

INDeX Level 10.1

Programming Reference Manual

38DHB0002UKFJ Issue 2 (29/05/2003)

Contents

INDeX Software 4
- Overview 4
- INDeX 30 4
- Programming Controls 4

Programming Menus 5
- Log On Menu 5
- Resources Menu 6

Administration Menu 7

Report Menus 8
- Reports 8
- Set Up Statistics 9
- Set Up SMDR 10
- Statistics Reports 11
- Fault Report 12
- Start Logs/DECT 13
- Stop Logs/DECT 14
- List Internal Directory 15
- List External Directory 16
- Engineer Reports 17

System Menus 18
- System 18
- System Speed Dial 19
- System Timeout Menu 20
- Serial Port 21
- Username Menu 22
- Clock Menu 23
- Installation Menu 24
  - Network Setup 25
  - Access Manager 26
  - SNMP Setup (NA INDeX 30) 26
  - Data (Directory) Installation 27
  - Internal Networking Setup (NA INDeX 30) 28
- Frame Synchronisation Menu 29
- User P.I.N. 30
  - P.I.N. Digits 30
- Accounts Code 31
- IVM Lite 31
  - Voice Mail 32
  - Auto Attendant 33
    - Key Menu 34
- Facility Options 35
- Absence Messages 36
- Supervisor Messages 37
- System Alarm 38
- Switch Licences 39
- Server Licences 40

Users 41
- User Menu 41
- User Type 42
- Language 43
- Personal Status 44
- Outdialling Classes 45
- Extended Functions 46
  - ACD Messages 47
- User-accessible Functions 48
  - DSS/BLF Keys 48
  - Divert Settings 49

Station Menu 51
- Station 51
- Type 52
- Analogue Control Data 53

Trunks 54
- Trunk Menu 54
  - Analogue Control Data (NA INDeX 30) 55

Group 56
- Group Menu 56

Call Control Plan Menu 57
- Call Control Plan 57
- Call Distribution 58
- Call Timers 59

Directory Menus 60
- Directory 60
- Directory List 60
- User 61
- Trunk 62
- Group 62
  - Group - Group Type 63
- Pilot Number 64
- Conference Number 64
- General Setup 65
  - Reserved Numbers 66
- DDI Numbers 67
  - DDI Numbers - DDI Names 67
- CLI Routing 68

Maintenance 69
- Maintenance Menu 69
- System Monitors 70
- Card Installation (NA INDeX 30) 70

PSTN Access 71
- PSTN Access Menu 71
- Authorisation Code 71
- ISDN CLI National 72
- ISDN CLI International 72

Network Facilities 73
- Network Facilities Menus 73
- Routing Digits 73
  - Routing Digits Settings 74
- VPN Numbers Menu 75

Permissions Menu 76
- Permissions 76

Night Service 77
- Night Service Menu 77

Tenant/Area 77
Daytime/Night Service TimeTables 78
Automatic Route Selection 79
Automatic Route Selection 79
String Analysis 80
String Analysis - String Processing Options 81
Translation 82
Translation - Insert Step/Modify Step 83
Route List 84
Route Lists - Insert Route/Modify Route 85
Time Analysis 86
Time Analysis - Time Analysis Process 86
Time Analysis - Time Map 87
Time Analysis - Time Map - Day Type 87
Time Analysis - Time Map – Week Plan 88
Time Analysis - Time Map - Month Plan 88
Plan Analysis Process 89
Plan Analysis Process – Dialling Plan 90
Plan Names 90
Automatic Call Announcing 91
ACA Menu 91
ACA Card (NA INDeX 30) 92
Announcement Plan 93
Database Management 94
Database Management Menu 94
Database Management – Uploaded File 94
Channel Information (INDeX 30) 95
Channel Information Menu 95
Linecard Information (NA INDeX 30) 96
Linecard Information Menu 96
Linecard Information 97
Channels 98
Setup – CSLC Cassette 99
Setup – CSLC Cassette – Handset registration 99
Setup – DASS Cassette 100
Setup – DPNSS Cassette 100
Setup – BRI Cassette 101
Setup – PRI Cassette 101
Setup – INS 1500 Cassette 102
Setup – E1-R2 Cassette 103
Setup – R2 DID Cassette 103
Setup – VCC Cassette 104
Setup – BRIC Cassette 104
Setup – Server Cassette 104
Index 105

INDeX Software

Overview

This manual covers the programming menus for INDeX Level 10.0 software on both CPU X cassettes and INDeX 30 systems. For each menu, the commands are listed together with a brief explanation.

It is assumed that the programmer has knowledge of the INDeX through an Avaya accredited training course covering INDeX programming.

Note: INDeX Level 10.0 software will only run on CPU X cassettes and INDeX 30 systems.

INDeX 30

Throughout this manual, the differences between INDeX 30 systems and all of the other INDeX switches are highlighted as follows:

- Where INDeX 30 menus differ from the other Level 10.0 menus, these are shown as extracts only.
- Where the terms:
  CPU Cassette,
  CPU X,
  INDeX CPU Cassette,
  appear, simply read them as INDeX 30
- Where level 10.0 menu items are not applicable to INDeX 30 they are marked as **(NA INDeX 30)**.
- INDeX 30 systems only have two serial ports. Hence, ignore references to ports 3 & 4 .

Programming Controls

- **Change language:** Press **Ctrl L**
  The INDeX programming menus support English and an alternate language. The **Ctrl L** key sequence is used to switch between the two languages. Whilst in the alternate language the screen prompt changes from ***INDeX >*** to ***INDeX %***. Choosing the required alternate language is performed by uploading the appropriate administration file to the system using the **Upload** command in the **Database Management** menu and then doing a **System Restart** with the uploaded file.
- **Cursor symbols:** <, >, ^, v
  The **<** and **>** symbols on screen indicate that the left and right cursor keys can be used to perform an action. Usually the action is to display the previous or next record; e.g. the previous or next directory number. The **^** and **v** symbols on screen indicate that the up and down cursor keys can be used to perform an action. Typically the action is to move an on-screen selector symbol such as **=>**.
- **Escape: <ESC>**
  Indicates an action performed by pressing the Escape key. Normally pressing the Escape key is used to exit a sub-menu and return to its parent menu. During entry of a value, pressing the Escape key is used to cancel the action.
- **Range of Values: -**
  When a range of values can be entered, it is done by separating the start and end values of the range with a dash symbol.
- **Enter: <RET>**
  The <RET> symbol indicates an action achieved by pressing the carriage return key (which may be marked as Enter or ↵).
- **Tab:**
  In some menus, pressing the Tab key is used to switch to another menu. This is mainly used to switch between the settings menus and directory name menus for trunks, users and groups.
- **yes/no:**
  Confirmation steps can be answered with just **y** or **n**.

Programming Menus

Log On Menu

This is the first menu shown when logging on to an INDeX. It is used to request the user's username and password. The INDeX supports up to 30 different usernames *(see page 22)*.

The **Serial number** displayed after the CPU type should be recorded. This number is unique to both the CPU Cassette and software level and is used to define the licence numbers for additional equipment and facilities *(see page 39 and page 40)*.

Note: To return to this screen you must log off and then log on again.

```
(C) 2000 Avaya 08:48  09/05/00



                INDeX Administration

                CPU-X100: 0001276121



Username> _
```

- **Default Username and Password**
  If the system database has been erased, the CPU will request the default username and password. It will then request a new password for the default username.

Resources Menu

This menu appears after successful password entry. It displays information on the CPU Cassette, software version and database resources. Pressing ↵ displays the **Administration Menu** *(see page 7)*.

Note: To return to this screen you must log off and then log on again.

```
                    CPU-X100  15:14:57  26/06/00



                 INDeX 10.0   ENGLAND


      Directory:   31/10000
      User     :   10/1500
      Group    :   32/4500
      Linecard :    2/3


[<RET>]>
```

- **Directory:**
  Shows the number of directory numbers used against the total number of possible directory numbers.
- **User:**
  Shows the number of user records used against the total number of possible user records. Each user record also requires a directory number.
- **Group:**
  Shows the number of groups and group members used against the total number of possible groups and group members.
- **Linecard (NA INDeX 30):**
  Shows the number of device cassette slots used against the total number of cassette slots available. Slots for Expansion Link Cassette and the CPU Cassette are not included.

Note: If a valid Licence key for the CPU and software Level has not been entered, a warning is given.

