IVX 20 Plus: additional features

Administrator's programming supplement to the IVX 20 documentation

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

Remote setting/recording of day, night and holiday modes

> **What's new:** The ability to re-record ID1 remotely.

Normally, the system's day/night mode operation will be manually controlled at a Digital Feature Phone and/or set to follow the day/night mode tables (programmed by the Installer) automatically. In addition, the Administrator can remotely change the mode and/or re-record the day/night main greeting and holiday greeting to handle unexpected closings such as for inclement weather. Remotely logging into the system with the Installer or Administrator password will allow the caller to re-record the holiday greeting and manually change the mode for day/night/holiday.

1. At the main greeting, enter *** * 4 5 6 #** (or *** *** and the new password then **#**) to enter remote programming mode.
2. You'll hear prompts that will allow you to change the answer mode (day, night, holiday or auto) and/or to re-record the day/night main greeting and holiday greeting. Follow the prompts to perform the desired operation.
3. Exit by pressing ***** and hanging up.

Function 53: Guest/info mailboxes

> **What's new:** Mailboxes 300–309 can be either guest or info mailboxes.

Mailboxes numbered 300–309 can be programmed as either a guest or info mailbox. Enter the mailbox number and select *Guest* or *Info* by pressing a **scroll (▼ or ▲)** key.

Guest mailboxes
Guest mailboxes are designed to be used by personnel, such as in outside sales or manufacturing, who do not have an extension assigned to them. A guest mailbox requires no programming other than the assigning of a name.

Note: A Guest Mailbox can be handled like a regular extension (i.e. listed in the Directory, assigned a Station Key, etc.).

If a programmable feature key is programmed as a virtual mailbox key with a guest mailbox number, the key's LED will blink, to indicate that new messages exist.[1]

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[1] Otherwise, the key is a DSS key that allows for single-key transfer of a call with no message indication.

To retrieve messages from a station, press **VOICEMAIL**, * and then either the DSS key or dialing the mailbox number. To record a guest mailbox's greeting, press **PROG/HELP**, * and then the mailbox number, and follow the prompts. The default password is the mailbox number. To retrieve messages from the outside, press * and the mailbox number **during the Main Greeting.**

Default: 300–309 as Guest.

Info mailboxes

Info mailboxes can be used to give callers information on a variety of different subjects by "publishing" these mailbox numbers. Info Mailboxes are identical to Guest Mailboxes except that the caller will not be given a record tone after the personal greeting (the information to be played). Instead, the caller will be forwarded as programmed in this function (default is the caller will be disconnected after the information is played). The maximum length of the record time is 14 minutes. Guest/Info Mailboxes are created or deleted here, but are turned "on" only when a personal greeting (the information to be played) has been recorded. Deleting the personal greetings will turn "off" the mailbox.

Below is an example of a completed Programming Worksheet. The sequence of programming is as follows:

1.	2.	3.	4.	5.
MB	Name	Type	CF day	CF night
300	Dana	Guest		
302	Literature	Info	X/MB/ID	X/MB/ID

Each programming step is defined as follows:

1. **Mailbox number** — Input a mailbox number, 300–309.

2. **Name** — The mailbox name is used for the LCD display, reports, and as a programming aid. The name length can be no longer than 10 characters.
   Default: The Mailbox number.

3. **Type** — Select a mailbox type: Guest or Info.
   Default: Guest.

4 & 5. **Call forward** *(info mailbox only)* — An info mailbox can be set to call forward after the personal greeting has played to an extension, department, a mailbox or a branch ID for day mode and differently for night mode.
   Default: *ID9999* (automatic disconnect).

Function 56: Cascade paging mailboxes

> **What's new:**   There are up to 10 cascade paging mailboxes.

In addition to individual mailbox paging, IVX 20 Plus can support up to 10 cascade paging mailboxes (520–529). These can be assigned to anyone who requires escalating levels of paging beyond the single level available in all user mailboxes. In this function, you program the paging numbers and number of times each is to be paged before the next paging number is added; additionally, the mailbox owner can program these settings.

Function 561: Cascade mailbox options

The user can program up to three paging numbers, of up to 24 digits each, to be paged whenever the mailbox takes a new or urgent message. The system will page the first paging number (for the number of times listed), then add the second paging number (for the number of times listed), then add the third paging number and will continue to page all three pagers until the message has been retrieved.

1.	2.	3.	4.	5.	6.
MB	1st Number	Attempts	2nd Number	Attempts	3rd Number
520	9725553232	2	9725554254	3	9725555452

To program this, enter:

1. **The mailbox number** — Range: 520–529.

2. **First pager number** — The number to be dialed (**without** the CO Line Group *[9, 8 or 7])*.

3. **Attempts** — How many times the system will page (up to 20) before adding the second pager number. **Range:** 0–20. (0 turns off delivery.)

4. **Second pager number** — The number to be dialed (**without** the CO Line Group *[9, 8 or 7])*.

5. **Attempts** — How many times the system will page (up to 20) before adding the third pager number. **Range:** 0–20. (0 turns off delivery.)

