



Release Notes
NEAX[®] 2000 IVS²
Business / CCIS

2200 Series Software Release

1. Overview

2200 Series R3.1 Software introduces new features and hardware to the NEAX[®] 2000 IVS² platform and provides enhancements to the existing feature set.

2. New Business Features and Hardware

2.0 Analog Station Caller ID – This feature enables calling party number, name, date and time to be displayed when a call is terminated to an analog single line phone equipped with display or device to display this information.

2.0.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD), (151220) PN-4LLCB, (151221) PN-4RSTF and the (151487) PZ-PW 122 power supply are required to provide Analog Station Caller ID.

2.02 *Typical application* – Applications requiring analog caller ID to be displayed on single line phones with display or on outboard caller ID display device.

2.1 Call Forwarding Override – This feature allows a (calling) D^{term} to override Call Forwarding of the Prime Line of the (called) D^{term} when the destination of the call forward is to the prime line of the (calling) D^{term} . This applies when the Call Forwarding destination station (calling station) is using a secondary line appearance to call the forwarded station. *Example:* Station “A” sub-line calls station “B” prime line (station “B” prime line is call forwarded to Station “A” prime line) and call forward override takes place and the call continues to ring at station “B” prime line.

2.1.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD).

2.1.2 *Typical application* – A Secretary / Boss scenario, where the boss sets the call forward destination of his/her primary extension to the prime line of the secretary’s station. When the secretary calls the boss’s primary extension, Call Forwarding Override takes place and the call rings at the boss’s primary extension.

2.2 Name Assignment for DID / DNIS Numbers – This feature allows name assignment for DID numbers or DNIS digits received from the public telephone network and for the name to be displayed on the LCD of D^{term} or SN716 ATTCON.

2.2.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD).

2.2.2 *Typical application* – Answering service or multi-tenant customers may operate more efficiently by identifying incoming calls by company name.

2.3 Tenant Allocation on DID Numbers – This feature allows total tenant allocation on the basis of received DID number and on a tenant basis controls the following functions; destination of unanswered calls, destination of busy calls, destination of non-existent number and destination of DND. Restriction of inter-tenant connection and designation of Music-on-hold (MOH) are also available with this feature.

2.3.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD).

2.3.2 *Typical application* – Answering service or multi-tenant customers may operate more efficiently by routing calls within or outside of their designated tenant.

2.4 System Clock Change by Access Code – This feature allows the system clock to be changed from a D^{term}, SLT or PS via an access code. A feature key may be assigned to a D^{term} for this function. Previously this function was only available to the end-user via the SN610 or SN716 ATTCON. This function is available, as always, through MAT, MOC or CAT modes.

2.4.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD).

2.4.2 *Typical application* – When system clock change is required, such as when changing from Standard time to Daylight savings time and vice versa.

2.5 Station Hunting (PS Out of Zone/Power Off) – This feature allows a call placed to PS which is out of zone or has power off to be forwarded to an idle station in a hunt group. Station hunting terminal, circular and switchback can be applied for this feature.

2.5.1 *Required Software & Hardware* – (150391) 48-Port System Software 2200 Series R3.1 (FD).

2.5.2 *Typical application* – Applications where PS users need a terminating destination when the PS is out of zone or powered off.

2.6 Short Text Message Notification PS – This feature provides Short Text Message to the PSII display. The system receives the information from the Short Text Message Server via OAI interface (OpenWorX) and sends the information to the PSII display.

2.6.1 *Required Software & Hardware* - (150391) 48-Port System Software 2200 Series R3.1 (FD), (151222) SPN-AP01 IP-E (AP) , (151223) SPN-CC01 Gateway-A (AP) , (151287)SPN-SC03A-8CSH-B, (150213)SPN-2CSIA.

2.6.2 *Typical Application* – No-interruption situations such as Doctors offices or Attorneys offices or anywhere that non-verbal communication is needed.

