

Release Note

NEAX[®] 1000 IVS

NEAX[®] 2000 IVS

Business / CCIS

**1900 Series Enhancement
Second Software Release**

1.0 Overview

The release of 1900 Release 2 Software provides new features and enhancements to the **NEAX®1000 IVS** and **NEAX®2000 IVS**. The comprehensive climate of today's business requires the communications system to work smarter. The advantages of 1900 Release 2 software allows greater flexibility and more efficient usage of the telephone system. The New features, Multiple Message Wait and Remote Hold make the system a better fit for a shared work environment. Enhancements to the Whisper Page, Caller ID Key and the Soft-Keys have improved the operation for the User. The Auto-Attendant enhancement adds flexibility for the processing of incoming calls.

2.0 New Business Features

2.1 Multiple Message Wait Lamp- This feature allows the **NEAX®1000 IVS** and **NEAX® 2000 IVS** to provide up to 16 separate Message Wait Lamp indications on a single D^{term®} (1 primary extension plus 15 secondary extensions). This is accomplished by invoking new programming (system wide) that allows a secondary appearance of an extension to indicate that a Message Wait has been set to that extension. When a Message Wait has been set to an extension all line key appearances of that extension will light (or flash based on programming). The extension will also provide dial tone for normal operation. This feature can be combined with the Hot Line feature and the Line Preselect feature to provide "one button" message indication and retrieval from voicemail.

2.1.1 Hardware Required - 1900 Release 2 Software (CL3.XX),

2.1.2 Typical Application – An Automobile Sales Center may have sales offices that are shared by many sales people. Each salespersons message key (extension) may appear on each D^{term®} in each sales office. The extension has call forward busy/no answer set to voicemail. Each salesperson has the ability to use the extension to place calls and receive calls. The extension will provide visual indication when there is a message in their voicemail box. A salesperson can retrieve their messages by going off-hook on their extension, via any appearance of their extension on any D^{term®}, and then calling voicemail. If the system is equipped with MCI or Digital integration, the voicemail will prompt them for a password. When the message has been retrieved the voicemail device will turn the message light off.

2.2 Remote Hold - This feature provides a D^{term}® user the ability to transfer a caller to an extension (D^{term}®), and upon hearing ringback tone, depress hold - placing the caller on hold at the destination extension. The call can then be picked up from any station via directed call pick up plus the held extension number or by accessing it from the holding D^{term}® .

2.2.1 Hardware Required - 1900 Release 2 Software (CL3.XX)

2.2.2 Typical Application – A D^{term}® User at A Retail store answers a call and the caller wants to speak to the Manager. The D^{term}® user depresses transfer and dials the Managers extension, ring back tone is heard, the person then depresses the Hold key. The D^{term}® user then pages “MR. Smith you have a call holding”. Mr. Smith hears the page from the sales floor. Mr. Smith knows that he can go to his office or find the nearest telephone (analog or D^{term}®) and dial the Directed call pick up code and his own extension to retrieve the held call.

3.0 Enhanced Business Features -1900 Release 2 (CL3.XX) required

3.1.1 Automated Attendant – 1900 Release 2 now allows for termination of trunks to different Automated Attendant circuits (SPN-2DATA), based on the mode of the System or Tenant. Day or Night.

3.1.2 Previously – When a trunk was programmed to terminate to an Automated Attendant Automated (SPN-2DATA) there was no ability to differentiate between SPN-2DATA circuits based Day or Night mode status.

3.1.3 Typical Application - Day mode callers need to hear day announcement and applicable choices. Night callers need to hear different announcement with different choices.

3.2 Caller ID Key – 1900 Release 2 allows a D^{term}® user to depress the CID Key to redisplay the calling party information for their current call.

3.2.1 Previously - The D^{term}® user had to place the call on hold and remove from hold, in order to re-display the calling party information.

3.2.2 Typical Application – A station user has received a call and during the conversation wishes to confirm the calling parties number. The D^{term}® user depresses the CID Key and the current calling party ID information is re-displayed.

3.3 Soft-Key Assignments - The 1900 Release 2 allows for the NEAXMail live record functions to be available for assignment on Dterm Soft-Keys

3.3.1 Previously - NEAXMail live record keys could only be assigned on fixed Line Keys.

3.3.2 Typical Application - A user wishes to record a conversation. The User depresses the record key (on a fixed line key) while in conversation. The Soft Keys will display the other live record options. This leaves fixed Line Keys available for other assignments.

3.4 Whisper Page - The 1900 Release 2 software stops the sending of Music On Hold to the first distant party, while the internal party replies to a Whisper Page.

3.4.1 Previously – Music On Hold was delivered to first distant party during the whisper response to the internal party.

3.4.2 Typical Application – The Boss is talking on a D^{term}® to a customer. An internal party activates a Whisper Page to the Boss. The Boss depresses the Answer Key to quickly respond to the internal party. The customer does not receive M.O.H. The Boss again depresses the Answer Key to return to the Customer.

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