

## Direct Trunk Appearance Forwarding

Many existing Key System sites will upgrade to a NEAX2000 PBX but want to retain the direct trunk appearance. Most key systems have the ability to forward the direct appearance calls to a mailbox, or other destination, after a preset timer. This can be achieved in the NEAX2000 using the following method. This is available for IVS2 2100 series systems and higher and all IPS. The following programming example makes the assumption direct trunk appearance is installed and functioning correctly.

1. **CM 3002>XXX>03** Where **XXX** = direct appearance trunks. This should be set for other modes if they are to also use this feature (E.g. CM 3003 for Night, CM 3040 for Mode A, and CM 3041 for Mode B). **03** = Direct Trunk Appearance and TAS.
2. **CM 5126>XX>Y-YYYYYY** Where **XX** = the tenant of the trunk and **Y-YYYYYY** = the destination of the call after it forwards. This should be set for other modes if they are to also use this feature (E.g. **CM 5127** for Night, **CM 5128** for Mode A, and **CM 5129** for Mode B).
3. **CM 410>42>XX** Set the time before forwarding where **XX** = **01~99** which is in 4 second increments (4~396 sec).
4. **CM 5130>XX>Y-YYYYYY** Set the forwarding station number that will be shown to VM for integration or shown on the display of the destination Attcon or Dterm. **XX** = the tenant of the trunk and **Y-YYYYYY** = the station number.

### Trouble Shooting

- If you want to send the call to a particular mailbox in the VM you must first assign a phantom station in CM 14 or 11 that matches that mailbox number. This station number does not have to match the numbering plan nor does the station need to be forwarded.
- Earlier versions of 2000IVS2 had some issues with this feature where the forwarding would only take place if the destination in CM's 512X was the same as the destination in CM 5130. This has been corrected in the IPS.
- If after setting this feature all ANS keys on Dterms start ringing go to CM 08>116 and set it to a 1.
- If trunk keys stay lit after a call check that CM 3018>XXX>0 where XXX = the trunk number.