

Release Note

NEAX[®] 2000 IVS

Business / CCIS

1500 Series Business Software Release

The introduction of 1500 Series Software represents the continued evolution of the NEAX[®]2000 IVS. 1500 Series Software offers powerful Business tools such as Open Application Interface (OAI), Calling Party Identification for Analog Trunks, ISDN Basic Rate Interface (BRI) for switched video and high speed data. ISDN Primary Rate Interface (PRI) Call by Call services and a simplified method of providing Conference. Additional features such as One Touch Key enhancement, passing Hook Flash over T1 trunks. 1500 Series Software also offers Name Display over CCIS.

2.0 New Business Features

2.1 Calling Party ID (Class SM) - This feature receives the Calling Party's listed Directory Name and Number sent from the Central Office via Analog Loop Start Trunks using FSK signaling. Depending on the Local Service Provider, the NEAX[®]2000 IVS can function with both Calling Party Name and Number. The NEAX[®]2000 IVS provides development tables (similar to LCR) which, based on the Calling Party Number, can be routed to a particular station, ACD group, SN610 or trunk line appearance. If the local service provider does not support Directory Name, a Name can be assigned in the development tables for a particular number or group of numbers. The calling party number or name (up to 14 characters) can be displayed on a Multiline Terminal during the ringing period. The Calling Party ID is also displayed on a Multiline Terminal or SN610 Attendant Console for six seconds after answer. A function key can be programmed on the Multiline or SN610 to switch between name and number to be displayed on the LCD, and can be used to have the name or number re-appear after the six second time has expired. Also, on the Multiline Terminal, a Save & Repeat function key can be depressed while the Calling Party number is displayed on the LCD for placing a return call to the Calling Party at a later time. The Calling Party Number is also delivered to Call Accounting (SMDR), OAI, TSAPI and TAPI for specific application needs.

2.1.1 Required Hardware - SPN-4RSTC (AP), 4 circuit FSK receiver and PN-4COTG, 4 circuit Analog Trunk package.

2.1.2 Typical Application - Home numbers and Client numbers can be routed to individual stations users. This eliminates the traffic load on the receptionist and provides clients direct service.

2.2 ISDN BRI (Station) - Provides connectivity for High Speed Data, Switched Video and G4 FAX calls to be placed and received via ISDN Primary Rate (PRI). Each BRI card provides (2) 2B+D circuits. Each circuit can provide 128K bps. Three BRI circuits connected to a Inverse MUX (I-MUX) can provide 384K bps of switched video. One BRI circuit connected to a PC (e.g. IBM Wave Runner board,

PCIMA or ISABUS mounted in PC) can provide switched 128K bps for Data calls or Internet access.

2.2.1 Required Hardware - SPN-2ICH (AP), 2 circuit application Processor and PN-2ILC, 2 circuit station card. One SPN-2ICH and one PN-2ILC must be used for every 2 circuits of BRI required.

2.2.2 Typical Application - PC's equipped with ISDN Desk Top Conference (Intel ProShare etc.) can take advantage of video and share documents, station to station in the same system or via ISDN PRI to PC users in other systems. (Note: BRI over CCIS is "not" available at this time)

2.3 Line Key Conference - Provides a simplified method of conference by allowing up to nine line or trunk keys on a Multiline Terminal to be conferenced by sequentially pressing the desired line or trunk key. The call on the line or trunk key can be incoming, outgoing or station to station.

2.3.1 Required Hardware - PN-CFTA, 6/10 Party Conference Card. One card allows up to 5 line or trunk keys to be conferenced, two cards allow up to nine line or trunk keys to be conferenced at one time on a Multiline Terminal. Maximum of four PN-CFTA cards can be mounted per system. Four PN-CFTA can provide four simultaneous 5 line conferences on four Multiline Terminals or two simultaneous 9 line conferences on two Multiline Terminals. (PN-CFTA is a non-amplified conference card)

2.3.2 Typical Application - Multiline Terminal user with multiple line appearances can conference 2 or more line keys as they did with their old 1A2 Key System.

2.4 56K Data V.35 Interface - Provides conversion of V.11 to V.35 without the need for OEM conversion equipment. Each V.35 interface card comes with two cables, one connects to one PN-2DPCB circuit, the second cable is a V.35 cable for connection to DTE.

2.4.1 Required Hardware - PN-2DPCB w/Cable, Data Line Card and PN-V35 ADP w/Cable. PN-V35 ADP is a one circuit card, if both circuits of PN-2DPCB are needed for V.35 the quantity (2) of PN-V35 ADP are required.

2.4.2 Typical Application - 56K Nail Down connection via T1 with V.35 connection to DTE.

2.5 56K Data RS232 Interface - Provides a cable to connect 56K RS232 interface on the PN-2DPCB to DTE.

2.5.1 Required Hardware - PN-2DPCB w/Cable, Data Line Card and DPC RS CA, RS232 Interface Cable. PN-2DPCB provides 2 circuits, if both circuits of PN-2DPCB are needed for RS232 connection to DTE, than quantity (2) DPC RS CA cables are required.