Administration Menu

This is the top level menu for INDeX system programming. Pressing the **Esc** key within any sub-menus returns you to this menu.

```
           Administration          CPU-X100  10.0

          1.  Reports
          2.  System
          3.  User
          4.  Station
          5.  Trunk
          6.  Group
          7.  Call Control Plan
          8.  Directory
          9.  Maintenance
          10. PSTN Access
          11. Network Facilities
          12. Permissions
          13. Night Service
          14. Automatic Route Selection
          15. Automatic Call Announcing
          16. Database Management
          17. Linecard Information

INDeX> _
```

- **Reports:** *See page 8.*
- **System:** *See page 18.*
- **Users:** *See page 41.*
- **Station:** *See page 51.*
- **Trunk:** *See page 54.*
- **Group:** *See page 56.*
- **Call Control Plan:** *See page 57.*
- **Directory:** *See page 60.*
- **Maintenance:** *See page 69.*
- **PSTN Access:** *See page 71.*
- **Network Facilities:** *See page 73.*
- **Permissions:** *See page 76.*
- **Night Service:** *See page 77.*
- **Automatic Route Selection:** S*ee page 79.*
- **Automatic Call Announcing :** *See pages 31 and 91.*
- **Database Management:** *See page 94.*
- **Linecard Information (NA INDeX 30):** *See page 96.*
- **Channel Information (INDeX 30 only):** *See page 96*

Report Menus

Reports

This menu provides access to a series of report output options including the SMDR, fault and event logs.

```
- Reports.
                          REPORT MENU

     1. Set up Statistics
     2. Set up SMDR
     3. Statistics Reports
     4. Fault Report
     5. Start Logs/DECT
     6. Stop Logs/DECT
     7. List internal directory
     8. List external directory
     9. Engineer reports

     <ESC> Administration

INDeX> _
```

- **Set up Statistics:** *See page 9.*
- **Set up SMDR:** *See page 10.*
- **Statistics Reports:** *See page 11.*
- **Fault Report:** *See page 12.*
- **Start Logs/DECT:** *See page 13.*
- **Stop Logs/DECT:** *See page 14.*
- **List internal directory:** *See page 15.*
- **List external directory:** *See page 16.*
- **Engineer reports:** *See page 17.*

Set Up Statistics

This menu controls the display of data within statistics reports *(see page 11)*. The other factor affecting those reports is each call's local, national or international category as set by the ARS Route List used *(see page 84)*.

```
- Reports > Set up Statistics
```

```
                Set up Statistics

        1. Busy period start      : 10:00
        2. Busy period end        : 12:00
        3. Minimum call duration  : 15
        4. Long call duration     : 180

        5. Clear totals

        <ESC> Reports

INDeX> _
```

- **Busy period start:** *00:00-23:59*
  Sets the start time for the "busy period". The statistics reports show separate tallies for calls during and outside the "busy period".
- **Busy period end:** *00:00-23:59*
  Sets the end time for the "busy period".
- **Minimum call duration:** *0 to 999 sec*onds
  Call below this duration are not included within statistics reports.
- **Long call duration:** *[0 to 999 seconds]*
  The statistics reports show separate tallies for calls above and below this duration.
- **Clear totals:** *[0-9999, x/x/x, *]*
  Clears the stored call statistics for a specified device (enter the directory number or address) or for all devices (enter *).

Set Up SMDR

This menu defines the parameters for the SMDR log if outputted via a specified port. Separate parameters can be set for each port.

SMDR output is started using the **SMDR** command *(see page 13)*.

Calls are only included on the SMDR output if they meet the parameters set for the port and both the call's user and Call Control Plan have their **Include on SMDR** status set to ***yes*** *(see page 43 and page 57)*.

The other factor affecting SMDR output is each call's local, national or international category as set by the ARS Route List used *(see page 84)*.

```
- Reports > Set up SMDR [1-4]
```

```
                    Set up SMDR 1

      1. Minimum call time       : 0
      2. Call type               : Any
      3. International included  : yes
      4. Long distance included  : yes
      5. Other outgoing included : yes
      6. Page size               : 60
      7. Line spacing            : 1

      <ESC> Reports

INDeX> _
```

- **Minimum call time:** *[0-999 seconds]*
  Calls below this duration are not included in the port's SMDR output.
- **Call type:** *[Any] or [Incoming only] or [Outgoing only]*
  Sets the type of calls recorded on the port's SMDR output.
- **International included:** *[no] or [yes]*
  Sets whether the port's SMDR output includes calls classified as **International** by their ARS Route List.
- **Long distance included:** *[no] or [yes]*
  Sets whether the port's SMDR output includes calls classified as **National** by their ARS Route List.
- **Other outgoing included:** *[no] or [yes]*
  Sets whether the port's SMDR output includes calls other than those classified as **International** or **National** by their ARS Route List.
- **Page size:** *[1 to 255 lines]*
  Sets the page size in lines of the port's SMDR output.
- **Line spacing:** *[1] or [2]*
  Sets the line spacing of the port's SMDR output.

Statistics Reports

This menu is used to output call statistics reports using the parameters set in the **Set Up Statistics Parameters** menu *(see page 9)*.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

The report can be output to the same port that is being used for programming. Press the **Esc** key to end the report and return to programming.

```
- Reports > Statistics Reports
                        Statistics Reports


                  Serial Port 1 :
                  Serial Port 2 :
                  Serial Port 3 : Administration
                  Serial Port 4 :

                => Network 1 : <<<

          1. Statistics totals
          2. User statistics
          3. Call charges

          <ESC> Reports, ^, v

INDeX> _
```

- **Statistics totals:**
  Outputs a call statistics report for the whole INDeX.
- **User statistics:** *[0-9999, x/x/x, *]*
  Outputs a call statistics report for a specific device (enter the directory number or address) or for all devices (enter *).
- **Call charges:** *[0-9999, x/x/x, *]*
  Outputs a call charges report for a specific device (enter the directory number or address) or for all device (enter *). This option only works for devices where the PSTN provides the appropriate call charge signals.

Fault Report

This menu is used to output fault reports for the whole INDeX or for a specific device. Note that faults for the whole INDeX can also be output to a port as a real-time fault log *(see page 13)*.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

The report can be output to the same port that is being used for programming. Press the **Esc** key to end the report and return to programming.

```
- Reports > Fault Report
```

```
                        Fault Report


                  Serial Port 1 :
                  Serial Port 2 :
                  Serial Port 3 :
                  Serial Port 4 :

                => Network 1 : <<<

          1. Clear faults
          2. Print faults

         <ESC> Reports, ^, v

INDeX> _
```

- **Clear faults:** *[0-9999, x/x/x, *]*
  Clears the fault records for a specific device (enter the directory number or address) or all devices (enter *).
- **Print faults:** *[0-9999, x/x/x, *]*
  Outputs a fault report for a specific device (enter the directory number or address) or all devices (enter *).

Start Logs/DECT

This menu is used to start the output of various log outputs from the INDeX ports. These are continuous outputs intended for use by permanently connected peripherals.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

Log outputs are stopped using the **Stop Logs/DECT** menu *(see page 14)*.

```
- Reports > Start Logs/DECT
```

```
                        Start Logs/DECT


              Serial Port 1:
              Serial Port 2:
              Serial Port 3:
              Serial Port 4:

              => Network 1 : <<<


          1. SMDR
          2. Fault Log
          3. DECT

          <ESC> Reports, ^, v

INDeX>
```

- **SMDR:**
  Starts an SMDR output from the selected port. Each port has its own set of SMDR output parameters *(see page 10)*. Several SMDR logs can be output at the same time.
- **Fault log:** *[0-9999, x/x/x, *]*
  Starts a fault log output from the selected port. The output may be for a specific device (enter the directory number or address) or all INDeX devices (enter *). Several fault logs can be output at the same time
- **DECT:**
  Starts a DECT log output from the selected port. Several DECT logs can be output at the same time. Use of the DECT log requires entry of a **Mobile numbers** licence key with option ***1***. The port must also be set to 19200 baud *(see page 21)*.

Stop Logs/DECT

This menu is used to stop log outputs. Before stopping a log output check that it is not required by any peripheral device attached to the port.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

```
- Reports > Stop Logs/DECT
```

```
                          Stop Logs/DECT


                   Serial port 1 : <<<
                   Serial port 2 :
                => Serial port 3 :
                   Serial port 4 :


          1. Stop

         <ESC> Reports, ^, v

INDeX> _
```

- **Stop:**
  Stops the log being output by the currently selected port.

List Internal Directory

This menu is used to output the INDeX's internal directory. The term 'Internal' covers stations, users, remote users, groups, pilot numbers and trunks. These listings are to screen, requiring a CR to view the next page.

Reports '…with pagination…' are meant for output to a printer. They use the page size and line spacing settings from the currently selected port's SMDR parameters *(see page 10)*. The other listings are meant for output to a display.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

Press the **Esc** key to end the listing and return to programming.

- Reports > List internal directory

```
                            List internal directory

               Serial Port 1:
               Serial Port 2:
               Serial Port 3:
               Serial Port 4:

               => Network 1 : <<<


          1. Internal by name
          2. Internal by DN
          3. Internal with pagination by name
          4. Internal with pagination by DN

 <ESC> Reports, ^, v

INDeX>
```

List External Directory

This menu provides output of the INDeX's external directory. The term 'External' covers system speed dials. These listings are to screen, requiring a CR to view the next page.

Reports '…with pagination…' are meant for output to a printer. They use the page size and line spacing settings from the currently selected port's SMDR parameters *(see page 10)*. The other listings are meant for output to a display.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

Press the **Esc** key to end the listing and return to programming. The use of this menu is similar to the List internal directory menu *(see page 15)*.

```
- Reports > List external directory
```

```
                      List external directory


               Serial port 1 :
               Serial port 2 :
               Serial port 3 :
               Serial port 4 :

              => Network 1 : <<<

         1. External by name
         2. External by entry
         3. External by number
         4. External with pagination by name
         5. External with pagination by entry
         6. External with pagination by number

         <ESC> Reports, ^, v

INDeX> _
```

Engineer Reports

This menu is used to output a number of specialist reports. These reports are intended only for use under instruction or guidance from Avaya.

Use the up and down cursor keys to select the port/network to which the report is sent. The currently selected port/network is indicated by the => symbol. The <<< symbol indicates the port/network from which you are programming. Processes already running on other ports are also indicated.

INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

```
- Reports > Engineer reports
```

```
                          Engineer Reports

                   Serial Port 1 :
                   Serial Port 2 :
                   Serial Port 3 :
                   Serial Port 4 :

                 => Network 1 : <<<

           1. Event trace report
           2. Diagnostic report
           3. Clear s/w event trace
           4. Clear s/w diagnostic
           5. GPT information
           6. Trace information
           7. Clear trap info
           8. Patch information

          <ESC> Reports, ^, v

INDeX> _
```

System Menus

System

This menu provides access to settings that control system wide features.

```
- System
```

```
                          System

         1.  System Speed Dial
         2.  Timeouts
         3.  Serial Port
         4.  Username
         5.  Clock
         6.  Installation
         7.  Frame synchronisation
         8.  User P.I.N.
         9.  Account Code
         10. IVM Lite
         11. Facility options
         12. Absence Messages
         13. Supervisor Messages
         14. System Alarm
         15. Switch Licences
         16. Server Licences

         <ESC> Administration

INDeX> _
```

- **System Speed Dial:** (Access either by number or by name) *See page 19.*
- **Timeouts:** *See page 19.*
- **Serial Port:** *See page 21.*
- **Username:** *See page 22.*
- **Clock:** *See page 23.*
- **Installation:** *See page 24.*
- **Frame synchronisation:** *See page 29.*
- **User P.I.N.:** *See page 30.*
- **Account Code:** *See page 31.*
- **IVM Lite** (also provides access to Voice Mail options)**:** *See page 31.*
- **Facility options:** *See page 35.*
- **Absence Messages:** *See page 36.*
- **Supervisor Messages:** *See page 37.*
- **System Alarm:** *See page 38.*
- **Switch Licences:** *See page 39.*
- **Server Licences:** *See page 40.*

System Speed Dial

The INDeX can store 1800 system speed dials. Users can access these to make calls by either knowing the system speed dial's store number or by using the INDeX directory feature on suitable stations. The digits output by the system speed dial are subject to ARS processing. System speed dials are also used for CLI matching against the CLI digits received with incoming calls. When a match occurs, the system speed dials name is used for display on suitable terminals. Use the left and right cursor keys to display the previous or next system speed dial store.

```
- System > System Speed Dial number [100-899 or 9000-9999 or xxx… (16)]
```

```
          System Speed Dial 100

          1.  Dial prefix      :
          2.  CLI prefix       :
          3.  Number           :
          4.  Name             :
          5.  Sort on last name: no
          6.  Account Code     :
          7.  Tenant           : 1
          8.  X Directory      : no
          9.  INDeX Net        : yes
          10. Select new target
          11. Next used number
          12. Next free number

          <ESC> System, <, >

INDeX> _
```

- **Dial prefix:** *[up to 4 digits]*
  Sets a prefix that is added to the **number** when used for an outgoing call.
  - The prefix is normally the external dialling prefix or a specific trunk or trunk group. This allows the speed dial **Number** plus **CLI prefix** to be used for incoming CLI matching, whilst the **Number** plus **Dial prefix** is used to make outgoing calls.
  - If left blank then any external dialling prefixes required to make outgoing calls must be included in the **Number** part of the speed dial. This stops the speed dial being used for CLI matching.
- **CLI prefix:** *[up to 4 digits]*
  Used for CLI matching where the **Number** used to make calls to a location differs from the CLI received from that location. E.g. For a local number, the speed dial number does not need to include the local area code, however the incoming CLI may include the area code and so that should be set as the CLI prefix.
- **Number:** *[up to 28 digits]*
  The external number. When the speed dial is used for an outgoing call it is prefixed with the **Dial prefix**. When the speed dial is used for incoming CLI matching it is prefixed with the **CLI prefix**.
- **Name:** *[up to 16 characters]*
  The name associated with the speed dial. Displayed on suitable devices and directory reports. Can also be used to access individual speed dial menus.
- **Sort on last name:** *[no] or [yes]*
  Sets how the speed dial name should be sorted within the INDeX's directory.
- **Account Code:** *[up to 12 digits]*
  If the call is logged on an SMDR output *(see page 10)* then any account code is also logged. This applies for both outgoing calls made using a system speed dial and incoming CLI matched calls. These account codes are not checked against the Accounts Codes stored on the INDeX *(see page 31)*.
- **Tenant:** *[tenancy]*
  Specifies which tenancy can use the system speed dial and see it's name within the INDeX function. If no tenancy is set then the speed dial name appears in the INDeX function of all tenancies unless **X Directory** has been set to yes.
- **X Directory:** *[no] or [yes]*
  If ***yes***, the speed dial can be used by any tenancy but does not appear in the INDeX function.
- **INDeX Net (NA INDeX 30):** *[no] or [yes]*
  If ***yes***, the system speed dial is considered to be universal across the INDeX Net. Hence any change to the system speed dial will be automatically updated across all nodes. *INDeX Net*, in the other nodes of the network, must also be set to **yes** in both menus, if the system speed dial data is to be considered universal around the network.

System Timeout Menu

```
- System > Timeouts
```

```
                                  Timeouts

         1. Call back cancellation(mins)    : 120
         2. PC Console red alert(secs)      :  20
         3. Guest wake-up alarm(secs)       :  45
         4. Guest alarm repeat(secs)        : 120
         5. Tandem dialling(100mS)          :  60
         6. Divert Tone send delay(100mS)   :  12
         7. Divert Tone connect delay(100mS):  20
         8. Busy wait for VM divert(100mS)  :  50

 <ESC> System


INDeX>
```

INDeX 30 variations:

```
                                  Timeouts

         1. Call back cancellation(mins)    : 120
         2. PC Console red alert(secs)      :  20
         3. Tandem dialling(100mS)          :  60
         4. Divert Tone send delay(100mS)   :  12
         5. Divert Tone connect delay(100mS):  20
         6. Busy wait for VM divert(100mS)  :  50
```

- **Call back cancellation:** *[0-999 minutes]*
  Sets how long the INDeX waits for a call back to take place before automatically cancelling it.
- **PC Console red alert:** *[0-999 seconds]*
  Sets the time before a call displayed in a Operator Console call queue changes from green to red.
- **Guest wake-up alarm (NA INDeX 30):** *[5-999 seconds]*
  Sets for how long a guest wake-up alarm rings.
- **Guest alarm repeat (NA INDeX 30):** *[5-999 seconds]*
  Sets the delay before a guest wake-up alarm is repeated if it was unanswered. The INDeX attempts a wake-up alarm three times before transferring it to the Reception group.
- **Tandem dialling:** *[0-999 100 millisecond]*
  Sets the time during which digits for a call that transited to an AC15 circuit are passed on by the INDeX. After the timeout expires no further digits are allowed.
- **Divert Tone send delay:** *[0-999 millisecond]*
  Used by two-wire devices with their **Port Type** set to ***MF receiver*** *(see page 52)*. The timeout adds a delay between the start of a call and the INDeX outputting any dialling digits.
- **Divert Tone connect delay:** *[0-999 millisecond]*
  Affects two-wire device ports with their **Port Type** set to ***MF receiver*** *(see page 52)*. This timeout adds a delay between the sending of digits via the port and the opening of the speech path.
- **Busy wait for VM divert:** *[0-999 millisecond]*.
  Used when a call arrives at a user who its busy and has their busy divert set to the **Voice group no** *(see page 66)*. It sets how long the call waits before following the divert setting. During the wait the caller can chose to invoke one of the other busy call options (e.g. set a callback, leave a message indication).

Serial Port

This menu is used to set the baud rate of the INDeX ports. Note that is baud rate of a port is altered, then the baud rate of any device attached to that port must be altered to

Use the up and down cursor keys to select the port to which the report is sent. The currently selected port is indicated by the => symbol. INDeX 30 and INDeX 100 systems are only equipped with serial ports 1 and 2.

The baud rates supported by the INDeX are 300, 600, 1200, 2400, 4800, 9600, 19200, 38400, 57600 and 115200 (INDeX 30 only supports baud rates up to 38400).

```
- System > Serial Port
                          Serial Port


          => Serial Port 1 : 9600
             Serial Port 2 : 9600
             Serial Port 3 : 9600
             Serial Port 4 : 9600


        <ESC> System, ^, v

Serial Port 1 [300-115200]> _
```

Username Menu

The INDeX supports up to 30 usernames for system programming.

Each username has a Privilege level which controls which menus and menu options the user can view and alter. The password has a section in the **Permissions List** that controls which menus and menu options the password user can access *(see page 76)*.

```
- System > Username
                          Username

   engineer       ********                    1    11:32   02/03/00    11:31   01/03/00
42
   admin          ********                    2    10:45   29/02/00    13:45   24/02/00
3



         <ESC> System, ^, v

Username [xxx… (16)] > _
```

- Each entry displays the username, password, privilege level, the time and date of the users last log on and log off and the total number of programming sessions.
- To edit an existing username or add a new user name, enter the username. This then displays the username settings. Note that you can only alter the settings for usernames whose privilege level is the same or lower than yours.

```
                          Username - engineer

         1. Privilege Level          : 1
         2. Password                 : ********
         3. Password Lifespan (days) : 333   (329)

         4. Delete entry

         <ESC> Username

INDeX > _
```

- **Privilege Level:** *[1-8]*
  This is the privilege level associated with the username. The programming scope of each privilege level is set through the Permissions menu *(see page 76)*.
- **Password:** *[xxx… (6-16)]*
  The username's associated password. This can be any combination of letters and numbers between 6 and 16 characters in length. Note that the password is case sensitive.
- **Password Lifespan:** *[1-365 or <RET>]*
  Sets how many days the username's password is valid before it expires and has to be reset through this menu. Leaving the entry blank and pressing return means the password does not expire.
- **Delete entry**
  Deletes the username.