3. Enhanced Business Features

3.1 TCP/IP MAT Connection – This provides the ability to use MATWorX to administer the NEAX 2000 IVS² via LAN connection (TCP/IP) from a workstation. Communication to the PBX is via the (151223)SPN-CC01 Gateway-A (AP) and (151222)SPN-AP01IP-E (AP). MATWorX version 3.5X provides a drop down box to choose “Dial UP” or “Network” connection type.

3.1.1 *Previously* – Only dial up connection was available.

3.1.2 *Typical application* – PBX administration via LAN.

3.2 DTMF During Conference – This enhancement allows a D^{term} user to send DTMF tones during a Three / Four party conference by pressing keys on the key pad.

3.2.1 *Previously* – DTMF sending during a Three / Four party conference was not available.

3.2.2 *Typical application* – When setting up Three / Four party conference, conference leader calls first party then presses transfer key and dials second party. The dialed party does not answer and has call forwarded their phone to voicemail. The conference leader presses “CNF” key to bring first party in to conference and is now able to dial “0” (DTMF) out of the voicemail and ask the attendant for assistance in locating the individual required in the conference.

3.3 D^{term} Ringing Tone Choice on Received DID Number – This enhancement allows assignment of ringer tone frequency for the D^{term} on the basis of received DID number. Ring frequency control allows selection of up to three (3) patterns (cadences). Ring tone control allows selection of up to eight (8) tones.

3.3.1 *Previously* – Only four (4) tones were available.

3.3.2 *Typical Application* – Any DID application where the ringer tones can help to differentiate calls for user.

3.4 Improvement of D^{term} Ringer Tone – This enhancement allows a D^{term} user to choose from eight (8) ringer tones.

3.4.1 *Previously* - Only four (4) tones were available.

3.4.2 *Typical Application* - Any application where D^{term} users wish to select a ringer choice that is pleasing to them.

3.5 Improvement of Call Pickup Group – This enhancement allows an assignment of a pilot station from which a search for a ringing station will begin and allows the user to answer calls in a sequential order starting from that pilot.

3.5.1 *Previously* – Call Pickup group would only allow a station to answer any calls directed to stations in the group in the order of the longest ringing.

3.5.2 *Typical Application* – Any application requiring prioritization of ringing stations in a call pickup group.

3.6 PAD Lock Improvement – This enhancement has made it possible to use the PAD lock feature without the use of the AP00 card. New programming command codes are used for this feature.

3.6.1 *Previously* – This feature required the use of the AP00 application processor card.

3.6.2 *Typical Application* – A user activates PAD Lock to temporarily restrict their phone, preventing other parties from making unauthorized calls from the phone.

3.7 Five (5) Digit OAI – This enhancement provides 5 digit OAI station number capability.

3.7.1 *Previously* – OAI only supported up to 4 digit stations.

3.7.2 *Typical Application* – A large network where 5-digit stations are used and OAI applications must provide 5-digit station monitoring. *Example:* A NEAX 2400 & NEAX 2000 IVS² network with CCWX-Business.

3.8 OAI Monitor Enhancement – This enhancement expands the number of monitored numbers (D^{term}, SLT, PS, Trunk, Virtual Station) from 256 to 500.

3.8.1 *Previously* – OAI only monitored 256 numbers

3.8.2 *Typical Application* – Allows more flexibility in 80 Agent CallCenterWorX-Business applications.

3.9 Call Park System (By Station Number) – This enhancement allows a SLT, Multiline terminal or PS user to place calls into a Call Park System location by dialing the Call Park-System access code or pressing Call Park-System feature key. Subsequently, the parked call can be retrieved from a SLT, Multiline terminal, PS station or Attendant Console by dialing the Call Park-System retrieval access code followed by the station number that parked the call.

3.9.1 *Previously* – Only Call Park-System by system location number was available.

3.9.2 Typical Application – Administration clerk receives a call and needs to go to file room to get information for the caller. The clerk can park the call and then go to the file room, retrieve the parked call and provide the information to the caller.

This feature eliminates the need for the clerk to remember a Call Park-System Park location number.

3.10 OAI Subnet Mask – This enhancement allows the NEAX 2000 IVS² to communicate with an external LAN via a router, by indicating Subnet Mask and Gateway IP Address. This enhancement also enables connection and communication with MAT and OAI applications simultaneously.