2.5.2 Typical Application - 56K Nail Down connection via T1 with RS232 connection to DTE.

2.6 4 Circuit Dterm Series II Terminal Interface - Provides better port utilization for Dterm Series II Terminals. The 4 Circuit Card and the 2 Circuit Card can be mixed in one system to provide a lower price per port.

2.6.1 Required Hardware - PN-4DLCF, 4 Circuit Dterm Series II Terminal Interface Card.

2.6.2 Typical Application - Retain existing Dterm Series II Terminals when upgrading an Electra Mark II or NEAX1400 IMS to a NEAX[®]2000 IVS .

2.7 Open Application Interface (OAI) - Provides either an RS232 or TCP/IP link between NEAX[®]2000 IVS and computer and lets the computer control the NEAX[®]2000 IVS to answer, hold, switch etc. calls.

2.7.1 Required Hardware - SPN-AP01 IP (AP), SPN-CC00 GATEWAY (AP), UAP1000 and OAI Software Application or IVS Turnkey OAI.

2.7.2 Typical Application- Law Office needs 10,000 Client Matter Codes. A Client Matter Code must be dialed when making a dial 9 call, or the call will not be allowed (restricted).

3.0 Enhanced Business Features

3.1 One Touch Dialing - Maximum of 26 digits including pauses may be stored in a One Touch Key. When storing a Station # + additional digits, after the station number is dialed and the destination station answers, the additional digits will be sent. Consecutive One Touch Keys may also be used. When storing a Trunk Access Code + Outside Number + *# + Additional digits, the *# is used as a delimiter between the outside number and additional digits. Allowing the additional digits to be sent after the outside number destination answers. Feature Keys may be assigned as One Touch Keys. (One Touch Keys are the DSS Keys available on 16DD and 24DS Multiline Terminals)

3.1.1 Enhancement - Previously without a Trunk Access Code, One Touch Key's were limited to 5 digits. No consecutive One Touch Key operation and no additional digit sending after answer supervision was received.

3.1.2 Typical Application - Inband Voice Mail integration. Voice Mail Pilot station number + user station number + passcode can be stored in One Touch Key. Reduces the steps needed for a terminal user to access Voice Mail and retrieve messages.

3.2 ISDN PRI Call by Call - Services can be selected on a call by call basis to all channels of a single PRI interface according to applications. Services that can be designated include ACCUNET, MEGACOM, MEGACOM 800, INTERNATIONAL 800, SDN, MULTIQUEST , INWATS, OUTWATS, FX, TIE .

3.2.1 Enhancement - Previously no Call by Call services were available.

3.1.2 Typical Application - Customer can take advantage of multiple services on the same trunk/channel, giving the customer maximum trunk utilization. For example the end user can utilize incoming call services like 800 Megacom and International 800, OutWats, Local access all on the same trunk/channel.

3.3 Hook Flash sent to T1 Trunk - Provides the ability to send a Hook Flash to T1 Trunk. (First available in 1300 Series Software version NJ4.04)

3.3.1 Enhancement - Previously no Hook Flash to T1 Trunk was available.

3.3.2 Typical Application - T1 Trunks are used as bothway with DID incoming and outgoing access Central Office provided network for multiple sites. Calls can be transferred via Central Office provided network . (Network MCI/TDS 1.5, Smart Trunks etc.)

3.4 Voice Call, Alert Tone to Calling side - When the Calling party has dialed a station that is set to Voice First or the Calling Party has selected to terminate the call with Voice Announcement, an alert tone is sent to Calling Party enabling the Calling Party to know when to speak. (First available in 1300 Series Software version NJ4.04)

3.4.1 Enhancement - Previously only the Called Party received an alert tone over the Multiline Terminal speaker , alerting the Called Party that a Voice Call was arriving.

3.4.2 Typical Application - Station user calls a Multiline Terminal and elects to Voice Announce, alert tone lets the caller know when to start speaking.

3.5 Silent Monitor Enhancement - Provides the monitoring station the ability to continuously monitor consecutive calls to a specific agent. When agent has gone on hook from first call and then answers second call, only agent side will be monitored, simple key press will re-establish trunk side. This operation can be repeated for third call, fourth call etc.. (First available in 1300 Series Software version NJ4.04)

3.5.1 Enhancement - Previously, monitoring station had to hang-up and re-establish monitor when the monitored station had gone on hook and received a second call.

3.5.2 Typical Application - Call Center or Telemarketing where supervisor needs to continuously monitor consecutive calls to a specific agent.

4.0 New CCIS Feature

4.1 Station Name Display CCIS - Provides the station name (8 characters) of calling or called party to be displayed on a Multiline Terminal or SN610 Attendant Console during the ringing period and for six seconds after the party has answered via a CCIS network.

4.1.1 Enhancement - Previously no Name Display was available over CCIS, only station number.

4.1.2 Typical Application - Station Name Display is available between NEAX[®]2000 IVS and NEAX[®]2000 IVS, both equipped with 1530 software. Between NEAX[®]2000 IVS equipped with 1530 software and NEAX2400 equipped with 5200 software release 3A or higher.

5.0 Additional Information

5.1 Additional information can be found in the NEAX[®]2000 IVS 1500 Series Features and Specifications or by contacting your NEC Representative.