Clock Menu

This menu sets the time and date for the INDeX and the display mode for those values on suitable terminals. Within INDeX programming menus, all time values are entered and displayed in twenty-four hour clock format.

```
- System > Clock
```

```
                      Clock

         1. Time            : 15:52:41
         2. Date            : Monday 01/03/00
         3. 24 Hour DT time : no
         4. Year on DT date : no

         5. Daylight Savings

        <ESC> System

INDeX> _
```

- **Time:** *[hh:mm:ss]*
  Sets the current time for the INDeX.
- **Date:** *[dd/mm/yy]*
  Sets the current date for the INDeX. Enter the date in numeric format.
- **24 Hour DT time:** *[yes] or [no]*
  Sets the mode used for time display on suitable terminals.
- **Year on DT date:** *[yes] or [no]*
  Sets the mode used for date display on suitable terminals..
- **Daylight Savings:** *[yes] or [no]*
  Enables the selection of begin/end and dates/times for daylight saving time periods.

```
- System > Clock > Daylight Savings
```

```
                      Daylight Savings

     =>  25/03/01 01:00     28/10/01 02:00
         31/03/02 01:00     27/10/02 02:00
         30/03/03 01:00     26/10/03 02:00
         28/03/04 01:00     31/10/04 02:00
         27/03/05 01:00     30/10/05 02:00

         1. Change
         2. Clear all entries

 <ESC> Clock, ^, v

INDeX> _
```

```
- System > Clock > Daylight Savings
```

```
                      Change 2001

         1. Begin date: 25/03/01
         2. Begin time: 01:00

         3. End date  : 28/10/01
         4. End time  : 02:00

         <ESC> Daylight Savings

INDeX> _
```

Installation Menu

This menu is used for a variety of general INDeX settings.

```
- System > Installation
```

```
                                  Installation

         1.  Name                : Administration
         2.  Number              : 441707392200
         3.  Site network number :

         4.  Default language    : English

         5.  Network name        :
         6.  Network setup

         7.  Next terminal number: 276
         8.  Next trunk number   : 702
         9.  Next group number   : 502

         10. Clear device database

         11. Data Installation
         12. Internal networking setup

 <ESC> System

INDeX> _
```

- **Name:** *[up to 30 characters]*
  This name is used to identify the INDeX on reports and other programming screens.
- **Number:** *[up to 20 digits]*
  Used by R2 MFC services as the CLI sent with calls.
- **Site network number:** *[up to 6 digits][up to 6 digits]*
  The first number sets the INDeX's site node number within a network. Incoming network calls with a different node number prefix are passed to the Network Routing table for forwarding *(see page 73)*. Calls with a matching prefix have the prefix removed and are then routed on-switch. The site network number is also used in fault log output to identify the INDeX.
  The second number (NA INDeX 30) can be left blank, but if entered is treated as an INDeX Net alias. This provides a single node number, which may be used by remote switches to call any user within an INDeX Net regardless of the actual physical location. Intended for use where hot desking around INDeX sites is prevalent.
- **Default language:**
  Sets the default display language used on suitable devices. The language for each user can be specified individually or left as ***Default.*** To use the INDeX's **Default language** selected from the following:

English	French	Swedish	Dutch
Danish	Norwegian	Portuguese	Finnish
German	Czech	Slovenian	Spanish
Japanese	Russian		

- **Network name** *[up to 30 characters]***:**
  This name is used to identify the systems connected together in an INDeX Net set-up. Used by IMC.
- **Network setup:** *See page 25.*
- **Next terminal number/Next trunk number/Next group number:**
  Used by the INDeX when automatically allocating directory numbers to new terminals, trunks and groups. Changing the values does not take effect until after a **Clear device database** command. Will also effect new cassettes when they are inserted. The terminal number can be left blank to prevent automatic renumbering.
- **Clear device database:**
  This command returns the INDeX database to its default values. Any installed devices are de-allocated and will require re-installation.
- **Data Installation:** *See page 27.*
- **Internal networking setup (NA INDeX 30):** *See page 28.*

Network Setup

This menu controls the IP networking features supported by the CPU-X cassette. If the CPU-X is attached to an IP network, the settings must be agreed with the network manager.

```
- System > Installation > Network setup
```

```
                                  Network setup

         1.  IP address        : 135.86.179.187
         2.  Subnet mask       : 255.255.255.0
         3.  Default Gateway   :

         4.  Start Network     : OK

         5.  Allow Telnet      : yes

         6.  Allow FTP         : yes
         7.  FTP upload level  : 1
         8.  FTP download level: 8

         9.  Access Manager

         10. DNS setup
         11. SNMP setup
         12. Ping

         <ESC> Installation
INDeX>
```

INDeX 30 Variations

```
                                  Network setup

 9.  Access Manager

         10. DNS setup
```

- **IP address:** *[xxx.xxx.xxx.xxx]*
  The CPU cassette's IP address on the IP network. The CPU-X must have a static IP address and does not support DHCP address allocation. Note that removing or changing the IP number, Subnet mask or Default gateway settings does not take effect until the INDeX is restarted.
- **Subnet mask:** *[xxx.xxx.xxx.xxx]*
  The subnet mask for the IP network to which the CPU cassette is connected.
- **Default gateway:** *[xxx.xxx.xxx.xxx]*
  The default gateway of the IP network to which the CPU cassette is connected.
- **Start Network:** This option is used to start IP network operation once the appropriate **IP address**, **Subnet mask** and **Default gateway** values have been entered.
- **Allow Telnet:** *[yes/no]*
  Switches the use of Telnet admin access across the IP network on or off. Note that if used during a Telnet session this will disconnect you immediately.
- **Allow FTP:** *[yes/no]*
  Switches uploading and downloading of files across the IP network on or off.
- **FTP upload level:** *[1-8]*
  Sets the minimum access/privilege level to permit FTP uploads *(see pages 22 and 76)*
- **FTP download level:** *[1-8]*
  Sets the minimum access/privilege level to permit FTP downloads *(see pages 22 and 76)*
- **Access Manager:** *See page 26*.
- **DNS setup:** This menu is currently not used.
- **SNMP setup:** *See page 26.*
- **Ping:** *[xxx.xxx.xxx.xxx]*
  Used to test whether a particular IP address will respond on the network. Enter the IP address of the required device. A response indicates that the device is on line. Multiple *Ping* requests from different Administration sessions are inhibited.

Access Manager

Currently supports INDeX Management Console via IP

```
- System > Installation > Network setup > Access Manager Setup
                    Access Manager

      1.
      2.
      3.
      4.



      <ESC> Network setup

INDeX> _
```

SNMP Setup (NA INDeX 30)

INDeX supports SNMP access over the IP network connection. If the network manager allows SNMP then they will provide the appropriate settings.

The settings entered will be determined by the network manager.

```
- System > Installation > Network setup > SNMP setup
                        SNMP setup

      1.  SNMP trap address   :

      2.  GET community string : public
      3.  SET community string:

      <ESC> Network setup

INDeX> _
```

Data (Directory) Installation

This menu provides options associated with the uploading of comma separated variable (CSV) files containing directory information. The file can contain records for internal user directory numbers, remote user directory numbers and system speed dials. Refer to the INDeX Installation & Maintenance Manual for full details of using CSV uploads.

Note: On systems upgraded from INDeX Level 8.1 this menu will appear still named as Directory Installation.

```
- System > Installation > Data Installation
                                  Data Installation


          ITEM NUMBER                     NODE
          EXTENSION                       STORE
          EXTERNAL                        ACCOUNT
          USER NAME                       COMPANY NAME
          DEPARTMENT                      LICENCE OPTION
          LICENCE KEY                     INDEX NET ADDRESS




          1. Upload file
          2. Data preview
          3. Install/Update

          <ESC> Installation

INDeX>
```

- **Upload file:**
  Puts the INDeX into file upload mode for a Kermit upload, indicated by the **#N3** prompt *(refer to the INDeX Installation & Maintenance Manual)*. When an uploaded file is present the menu displays ***File Loaded***. You can remove a loaded file using the **Release upload buffer** command *(see page 69)*. Alternatively, CSV files can be sent to the INDeX using FTP. (The CSV file name is DY.)
- **Data preview:**
  Displays the records contained in the uploaded file. Use the cursor key to move between records.
- **Install/Update:**
  Installs the information in the uploaded file onto the INDeX and then deletes the file from the upload buffer.

Internal Networking Setup (NA INDeX 30)

This menu is used to setup the routing for remote user numbers (i.e. users on other INDeX's). Once values have been entered, using the **Configure** commands alters the appropriate INDeX menus. Once a particular node has been setup, the Number at remote node option can be used to add further numbers at that node *(see page 65)*.

```
- System > Installation > Internal Networking Setup
```

```
                    Internal networking setup

      1.  Destination network number : 60

      2.  Destination Number(s)      : 200/250

      3.  Signalling linecard        : 1/3  30
      4.  Number of channels         : 30
      5.  Signalling channel         : A

      6.  Configure

      <ESC> Installation

INDeX> _
```

- **Destination network number:** *[up to 6 digits]*
  The node number of the remote INDeX.
- **Destination Number(s):** *[dn or dn1/dn2]*
  The directory number or range of directory numbers of the remote user(s).
- **Signalling linecard:** *[cabinet/slot]*
  The physical address of the cassette device that should be used to route calls to the remote INDeX. Once entered the number of available channels is displayed.
- **Number of channels:** *[up to 30]*
  The number of channels on the **Signalling linecard** that should be used to route calls.
- **Signalling channel:** *[A] or [B]*
  For DPNSS cassettes, select **A** or **B** as required by the network planner (this will also automatically set the **X** and **Y** priorities on the individual trunks).
- **Configure:**
  Uses the values entered above to make the appropriate changes to other INDeX menus. Those changes are; the channels are allocated directory numbers, group containing the channels are created and appropriate changes are made to the network routing table.