6. **Pager number** — The number to be dialed (**without** the CO Line Group *[9, 8 or 7]; it will use the CO line group assigned in Function 55).

Function 562: Cascade paging parameters

The cascade paging mailboxes will use the same CO line group and pager dialing pause as programmed in Function 55.

Paging interval
Enter the number of minutes for the interval between attempts.
Range: 10–1440.
Default: 30.

Function 61: Re-record system prompts

What's new:	There is increased flexibility in recording prompts, including the ability to re-record system prompts.

IVX 20 Plus plays the **system prompts** to an outside caller at different points in the call routing or mailbox functions. These system prompts have been pre-recorded at the factory but you may re-record them, if preferred — *e.g.,* in a different voice or with different instructions.

The **auto attendant branch prompts** (such as the main greeting [day and night] or sub-menus) are also recorded here — enter the branch ID number as the prompt number.

Recording a prompt
1. Practice the prompt by recording and re-recording (start and stop by pressing **1**).
2. When satisfied with its quality, press **#** to confirm.

Note: Deleting a system prompt by pressing **HOLD** (instead of **#**) restores to the default recording.

System prompts
- **Busy Prompt: 530** — Plays to the outside caller if an extension is busy.
  Default: *"That extension is busy."*
- **No Answer Prompt: 531** — Plays to the caller if an extension does not answer.
  Default: *"That extension does not answer."*

- **Hold Prompt: 532** — Plays to the caller who makes a menu selection or enters an extension.
  Default: *"One moment, please."*

- **Q/Z Prompt: 534** — Plays to a caller who has selected an alphabetic directory; instructs the caller to press **1** for the letters *Q* or *Z* since these two letters do not appear on the phone keypad; plays at the end of the first directory prompt (but only if a name in the directory starts with a *Q* or *Z*).
  Default: *"For the letters* Q *or* Z*, use key number* **1***."*

- **No Names Matched Prompt: 535** — Played to the caller if, in a directory branch, the first letter he/she selected does not have any names associated with it, or if he/she has listened to all of the names played and has not made a selection. After playing the prompt, IVX 20 forwards the call to the extension, branch or mailbox as programmed in call forward no response.
  Default: *"No names matched; one moment please."*

- **End of Message Prompt: 537** — Plays after a caller leaving a message presses **1** to stop recording; the prompt then tells the caller his/her options.
  Default: *"To continue this recording, press* **1***; to return to the main menu, press* **8***; or, if finished, press* ***** *and hang up."*

- **Holiday Main Greeting Prompt: 540** — Plays to callers when the system has been manually placed in holiday mode.
  Default: *"Thank you for calling. Our office is closed in observance of the holiday. You may dial your party's extension, at any time, or please call back during regular business hours."*

  Note: While in holiday mode, IVX 20 follows night mode programming for call routing. The day/night mode setting and holiday greeting can be activated remotely.

Function 62: Record directory names

What's new:	A directory branch (ID18 or the new ID28) can be either an Alpha or an All directory; thus, in Function 62, you can set a name key for the caller to enter.

Enter the extension number and record the name (and, if this is a by-alpha branch, enter the name key.)

Important: Make photocopies of the blank worksheet for preparing directories and making future changes. As names change, the Administrator can enter this function and change any field via the Administrator password.

1. Ext.	2. Recorded name	3. Key
102	George Straite	4
113	Janet Smith	5

Each programming step is defined as follows:

1. **Extension number** — Enter the extension number for the directory name.
2. **Record name** — Press **1** to begin recording and press **1** again when finished.
3. **Name key** — (Necessary if the directory type is by-alpha). Enter the numeric equivalent to the letters appearing on a phone keypad (for Q or Z, use *1*).

Note: To re-record the prompt that says, "Enter the first letter of the person's last name," you must enter Function 61 and then enter the ID number of the directory branch.

Function 63: Message-on-hold (MOH) programming

What's new: The ability to record a custom MOH.

MOH can be:

- A live feed from an external music source connected to the MOH connector located on the side of the cabinet.
- One of three default, generic MOHs pre-recorded by the factory.
- A custom MOH loaded into the system by using a cassette recorder connected to the MOH connector.

Function 631: MOH source
This selects the source that will be played to callers on hold.

Code	Source
590	Live external source
591	Pre-recorded music
592	Pre-recorded with *"please continue to hold"*
593	Pre-recorded with *"dial **0** or extension from hold"*
594	Customer-recorded message on hold

Default: 592 (generic message-on-hold).

Function 632: MOH recording
1. Connect the message/music source to the MOH port on the side of the cabinet.

   Note: The connector is monophonic-only — if you use a stereo source, you must either set it to output mono, if possible, **or** use a stereo-to-mono conversion cable (or adapter).

2. Enter **5 9 4**.

3. Press **1** to begin recording. To aid you in queuing, the source will be played through the phone's speaker.

   Note: The recorded material should not have a "beginning" or "end" — so that playback can loop continuously.

4. Press **1** when finished. The recording will play back so you can review it.

5. Press **#** to accept the recording.