

 **56 CASCADE PAGING MAILBOXES**

Up to 10 Cascade Paging Mailboxes (in range 520 to 529) can be created. These can be assigned to anyone that requires additional levels of paging beyond the single level available in all user mailboxes. The paging numbers and number of times each is to be paged before the next paging number is added are programmed in this function.

Up to three paging numbers of up to 24 digits each can be programmed by the user to be paged whenever a new message is taken in the mailbox. The system will page the first paging number (for the number of times listed) and then add the second paging number (for the number of times listed) and then add the third paging number and will continue to page all three pagers until the message has been retrieved. The period of minutes between pages is programmed by the Installer.

 **6 RECORDING** **61 RE-RECORD SYSTEM PROMPTS**

The following system prompts are to be played to an outside caller at different points in the call routing or mailbox functions. These system prompts have been pre-recorded at the factory but may be re-recorded if preferred in a different voice or with different instructions. The Auto Attendant branch prompts (such as the Main Greeting or sub-menus) are also recorded here by inputting the Branch ID number as the prompt number.

Practice the prompt by recording and re-recording – starting and stopping with the 1 key. When satisfied with its quality, press the # key to confirm. Deleting a re-recording by pressing the HOLD Key will return to the default recording if a system prompt or create a “blank” space if a Branch ID.

**BUSY PROMPT 530**

The Busy Prompt is played to the caller if an extension is busy. Default is: *"That extension is busy"*.

**HOLD PROMPT 532**

This prompt is played to the caller after he has made a menu selection or input an extension number. Default is: *"One moment please"*.

**Q / Z PROMPT 534**

The Q/Z Prompt may be played to the caller when he has selected an Alphabetic Directory. The caller is instructed to use the number 1 key for the letters Q or Z since these two letters do not appear on the phone keypad. This prompt is played at the end of the first directory prompt and is played only if there actually exists a name in the directory using a Q or Z. Default is: *"For the letters Q or Z use the key number 1"*.

**NO NAMES MATCHED PROMPT 535**

This prompt is played to the caller if, in a directory branch, the first letter he selected does not have any names associated with it; or he has listened to all of the names played and has not made a selection. After this prompt is played, the system will forward the call to the Extension, Branch or Mailbox as programmed in call forward no response. Default is: *"No names matched, one moment please."*

**LEAVE A MESSAGE PROMPT 536**

To reduce the recording requirements on the mailbox user, this prompt is played at the end of the mailbox user's personal greeting and instructs the caller as to how to leave a message or other options. Default is: *"To reach the operator press 0 or to leave a message begin recording at the tone. Press 1 when finished"*.

**END OF RECORDING PROMPT 537**

Plays after a caller leaving a message presses 1 to stop recording and instructs the caller as to other options. Default is: *"To reach the operator press 0 or if finished press \* and hang up"*.

**ACD QUEUE PROMPT 538**

Plays in an ACD Department when all extensions are busy and before the caller is put on hold. Default is: *"Those extensions are busy, please hold and your call will be answered in the order received"*.

**ACD HOLD PROMPT 539**

Is periodically played to callers on hold in an ACD Department when all extensions are busy. Default is: *"Those extensions are still busy, please continue to hold"*.

**HOLIDAY MAIN GREETING 540**

The Holiday Main Greeting is played to callers when the system has been manually placed in Holiday Mode.

**Note:** Night Mode programming for call routing will be followed while in Holiday Mode. Default is: *"Thank you for calling, our office is closed in observance of the holiday. You may dial your party's extension, if known, or please call back during normal business hours"*.

**62 RECORD DIRECTORY NAMES**

This function is accessible only if a Directory Branch has been created as part of Auto Attendant programming. First input the extension number, and then press 1 to begin recording of the associated name and press 1 when finished.

If the directory type is By Alpha, the name key (first letter of either the first or last name) must also be programmed in this function. The name key field is the numeric equivalent to the letters appearing on a phone keypad (for Q or Z use key number 1).

Make photocopies of the blank Programming Worksheet for preparing directories and making future changes. As names change, the Administrator may enter this function and change any field.

## 63 MESSAGE ON HOLD PROGRAMMING

MOH can be either live music (with an external music source connected to the MOH input connector), or pre-recorded music/messages can be stored on the disk and played continuously to a caller on hold. Three generic MOHs are stored as Prompt 591, 592 and 593. Prompt 591 is three minutes of uninterrupted music (for use with ACD if desired), Prompt 592 has periodic prompts to *“Please continue to hold”*, while 593 has periodic prompts to continue to hold or to dial 0 for the operator or dial an extension number if known. Five custom MOHs can be recorded via the MOH connector as prompts 594-598.

**Note:** These will be played as a loop since callers may be connected to MOH at different times during its continuous playback.

### SOURCE TO CALLERS ON HOLD:

Prompt 590	Live external source
Prompt 591	Pre-recorded music
Prompt 592	Pre-recorded with “please continue to hold”
Prompt 593	Pre-recorded with “dial 0 or extension from hold”
Prompt 594-598	Customer recorded message on hold

## 631 MOH SOURCE

This selects the source that will be played to caller on hold. The range is 590 to 598. Default = 592 (generic Message on Hold)

## 632 MOH RECORDING

Connect the message/music source to the MOH port on the side of the cabinet, input the prompt number to be recorded, press 1 to begin recording, press 1 when finished. The source will be played through the phone’s speaker to aid in queuing. The recorded material will then playback just as any other recording, press # to accept the recording. The recorded material should not have a “beginning” or “end” so that playback can loop continuously.

**FUNCTION 7 REPORTS****SERIAL PRINTER**

Connect a standard serial printer to the serial port of the system. The output from the serial port is: 8 data bits, 1 stop bit, and no parity. The baud rate is programmed by the Installer in Function 18. The pinout is: Data Transmit – Pin 2, Receive – Pin 3, and Ground – Pin 5.

**PC INTERFACE**

Connect a computer serial port to the serial port of IVX. Use a standard PC communications program such as *ProCom* to port the data to the PC. When printing from the PC to a laser printer use a Fixed Proportional Font such as Courier New, 9 points or smaller.

From either the Administrator programming menu select the desired report as listed below. The reports can be printed with either: (1) the data saved for inclusion in future reports, or (2) the data and totals cleared. The System Speed Dial List cannot have its data cleared.

**Note:** Outbound calls shorter than one minute are not counted in system totals.

**FUNCTION 72 LINE / AUTO ATTENDANT REPORT**

This report provides statistics to aid in analysis of Line usage and requirements.

**FUNCTION 73 EXTENSION / DEPARTMENT REPORT**

This report provides extension usage.

**FUNCTION 74 VOICE MAIL ACTIVITY REPORT**

This report provides statistics indicating the message activity in each mailbox since the data was last cleared.

**FUNCTION 75 SYSTEM SPEED DIAL LIST**

This report lists the current System Speed Dial numbers. Distribute a copy to those who are authorized to use them.