Frame Synchronisation Menu

This menu defines the source from which the INDeX should obtain it's digital frame synchronisation signal. On INDeX 30, frame synchronisation is taken from the first ISDN line configured as T (or X). A source is specified using the physical address of the cassette connected to it.

The menu list several sources in order of priority of their use. This allows the INDeX to recover for the loss of signal from its preferred source by switching to the next source on the list.

Preferred sources tend to be PSTN signals, followed by other network sources and then the INDeX's own CPU. The full order of source to enter will be determined by the network planner.

Use the up and down cursor keys to select a slot. The currently selected slot is indicated by the => symbol.

```
- System > Frame synchronisation
```

```
                    Frame synchronisation

          =>     CPU                                  .
                  .                                   .
                  .                                   .
                  .                                   .

1. Insert
2. Delete
3. Change

        <ESC> System, ^, v

INDeX> _
```

- **Insert:** *[cabinet/slot]*
  Inserts a new source before the currently selected source. The positions of any existing sources adjust accordingly.
- **Delete:**
  Deletes the currently selected source. The positions of any existing sources adjust accordingly.
- **Change:** *[cabinet/slot]*
  Changes the currently selected source.

INDeX 30 variations:

```
                                Frame synchronisation

        1. ISDN: yes

        <ESC> System


INDeX> _
```

- **ISDN:** *[yes or no]*
  With **ISDN = yes**, frame synchronisation from BRI T interfaces is enabled. This is the setting that should be used when connecting to a PTT or other BRI network connections that have been agreed to be enabled as synchronisation masters.
  With **ISDN = no**, frame synchronisation from BRI T interfaces is disabled. This should be used when connecting to BRI network connections that cannot be used as synchronisation masters (e.g. some back-to-back installations).

User P.I.N.

This menu can contain up to 400 PIN codes, each of up to six digits in length. These are used to check any PIN codes entered by terminal users.

Each PIN code has its own ARS User Class settings and an associated user directory number. When a PIN code is entered at a terminal, its settings override those of the terminal being used for the duration of that call.

Users set to ***Forced PIN*** *(see page 43)* must enter a PIN code before making external calls. Trunks with their **Type** set to ***DISA*** *(see page 54*) require callers to enter a PIN code before providing them with dial tone.

PIN codes can also be used for roaming PIN operation. The method of invoking roaming PIN's depends on the terminal type *(refer to the appropriate terminal user's guide)*.

Note: If the PIN menu is left blank, the INDeX will accept any PIN code entered by a user as being valid.

```
- System > User P.I.N. > [nn, up to 6 digits]
```

```
                            User P.I.N. 1/1


    123456  nnnnnnnn  200




                   <ESC> System
User P.I.N [nn.. (6)]> _
```

- Six digit PIN, followed by Class 1-8 yes/no string, followed by the terminal number *(see page 30)*.

P.I.N. Digits

This menu sets the ARS user class and associated user directory number for a particular PIN code.

```
- System > User P.I.N. > [nn, up to 6 digits]
```

```
                          P.I.N. Digits 123456


       1.  Class 1: no
       2.  Class 2: no
       3.  Class 3: no
       4.  Class 4: no
       5.  Class 5: no
       6.  Class 6: no
       7.  Class 7: no
       8.  Class 8: no

       9.  User   :

       10. Delete entry

       <ESC> User P.I.N.

INDeX> _
```

- **Class 1 – Class 8:** *[yes] or [no]*
  Indicates whether the PIN code is a member of the corresponding ARS User Class. Do not remove PIN codes from Class 8 as this class is used for the routing of emergency call numbers.
- **User:** *[dn]*
  Indicates the user directory number to associate with the PIN code. That directory numbers settings (other than ARS User Class) are then applied to any calls made using the PIN code.
- **Delete entry:**
  Deletes the PIN code entry.

Accounts Code

This menu can contain up to 400 account numbers, each of up to 12 digits.

For users set to ***Account forced*** *(see page 43)*, they must enter a valid account code before they can make an external call. Users invoking voluntary account code entry *(refer to the appropriate station guide)* are asked to re-enter the account code if not valid.

If a call is logged on the SMDR output, any account code entered during the call is included in the output.

System speed dials can also include account codes *(see page 19)*. These are not verified against the Account Code menu entries.

Note: If the Accounts Table is left blank, the INDeX will accept any account code entered as being valid.

```
- System > Account Codes table > [account code, up to 12 digits]
```

```
                            Account Code 1/2


123456123456




                <ESC> System

Account Code [nnn… (12)]> _
```

The Accounts table can hold up to 400 account codes. To remove an existing code, re-enter the code. The use of wild cards is permitted, e.g. 24.. (a period must be entered for each wild card digit) will allow any number between 2400 and 2499.

IVM Lite

These settings are used to view data on and set parameters for the IVM Lite Voice Manager menus (provide that the switch Licence has been enabled, see page 39). In addition access is also gained to the Auto Attendant set up menus. The ability to view any recorded messages and to allocate voice channels is also provided.

IVM Lite has been enhanced to support Dial 1 to breakout of a User mailbox for INDeX CPU-X 100 and INDeX 30 systems. When pressing 1 to breakout the transfer will follow the User 'Delegate' number, being either an Agent Group or User number only. Note the Delegate number will not follow a Pilot number or Speed-dial.

```
- System > IVM Lite
```

```
                          IVM Lite

         1. Voice Mail
         2. Auto Attendant Plan
         3. Recorded Messages
         4. Voice channel

         <ESC> System

INDeX> _
```

- **Voice Mail:**
  Provides access to the Voice Mail set up menu *(see page 32)*.
  A voice channel (see below) must be set to Voice Mail.
- **Auto Attendant Plan:** *[1-40]*
  Provides access to the Auto Attendant plans. A voice channel (see below) must be set to Auto Attendant.
- **Recorded Messages:** *[1-50]*
  Display which of the recorded message store has been used. Each store can be named. Messages are entered into the store from a System Manager's terminal and are used for the Auto Attendant messages.
- **Voice channel:**
  For each of the four voice channels, there are options to set the channel to either, Voice Mail, Auto Attendant or Call Announcer is provided. Default is Voice Mail.
  Caution: Do not set all channels to the same facility otherwise you will prohibit use of the other facilities. On INDeX 30, where ACA is required, set at least one channel to **Call Announcer**. *See page 91.*

Voice Mail

These setting are used by both System Managers (IVM Lite).

```
- System > IVM Lite > Voice Mail
```

```
                              Voice Mail

         Assigned    : 31
         Not assigned: 69                          Total time : 00:08 (0%)

         Capacity   Total      Unread     Read       Saved      Total time
  17       50         1          1          0          0          00:03
 200       50         0          0          0          0          00:00
 201       50         0          0          0          0          00:00
 202       50         0          0          0          0          00:00
 203       50         0          0          0          0          00:00
 204       50         0          0          0          0          00:00

         1. View mailbox
         2. Set-up

         <ESC> IVM Lite, ^, v

INDeX>
```

- **View Mailbox:**
  Enables Voice Manager to display the contents, to enable/disable, set capacity and delete messages of specified mailboxes.
- **Set-up:**
  Provides access to the IVM Lite Voice mailboxes and set-up menus.
  Enables Voice Manager to:
  - Allocate/de-allocate extensions to IVM Lite mailboxes
  - Reset IVM Lite
  - Enables the read/saved/new message lifespans to be set (in days)
  - Download/Upload options to allow the voice storage file (VS) to be saved/restored (refer to the either the INDeX 30 or INDeX 9.1 Installation and Maintenance Manual for details).

Auto Attendant

These plans are used to set up the individual Auto Attendant instructions/messages that are selected by the dispositions defined under the call Control Plans (see page 57). Use the => symbol to select which menu item is to be edited/inserted. When the => symbol points at an item, press tab to access the sub menu.

```
- System > IVM Lite >Auto Attendant Plan
```

```
                              Auto Attendant Plan 1

Name: Plan 1                                      Wait(secs) 1

        218 - Voice Mail, Play "Trnf Mailbox"
     => Key Menu - Play "Thank you" x2









        1. Transfer                       5. Delete
        2. Key Menu
        3. Play                           6. Name
        4. Insert                         7. Wait(secs)


         <ESC> IVM Lite, ^, v, <, >, ->|
INDeX>
```

- **Transfer:**
  This menu option is also used within the Key Menu (see page 34). It is used in this menu when the Auto Attendant sequence does not require the caller to press any keys, i.e. on answer, an announced automatic transfer to a mail box is performed.. *Number* is where the call is to be transferred to (0-9999) and *Play* is the recorded message to be played prior to the transfer. The number can be an extension, a pilot number, a group, etc. In addition, by prefixing the number with a colon (:) or star (*) the transfer is then directed to either the number's mail box or to another Auto Attendant plan. *Transfer* must be used before or within *Key Menu*.

```
                                  Transfer

         1. Number: 0
         2. Play  :

         <ESC> Auto Attendant Plan
```

- **Key Menu:**
  See page 34.
- **Play:** *[1-50]*
  Which of the 50 possible recorded messages are to be played..
- **Insert:**
  An editing tool. With the => symbol pointed at menu item, *Insert* enables another item to be placed in front. Item can be selected from *Transfer, Key Menu* or *Play*.
- **Delete:**
  Deletes the menu item selected by =>.
- **Name:** *[1-15]*
  Enables individual Auto Attendant plans to be given discrete name of up to 15 characters
- **Wait**
  Defines the time period before Auto Attendant answers an incoming call. This period overrides the system Call Timer (see "Call Timers" on page 59).