3.10.1 Previously – Only OAI communication was available.

3.10.2 Typical Application – (The NEAX 2000 IVS² has 16 TCP/IP ports that are numbered 1024 to 1039). *Example*; port 1024=MAT, port 1025=OAI (CCWX), port 1026=OAI (Short Text Message PSII), port 1027=OAI (Guardian), port 1028= MAT, port 1029 to 1039= not used.(CCWX defaults to port 1039)

4. New CCIS Features

4.1 CCIS Call Forward DND – This feature provides the ability to set destination of DND to a station that can be call forwarded all calls (CFA) over CCIS.

4.1.1 Required Software & Hardware - (150391) 48-Port System Software 2200 Series R3.1 (FD)

4.1.2 Typical Application – User places phone in DND mode and calls can terminate to a station across CCIS.

5. Enhanced CCIS Features

5.1 CCIS Link Re-connect >UCD Delay Announcement – This enhancement provides CCIS link re-connect upon termination to UCD delay announcement over CCIS. This provides a big benefit in that CCIS B-Channels become free for other network traffic when there are calls queued to a UCD group over CCIS.

5.1.1 Previously – CCIS Link re-connect would not take place while connected to a UCD delay announcement over CCIS, but would only occur after being terminated to a UCD group member station.

5.1.2 *Typical Application* – A trunk call comes in to switch “A” and is transferred over CCIS to Voicemail/Auto Attendant in switch “B”. The caller is transferred back over CCIS to a UCD pilot station where there are no available UCD group members to take the call. The call queues up and a delay announcement is played and link re-connect occurs.

6.0 New Software

6.1 (150391) 48 Port System Software-2200 Series R3.1 (FD): Required for new system sales and to upgrade existing systems to 2200 Series R3.1 Software.

6.2 (150455) AP01 IP-E Chip Kit: EPROM upgrade for (151288) SPN-AP01 IP-D. Provides Subnet Mask, GW address, Port number, 5-digit extension number and expansion monitor to 500.

6.2 (150456) CC01-A Chip Kit: EPROM upgrade for (151268) SPN-CC01 Gateway (AP). Provides Subnet Mask, GW address and Port number.

7.0 New Hardware

7.1 (151220) PN-4LLCB: 4-circuit analog long line station card that supports Caller ID (requires PZ-PW122).

7.2 (151221) PN-4RSTF: 4-circuit FSK register sender. Used with the PN-4LLCB to provide analog Caller ID

7.3 (151289) PN-8RSTG: 8-circuit DTMF register sender. Used with analog station cards that do not require Caller ID.

7.4 (151222) SPN-AP01 IP-E (AP): OAI interface card that provides Subnet Mask, GW address, Port number, 5-digit extension number and expansion monitor to 500.

7.5 (151223) SPN-CC01 Gateway-A (AP): TCP/IP interface card w/ cable. Supports Subnet Mask, GW address & Port number. Cable connects CC01 to AP01

8.0 New Issue Documentation

- 8.1 (151969) NEAX 2000 IVS² Command/Maintenance Man. (Issue 3)**
- 8.2 (151971) NEAX 2000 IVS² Feature Programming Man. (Issue 3)**
- 8.3 (151987) NEAX 2000 IVS² CCIS System Man. (Issue 3)**
- 8.4 (151989) NEAX 2000 IVS² WCS System Man. (Issue 3)**
- 8.5 (151991) NEAX 2000 IVS² OAI System Man. (Issue 2)**
- 8.6 (151998) NEAX 2000 IVS² Installation Procedure Man. (Issue 3)**
- 8.7 (152001) NEAX 2000 IVS² Office Data Programming Man. (Issue 4)**
- 8.8 (152007) NEAX 2000 IVS² Bus./Hotel/Data Feat. & Spec. Man. (Issue 3)**
- 8.9 (152008) NEAX 2000 IVS² CCIS Features & Spec. Man. (Issue 3)**
- 8.10 (152018) NEAX 2000 IVS² IP System Manual (Issue 2)**