

# IVX 20 Plus: additional features

## A supplement to the *User's Guide* for IVX 20

Thank you for your purchase of the **IVX 20 Plus**. In addition to what is described in your *IVX 20 User's Guide*, this system has additional programmable features, described herein, as well as changes in the way you use or program previously available functions; so please use this supplement with your *User's Guide*.

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### Additional optional features

Like those mentioned in your *User's Guide*, the following **optional** feature **may** be accessible from your station. See the Administrator for details. In many of the cases you can dial the appropriate feature code (one that starts with 5), to activate or use the feature. In some instances, you must use a programmable feature key to serve as an on/off key for the feature.

**What's new:** A programmable feature key now can be set for message monitor.

#### ***Message monitor (Code 568)***

Easily toggle the message monitor mode on or off with this key. (Otherwise, you can perform the toggle by pressing **PROG/HELP 3 6** and following the prompts.)

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### System features

#### ***System-wide hold***

Your Installer may have enabled this feature, which is used in conjunction with line key appearances programmed at your station (see “How the programmable feature keys can be set,” page A.27 of your *User's Guide*). This allows you to press the **HOLD** key to place the caller on hold so that anyone with line key appearances programmed at his/her station can retrieve the call; the appropriate line key will blink green at your station and red at those other stations. To remove the call from hold, simply press its line key.

**Note:** If your station doesn't have line key appearances, pressing **HOLD** causes an exclusive hold, as explained in your *User's Guide*.

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### Cascade paging mailboxes

**Important:** You may be assigned this special feature (which is not covered in the regular station *User's Guide* or tutorial). If so, be sure to get your cascade paging mailbox number from the System Administrator.

A **cascade paging mailbox** pages up to three designated numbers (of up to 24 digits each) in a sequence called a *cascade*.

If a cascade paging mailbox receives a new message, IVX will page the first number for a set number of times. If it receives no response, IVX then pages a second number for a set number of times. If, again, there is no response, IVX pages the third paging number; and the system will then page all three

paggers, in sequence, until someone does finally retrieve the message. This is useful for a variety of individuals who must be “on-call” after hours, such as doctors, plumbers, technical support representatives, wrecker drivers and volunteer fire fighters.

### ***Programming your cascade paging mailbox***

Press **PROG/HELP \*** followed by the cascade paging mailbox number. You will be prompted for recording mailbox greetings; password administration, programming the pager numbers and intervals; and accessing previously deleted messages.

To set the pager numbers, you will be prompted to enter each paging number and the number of times that it is to be paged before the next paging number is also paged.

**Note:** Enter **only** the paging number; **do not** include the line access code (**9, 8 or 7**). To insert a two-second pause, press **CONF**.

**Note:** For those situations where more than one cascade paging mailbox is in operation, IVX automatically sends the mailbox number to the display of a digital pager, to indicate **which** mailbox has new messages.

### ***Retrieving cascade paging mailbox messages***

#### **Retrieving messages when off-premises**

1. Call the main number.
2. If the auto attendant main greeting answers, press \* and the cascade paging mailbox number. If a live operator answers, have the operator transfer you (by pressing **VOICEMAIL \*** followed by entry of the mailbox number).

#### **Retrieving messages when using a Digital Feature Phone**

Press **VOICEMAIL \*** followed by entry of the mailbox number.

#### ***Virtual Mailbox Key™***

To help monitor that all messages have been picked up, you can program a programmable feature key on any Digital Feature Phone as a **Virtual Mailbox Key** for the cascade paging mailbox. When new messages exist, the key will blink; press it to connect automatically to the mailbox.

Program the programmable feature key with **VOICEMAIL \*** followed by entry of the mailbox number (see “Programmable feature keys,” page A.26 in your *IVX 20 User’s Guide*).

### ***Message Recycle Bin (un-delete)***

IVX stores your most recently deleted 10 messages in a **Message Recycle Bin** to allow you to recover, or “un-delete,” messages that may have been deleted in error.

You access the Message Recycle Bin through user programming (**PROG/HELP 9**). Press **9** to advance through deleted messages. Press **8** to restore a message to your mailbox as an old message.