Key Menu

This menu is used to define:

- Which message is to be played first (Prompt)
- What actions/messages are to be taken/sent for specified key presses
- What message/action is to be taken/sent is no keys are depressed (Fallback).

```
                                Key Menu | 1
Play "Thank you" x2  (This is the Prompt message)
Fallback: Transfer – Operator

     => 0:  Transfer - Operator, Play "Operator"
        1:  219 - Voice Mail, Play "Trnf Mailbox"
        2:  Transfer - 218, Play "Trns to 218"
        3:  Transfer - 218, Play "Transfer ext"
        4:  Auto Attendant Plan 2, Play "Next Message"
        5:  Key Menu - Play "Next sequence"
        6:  Dialling
        7:
        8:
        9:
        *:
        #:

        1. Transfer                     4. Delete
        2. Key Menu                     5. Prompts
        3. Dialling                     6. Fallback

         <ESC> Auto Attendant Plan, ^, v, ->|
INDeX>
```

- **Transfer:**
  With the => symbol pointing at the required key number, use *Transfer* to enable selection of the *Number* that the call is to be transferred to (0-9999) and which recorded message is to be *Play*ed prior to the transfer. The number can be an extension, a pilot number, a group, etc. In addition, by prefixing the number with a colon (:) or star (*) the transfer is then directed to either the number's mail box or to another Auto Attendant plan.

```
                                Transfer

         1. Number:0
         2. Play  :

         <ESC> Auto Attendant Plan
```

- **Key Menu**
  Enables another *Key Menu* to be cascaded within the current *Key Menu*.
- **Dialling**
  With the => symbol pointing at the required key number, inserting *Dialling* enables the incoming caller to dial directory number beginning with the selected key. E.g. with *Dialling* set against key 6, incoming callers can dial the remaining digits of the directory number to route to, say, a sales group, etc
- **Delete**
  Deletes the item which is selected by the => symbol.
- **Prompts**
  Enables selection of which message is to be played (from the recorded messages list) on answer. An option is provided to select how many times the prompt is repeated. Prompt menu also provides an option to play and repeat a 'wrong number' message.
- **Fallback**
  Provides the option to play a message in the event of no keys being depressed. Also contains a *Transfer* option of where the call should be sent to, e.g. operator, etc.

Facility Options

- System > Facility options

```
                          Facility options

       1.  Tenant/Area configuration   : 250 areas
       2.  Automatic Maid Status Update: 03:00
       3.  Automatic Hot Desk log off  : no
       4.  Abbreviated password length : 4
       5.  Standard password length    : 4
       6.  Full password length        : 9

       7.  POT/DT1 programming password: yes
       8.  Hot Desk Passcode           : yes
       9.  Anti-trombone               : yes
       10. Answer page                 : yes
       11. SMDR CLI Mode               : yes
       12. INDeX name dialling         : yes
       13. Busy not available reasons  : no
       14. Automatic agent wrap-up     : no
       15. Display reason for no CLI   : no
       16. Integrated Modem enabled    : no
       17. Voice mail mode             : Integrated – Local
```

- **Tenant/Area configuration:** *[250 areas] or [10 tenant/25 areas] or [25 tenant/10 areas] or [250 tenant]* The INDeX can be divided into a number of tenancies and areas. The ratio between the two is fixed. Trunks and stations all belong to a tenancy and calls between devices in different tenancies are not allowed. Users and calls control plans belong to areas, which area determines which daytime/night service timetable they use *(see page 77)*. Note that changing the configuration returns daytime/night service selections to their default settings.
- **Automatic Maid Status Update (NA INDeX 30):** *[hh:mm]* The time at which user numbers with their status type changed from 'guest' to 'unclean'. If left blank then the automatic update is not used.
- **Automatic Hot Desk log off (NA INDeX 30):** *[no] or [00:00 – 23:59]*
  When the set time expires, all idle terminals designated as *Hot Desk* are logged off. If no time is set the facility is switched off.
- **Password lengths:** The INDeX uses a single unified password, the number of digits required to be entered will determine what access is permitted.
  - **Abbreviated** *[0-12]* Typically used for access to display terminal features.
  - **Standard:** *[0-12}* Typically used for internal access to Voice Mail (for IVM a minimum of 4 digits and maximum of 9 digits must be used).
  - **Full:** *[4-12]* Typically used for external access to change diverts, log-on, etc.
- **POT/DT1 programming password:** *[yes] or [no]* When set to ***yes***, the password is required to program features on a POT/DT1/2010 terminal
- **Anti-trombone (NA INDeX 30):** *[yes] or [no]* When set to ***yes***, if an outgoing DPNSS call returns to the INDeX via another DPNSS trunk, it is converted to a simple on-switch call, thus freeing the DPNSS trunks used. The ***no*** option should only be selected for testing purposes.
- **Answer page:** *[yes] or [no]* Sets whether users can answer page calls.
- **Hot Desk Passcode:** *[yes] or [no]* When set to **yes**, hot desk users need to enter their passcode when logging on.
- **SMDR CLI Mode:** *[yes] or [no]* When set to **yes**, any incoming CLI on ISDN calls is shown in the SMDR dialled number field. The CLI is prefixed with # to differentiate it from outgoing dialled numbers.
- **INDeX Name Dialling:** *[yes] or [no]* When set to **yes**, this INDeX Directory feature allows users to enter a sequence of letter keys to find a matching selection. When set to **no**, the INDeX Directory feature shows matches to just the first letter selected.
- **Busy not available reasons:** *[yes] or [no]* When set to **yes**, this INDeX feature forces an agent to enter, from a list of up to 30, the reason why Busy Not Available has been selected. (See pages 37 and 46).
- **Automatic agent wrap-up:** *[yes] or [no]* When set to **yes**, this INDeX feature automatically forces a turret extension into Busy Wrap Up on completion of transferring, parking or clearing a call
- **Display reason for no CLI (NA in all markets):** *[yes] or [no]* When set to **yes**, this INDeX feature will automatically display on a terminal the reason (supplied by PTT) why a caller withheld their ID information.

- **Integrated Modem enabled (NA INDeX 30):** *[yes] or [no]* Enables use of the modem in the CPU-X cassette. The modem's directory number is set through a reserved number, see page 66. The modem operates up to 33600 baud and is set to auto-answer. Enabling the integrated modem disables Serial Port 4.

- **Voice mail mode (NA INDeX 30):** *[Dial access] or [Integrated - Local] or [Integrated - Remote]* Sets how the display terminals on the system access Voice Manager features. The use of the integrated modes required entry of an **Integrated Voice Mail** licence key *(see page 39)*. The group numbers necessary for integrated operation are set in the **Reserved numbers** menu *(see page 66)*.
  - **Dial access:** Users access voice mail using MF tones.
  - **Integrated - Local:** The display terminals show display functions for accessing the Voice Manager attached to the INDeX.
  - **Integrated - Remote:** The display terminals show display functions for accessing a remote Voice Manager via DPNSS or Voice compression links.

Absence Messages

This menu provides a set of 10 absence messages available to display terminals. Each message can be up to 16 characters in length and can be edited as required.

```
- System > Absence messages > Enter message number [1-10] > Enter new message [up to
16 chars
```

```
                    Absence Messages

         1.  ON HOLIDAY UNTIL
         2.  WILL BE BACK
         3.  AT LUNCH UNTIL
         4.  MEETING UNTIL
         5.  PLEASE CALL
         6.  DONT DISTURB TIL
         7.  WITH VISITOR TIL
         8.  WITH CUST. TIL
         9.  BACK SOON
         10. BACK TOMORROW

         <ESC> System

INDeX> _
```

Supervisor Messages

Supervisor messages can be optionally or forced selected by ACD users and sent to their Supervisor. They then appear on the Supervisor's PC display. When the ***Busy not available reasons*** option in the ***Facility Options*** menu is set to **yes** (see pages 35 and 46), then the agent is forced to send one of the following messages to the Supervisor.

This menu contains the text for up to 30 supervisor messages. Each ACD user can use any eight of these messages *(see page 47)*.

The message *name* (e.g. ***HELP***) is the text displayed on the user's ACD turrets when selecting the message they want to send to their supervisor. The *message* (e.g. ***Help is required***) is the text displayed on the Supervisor's PC display along with the user's details. To add a message to the list, select a number and type the *name* press ↵ and type the *message*. Repeating the process of entering a particular message number will display a prompt to delete the existing message.

Use the up and down cursor keys to scroll the list of messages.

```
- System > Supervisor Messages > Enter message number [1-30] > Enter message name [up to 7 chars > Enter message text [up to 30 chars]
```

```
                                Supervisor Messages

          1.   HELP       Help required
          2.   URGENT     Urgent help required
          3.   MANAGER    Manager assistance required
          4.   LISTEN     Please listen to this call
          5.   BREAK      Taking a break
          6.   MEETING    At a meeting
          7.   ADMIN      Administration duties
          8.   STUDY      Receiving training
          9.   TUITION    Giving tuition
          10.  ENQUIRY    Dealing with enquiry
          11.  LUNCH      At lunch
          12.  OFFSITE    Off Site
          13.
          14.
          15.
          16.
          17.
          18.
          19.
          20.
INDeX>
```

System Alarm

This menu is used to setup system alarms. The INDeX support up to 10 system alarms.

