




























CallCenterWorX Basic PBX Setup.
















First confirm with NTAC you have the latest build for the CCW and MIS. Chip revision must also be confirmed if you are utilizing and AP01 and CC01 in an IVS or IVS2.

				
System	2000 IVS 1000-1900R2	2000 IVS2 2000-2100	2000 IVS2 2200-2300	2000 IPS
Card				
AP01	SC 2688 IP-B CC 1.01 or higher PN 151261	SC 2766 IP-D A1 or higher PN 151288	SC 2931 IP-E Call for latest rev PN 151222	Not Required PZ-M606
CC01	SC 2665 PN 151268	SC 2665 PN 151268	SC 2932 PN 151223	Not Required PZ-M606

Basic PBX Programming.






Determine the System you have from the chart above and program **ONLY** the steps that show that symbol. Symbol  indicates the CM must be set regardless of the system type!

-    1. CM 050>XX>07 Where XX = the sense wheel of the AP01 card. Note:- IVS CM 05.
-    2. AP01 card SW1-1 on SW1-2 off, SW1-3 off, SW1-4 on.
-    3. CM D60>0000>CCC
-    4. AP01 card SW1-1~4 on.
-    5. CM D79>00~03>XXX Where XXX = The 3 digit octet of the **Static IP Address** for the PBX.
-  6. CM D79>04~07>XXX Where XXX = The 3 digit octet of the **Subnet Mask** for the PBX.
-  7. CM D79>08~11>XXX Where XXX = The 3 digit octet of the IP **Default Gateway** Address for the PBX. This can be left blank in most cases.
-  8. CM 0B00>00>XXXXXXXXXXXX Where X's = the **Static IP Address** of the PBX. All 12 digits must be entered (leading 0's required).
-  9. CM 0B00>01>XXXXXXXXXXXX Where X's = the **Subnet Mask** of the PBX. All 12 digits must be entered (leading 0's required).
-  10. CM 0B00>02>XXXXXXXXXXXX Where X's = the **Default Gateway** of the PBX. All 12 digits must be entered (leading 0's required).
-  11. Reset MP Note:- If IPS perform CM EC6 before reset.
-  12. CM D70>F1033>187 Break key
CM D70>F1034>252 Auto/Man key
CM D70>F1036>253 Work key
CM D70>F1037>188 Night key
CM D70>F1038>250 Trunk/Trouble key
CM D70>F1039>189 Tally key
CM D70>F1040>254 Assist key
CM D70>F1041>255 Emergency key
CM D70>F1042>190 Log On/Off key
CM D70>F1044>191 Monitor Key
CM D70>F1046>249 Call Waiting

-  13. CM 10>000~763>X-XXXX Where X-XXXX = The Primary Station number.
Note:- IVS LENS 0000~0512.
-  14. CM 11>000~127>X-XXXX Where X-XXXX = The ACD Pilot number. Pilot number must match the numbering plan. Note:- IVS LENS 0000~0127.
-  15. CM 11>000~127>X-XXXX Where X-XXXX = The Agent ACD virtual line.
Note:- IVS LENS 0000~0127.
-  16. CM 9000>X-XXXX,key # >Y-YYYYY Where X-XXXX = the stations assigned in step 13 and where Y-YYYYY = the data from steps 12 and 15.
-  17. CM 93>X-XXXX>Y-YYYY Where X-XXXX = the station assigned in step 13 and where Y-YYYY = the associated Agent ACD virtual line assigned in step 15.
-  18. CM 171>X-XXXX>2 Where X-XXXX = the agent virtual line assigned in step 15.
-  19. CM 171>X-XXXX>3 Where X-XXXX = the pilot numbers assigned in step 14.
-  20. CM 172>X-XXXX>YY Where X-XXXX = the pilot numbers assigned in step 14 and YY = the ACD Group number 00~15. More than one pilot **CAN** be assigned to a group.
-  21. CM 08>117>0
-  22. CM 08>227>0
-  23. CM 08>460>0
-  24. CM 08>461>0
-  25. CM 08>462>0
-  26. CM 6528>XX>0 Where XX = the tenant being handled by the CCW.
-  27. CM 200>X-XX>803\804\805 Where X-XX = the leading digit/s of the agent stations and pilot numbers. Note:- First data for CM 20 cannot exceed 2 digits for station number assignment.

Announcements.

The following programming is required if using trunk announcements, either built in (IVS2 and IPS only) or 2DATA and 4DATA cards assigned in CM 10. The 4DATA card is only available with IVS2 and IPS.

-  28. CM 10>000~763>EB002~EB127 Note:- IVS EB000~EB127. Note:- PIM number the card is placed in dictates trunk announcement assignment number.
-  29. CM 4900>000~127>16XX Where XX = 02~63 representing the OAI message group/announcement number used in the CCW Call Control Vectors.
-  30. CM D72>000~127>1XXX Where XXX = the announcement trunk number from CM (000~127). Built-in announcements in the IVS2 and IPS are announcements 000 and 001Note:- First data for CM D72 must always start at 000 and increment as announcements are added.
-  31. CM 08>124>0
-  32. CM 410>67>01