Each alarm can use normal ringing, the system music source or an ACA module (NA INDeX 30). It can also include a text message for display on suitable terminals during the alarm.

Use the left and right cursor keys to change between the menus for each of the ten alarms.

```
- System > System alarm [alarm, 1-10]
```

```
                        System Alarm 1

          1. Alarm active  : no

          2. Alarm type    : Ring
          3. Day           :
          4. Time          :
          5. Target number:
          6. ACA number    :
          7. Message text  :

          <ESC> System, <,>

INDeX> _
```

- **Alarm active:** [yes] or [no]
  Allows the use of an alarm to be switched on or off.
- **Alarm type:** *[Ring] or [System Music] or [ACA message] or [ACA music]*
  Sets the type of the alarm. If ***ACA message*** or ***ACA music*** is selected, then the directory number of the ACA module should be entered via **ACA number**.
- **Day:** *[Monday] or ... or [Sunday] or [Every Day] or [Week Day] or [Week End] or [None]*
  Sets the day or type of day on which the alarm should occur.
- **Time:** *[hh:mm]*
  Sets the time at which the alarm should occur. Enter the time in 24-hour clock format.
- **Target number:** [0-9999]
  Sets the directory number of the group or user for which the alarm is intended.
- **ACA number (NA INDeX 30):** [0-9999]
  Enter the directory number of the ACA module to use if the **Alarm type** is ***ACA message*** or ***ACA music***.
- **Message text:** *[up to 16 characters]*
  Sets a message for display on suitable terminals during the alarm.

Switch Licences

Switch licences are used to enable additional features. Each licence is based on a combination of the feature being enabled and the INDeX CPU's serial number *(see page 5)* and so is unique to the particular INDeX CPU cassette.

Switch Licence keys can now be uploaded as a CSV file, refer to the Installation & Maintenance Manual.

```
- System > Switch Licences
```

```
                        Switch Licences  : 0001276121

        1.  Software Level        : 3490-af4d-3809-cf73    CPU-X1000 10.0

        2.  Integrated Voice Mail : 4f54-5458-92eb-a568    yes (1)
        3.  Operator's Console    :
        4.  Silent Intrusion      :
        5.  Divert Tones          :
        6.  CTI Commands          :
        7.  Extra DRC Channels    :
        8.  Mobile Numbers        :
        9.  VPN Access            :
        10. Combo Cards           :
        11. IPNC-32 Cards         : 5c72-dab5-5b17-604c    yes (1)
        12. Softphones            : 07d3-e045-b61a-29e8    yes (1)

<ESC> System
```

INDeX 30 variations:

```
                        Switch Licences  : 0001276121

        1.  Software Level        : 3490-af4d-3809-cf73    CPU-X1000 10.0

        2.  Operator's Console    :
        3.  Mobile Numbers        :
        4.  VPN Access            :
```

- **Software Level:** Unique to the CPU cassette serial number, the level of software on the cassette and the supported number of ports. The licence is compatible with earlier levels of software and maintenance releases within the same level. A new licence is required for higher levels of software.
  E.g. A licence for Level 9.0 is useable with maintenance release 9.0.1 but not with release 10.0.
- **Integrated Voice Mail (NA INDeX 30):** Required for the use of integrated voice mail mode options. The number in brackets is set 1 for IVM Lite.
- **Operator's Console:** Controls the number of simultaneous operator consoles supported by the INDeX. The number of consoles enabled is shown after the licence key.
- **Silent Intrusion (NA INDeX 30):** Controls the use of silent intrusion on the INDeX. Use of this licence may be subject to national restrictions.
- **Divert Tones (NA INDeX 30):** Enables limited DTMF integration with third party products..
- **CTI Commands (NA INDeX 30):** Controls the output of the INDeX Level 7 CTI Event stream.
- **Extra DRC Channels (NA INDeX 30):** This licence is used to enable additional channels on the DRC Cassette. The number of additional channels enabled is shown after the licence key.
- **Mobile Numbers:** This licence enables the use of the **Mobile twin number** option *(see page 46)*. A '1' shown after the licence key also indicates that is has also enabled DECT log output *(see page 13)*.
- **VPN Access:** This licence enables the use of the **VPN Numbers** menu *(see page 75)*. It is not required for VPN connections where VCC cassettes are used.
- **Combo Cards (NA INDeX 30):** Enables the use of Combo Cassettes with CPU's other than CPU 100 Cassette. The number of Combo cassettes enabled (up to three) is shown after the licence key. This licence key is not required for CPU 100 cassette INDeXs.
- **IPNC-32 Cards (NA INDeX 30):** This licence key sets the number of IPNC cassettes with all 32 channels enabled (the first channels five are free).
- **SofPhones (NA INDeX 30):** This licence key set the number of SoftPhones that the IPNC will support (up to 120 off on mutliple IPNCs). The first one is free and thereafter in block of five.

Server Licences

Server licences are used to enable the INDeX's interaction with CTI server devices. Each licence is based on a combination of the feature being enabled and the INDeX's serial number *(see page 5)* and so is unique to the particular INDeX CPU cassette.

Switch Licence keys can now be uploaded as a CSV file, refer to the Installation & Maintenance Manual.

Use the up and down cursor keys to scroll the list of licences.

```
- System > Server Licences
                            Server Licences

          1.
          2.
          3.
          4.
          5.
          6.
          7.
          8.
          9.
          10.
          11.
          12.
          13.
          14.
          15.
          16.
          17.
          18.

          <ESC> System, ^, v

INDeX> _
```

Users

User Menu

This menu and its sub-menus contain the settings for user directory numbers. New user numbers are created using the **Assign user number** command *(see page 65)*.

The user's directory name is set in the **User Identity** menu *(see page 61)*. To switch between that menu and the **User** menu press the **[TAB]** key. Use the left/right cursor keys to display the previous/next user's settings.

```
- Users [dn or address] or [↵, first user dn] or [DEFAULT, default user settings]
                                  User 200 - 1/2/08

          1.  Type                      : Standard
          2.  Area                      : 1
          3.  Line access               : 90
          4.  Dialling plan             : 1
          5.  Route Access Level        : 55
          6.  Priority                  : 15
          7.  Auth. code number         : 1
          8.  Closed user group number  :
          9.  Monitor group             :
          10. Language                  : Default
          11. Personal status
          12. Outdialling classes
          13. Extended functions
          14. User-accessible functions

          15. Default record
          16. Copy to record(s)

          <ESC> Administration, <, >
INDeX>
```

- **Type:** *See page 42.*
- **Area:** *[Area, 1-10/25/250]*
  Sets to which area to which the user belongs. This controls their night service operation *(see page 77)*.
- **Line access:** *[directory number]*
  Sets the trunk or trunk group used for the user's outgoing calls unless ARS specifies otherwise.
- **Dialling plan:** *[plan number, 1-6]*
  Used to determine the routing of outgoing calls when ARS directs a call to a Plan Based Analysis process.
- **Route Access Level:** *[level, 1-99]*
  Used when a call is routed via an ARS route list *(see page 84)*.
- **Priority:** *[0-15]*
  Sets the users priority when queuing on-switch. 0 is high priority, 15 is low priority. Callers with better priority go ahead in the queue. The priority for external callers is set by the Call Control Plan routing their call *(see page 58)*.
- **Auth. code number:** *[range 1-10]*
  Sets which of the authorisation code stored on the INDeX *(see page 71)* is used when an ARS translation requests **Insert authorisation string** *(see page 83)*.
- **Closed user group number:** *[range, 0-99]*
  A number, provided by the DASS service provider, that is attached to the user's outgoing DASS calls.
- **Monitor group:** *[monitor group id, dn] or [↵, no monitor dn]*
  Defines the group the user can monitor. Silent monitoring requires entry of a licence key *(see page 39)*. The user must have their **User Type** set to ***Supervisor*** or ***System Manager*** *(see page 42)*. The restrictions of **Secure from intrusion** and **Allowed to intrude** still apply *(see page 43)*.
- **Language:** *See page 43.*
- **Personal status:** *See page 44.*
- **Outdialling classes:** *See page 45.*
- **Extended functions:** *See page 46.*
- **User- accessible functions:** *See page 48.*
- **Default Record/Copy record:** Used to either reset a user's record to the default setting or to copy the records of one user to another or a group of users.

User Type

A user's **Type** determines a range of additional functions. Note that those functions may also depend on the user's directory number being associated with particular type of terminal device, e.g. Guest may only be used with analogue terminals.

```
- User [dn] > Type
      Type 200 - 1/3/00

      1.  Standard
      2.  ACD
      3.  Supervisor
      4.  System Manager
      5.  Reception
      6.  Guest
      7.  Service
      8.  Mobile
      9.  Hot Desk Mobile

      <ESC> User

INDeX> _
```

- **Standard:**
  The normal setting for users.
- **ACD:**
  The normal setting for users associated with 20CC turrets. Provides the turret user with various ACD functions. The setting may also be used with 2050 terminals for limited ACD working. Station devices being used by ACD users should have their **Port type** set to ***Hot desk*** *(see page 52)*.
- **Supervisor:**
  The same as ***ACD*** buts adds access to silent intrusion controls for 20CC turrets with a Monitor group set *(see page 41)*.
- **System Manager:**
  Provides users associated with a 2030/2050 terminal with a **•SETUP** function. They can use that function to access date, time, night service and ACA recording options. It also supports silent intrusion for 2030/2050 stations with a Monitor group set *(see page 41)*.
- **Reception (NA INDeX 30):**
  Provides a display terminal user with guest service options such as room booking and checking. Setting a user to this type automatically adds their user number to the **Reception** group *(see page 66)*. When receiving calls from a Guest *(see below)* the calling user's language setting is displayed.
- **Guest (NA INDeX 30):**
  Provides an analogue terminal user with guest service options. Setting a user to this type automatically adds the user number to the **Guest Room** group *(see page 66)*.
- **Service (NA INDeX 30):**
  Provides a display terminal user with basic guest service options. When receiving calls from a Guest *(see above)* the calling user's language setting is displayed.
- **Mobile (NA INDeX 30):**
  This setting is used for user directory numbers associated with Integrated DECT handsets. Setting a user to this type automatically adds the user number to the **Mobile users** group *(see page 66)*.
- **Hot Desk Mobile (NA INDeX 30):**
  This setting is similar to **Mobile** in that when setting a user to this type the user number is automatically added to the **Mobile users** group *(see page 66)*. Recommended that, when setting up for Hot Desking across INDeX net linked site, that two numbers are allocated per 20DT handset. E.g. for each individual 20DT handset used for Hot Desking where nine numbers (say) are allocated; then eight are to log on with and there is a common number to log off with.

Language

Sets the language used on the user's terminal. Selecting ***Default*** uses the INDeX's default language *(see page 24)*. Display station users can change this option through their own station *(refer to the appropriate user guide)*.

```
- User [dn] > Language
      Language 200 - 1/2/08

      1.  Default
      2.  English
      3.  French
      4.  Swedish
      5.  Dutch
      6.  Danish
      7.  Norwegian
      8.  Portuguese
      9.  Finnish
      10. German
      11. Czech
      12. Slovenian
      13. Spanish
      14. Japanese
      15. Russian

      <ESC> User

INDeX> _
```

Personal Status

- User [dn] > Personal status

```
                          Personal status 200 - 1/1/00

          1.  Allowed to intrude    : no
          2.  Secure from intrusion : no
          3.  Include on SMDR       : yes
          4.  Busy Wait Override Key: no
          5.  Top Price Route Alert : no
          6.  Divert feature access : yes
          7.  No Call feature access: yes
          8.  Group feature access  : yes
          9.  Force feed            : no
          10. Remote forward        : no
          11. PIN forced            : no
          12. Account forced        : no
          13. CUG outgoing permitted: no
          14. Call waiting tone     : yes
          15. Locked                : no

         <ESC> User, <, >
INDeX>
```

- **Allowed to intrude:** *[no] or [yes]*
  Set whether the user can intrude on other users.
- **Secure from intrusion:** *[no] or [yes]*
  Sets whether the user can be intruded upon by other users.
- **Include on SMDR:** *[yes] or [no]*
  Sets whether the user's calls appear on the SMDR. The Call Control Plan associated with the trunk used for the call must also have its **Include on SMDR** status set to ***yes*** (see pages 10 and 57).
- **Busy Wait Override Key:** *[yes] or [no]*
  Allows the user to bypass the Busy wait period on an ARS route list by pressing their **Intrude** key.
- **Top Price Route Alert:** *[yes] or [no]*
  When set to ***yes***, if an outgoing call uses a route in a route list other than the first, the user's terminal flashes an indication if suitable.
- **Divert Feature access:** *[yes] or [no]*
  Sets whether the user can use a station's **Divert** key to change their divert status.
- **No Call feature access:** *[yes] or [no]*
  Sets whether the user can use a station's **No Calls** key to change their no calls status.
- **Group feature access:** *[yes] or [no]*
  Sets whether the user can use a station's **Group** key to change their group status.
- **Force feed:** *[yes] or [no]*
  Sets whether incoming calls are connected without the user having to answer. The user is given a single tone before a call is connected. The INDeX introduces a small delay between subsequent calls.
- **Remote forward:** *[disabled] or [enabled]*
  Sets whether the user can remotely forward their calls from another station.
- **PIN Forced:** *[no] or [yes]*
  Sets whether the user must enter a PIN code after dialling the PSTN Access digit *(see page 71)*.
- **Account forced:** *[no] or [yes]*
  Sets whether the user must enter an account code after dialling the PSTN Access digit *(see page 71)*.
- **CUG outgoing permitted:** *[no] or [yes]*
  Sets whether the user can make DASS calls to users outside their Closed User Group *(see page 41)*.
- **Call waiting tone:** *[no] or [yes]*
  When set to **yes**, a waiting call to a busy station is indicated to the receiving station by a warning tone.
- **Locked:** *[no] or [yes]*
  Shows the user's current lock status. A user can set themselves to ***locked*** deliberately or by repeated wrong passcode entry. **Lock status** can toggle a user back to ***unlocked*** (this also resets their passcode to all zeros).

Outdialling Classes

Sets the user classes to which a user belongs when their area is in day, night or divert service. Users can only make PSTN calls via an ARS Route lists that belongs to a matching user class *(see page 84)*.

```
- User [dn] > Outdialling Classes
```

```
                Outdialling classes 1

          1. Day-time
          2. Night-time
          3. Diversion

          <ESC> User, <, >, ->|
```

```
- User [dn] > Outdialling Classes > Day-time
```

```
                          Day-time 1

          1. Class 1: yes
          2. Class 2: yes
          3. Class 3: no
          4. Class 4: no
          5. Class 5: no
          6. Class 6: no
          7. Class 7: no
          8. Class 8: yes

          <ESC> Outdialling classes, <, >, ->|
```

The ARS default classes to which a user belongs to when in *Day-time* or *Diversion* are Class 1 (local), Class 2 (national) and Class 8 (emergency).

In *Night-time* only Class 1 (local) and Class 8 (emergency) are available in default

The ARS default for international calls is Class 3. Classes 4 to 7 are spare and are not used in default.

- **Guest Services :**
  The INDeX automatically changes the class settings of a Guest user to provide the barring function invoked by Reception phones. When barring is on (receptionist has ‘checked-out’ Guest), the Guest phone can only access emergency calls. When barring is off on (receptionist has ‘checked-in’ Guest), the Guest user is able to access local calls, national calls and emergency calls.

Note: Class 8 is used for the routing of emergency numbers and users **must not** be removed from that class.

Extended Functions

```
- User [dn] > Extended functions
```

```
                    Extended functions 200 - 1/2/08
        1.  Hot line number          :
        2.  Hot line timeout         : 5
        3.  DDI mode                 : Wait on busy
        4.  DDI answer timeout(secs) : 0
        5.  Mobile twin number       :
        6.  Wrap-up timeout(secs)    : 0
        7.  Auto Log On              : no
        8.  CLI on outgoing DASS     : yes
        9.  CLI on outgoing ISDN     : yes
        10. CLI to incoming ISDN     : yes
        11. Personal CLI             :
        12. ACD messages
        13. Busy not available reasons
        14. User selectable groups
        15. Soft Key Options

        <ESC> User, <, >, ->|
```

- **Hot line number:** *[dn] or [Snnnn]*
  Sets the number automatically dialled if the user's hotline timeout expires *(see below)*. ***Snnnn*** is used to select a system speed dial.
- **Hot line timeout:** *[range, 0-999 seconds]*
  Sets how long a user can remain off-hook before their **Hot line number** *(above)* is automatically dialled.
- **DDI mode:**
  Sets what happens if the user receives a direct DDI call when busy. This does not apply to calls received to group or pilot numbers. The possible settings are:
  - **Wait on busy:** Wait for the DDI answer timeout before returning busy tone to the caller.
  - **Redirect on busy:** Redirect the call using the user's call control plan setting *(see page 61)*.
  - **Wait/Redirect on busy:** Wait for the DDI answer timeout before redirecting the caller as above.
  - **Reject on busy:** Return busy tone to the caller.
- **DDI answer timeout:** *[range, 0-999 seconds]*
  The time delay used before rejecting a call if the **DDI mode** is set to ***Wait on busy*** or redirecting a call if the **DDI mode** is set to ***Wait/Redirect on busy***.
- **Mobile twin number (NA INDeX 30):** *[dn] or [↵, not assigned]*
  Allows calls to the user to also ring another user directory number at the same time. Intended for users with a desk station and INDeX Integrated DECT handset. Requires a **Mobile number** licence key *(see page 39)* or a CSLC cassette.
- **Wrap-up timeout:** *[range, 0-999 seconds] (0 equals no timeout)*
  Sets how long an ACD user can remain in busy wrap-up before being automatically returned to active (*see page 47*).
- **Auto log on:** *[no] or [yes]*
  Leave set to ***no*** unless specifically required by an ACD Manager system.
- **CLI on outgoing DASS:** *[yes] or [no]*
  Sets whether directory number CLI should be used on outgoing DASS calls.
- **CLI on outgoing ISDN :** *[yes] or [no] or [not permitted]*
  Sets whether **Personal CLI** is used in place of the PTT provided CLI on outgoing calls. Selecting ***not permitted*** stops the sending of CLI by the INDeX or PTT (if the withholding of CLI is supported).
- **CLI on incoming ISDN :** *[yes] or [no]*
  Sets whether **Personal CLI** should be used in place of PTT provided CLI on incoming calls.
- **Personal CLI:** *[up to 20 digits]*
  ETSI compliant ISDN (PRI & BRI) connections can send a user specified CLI *(see above)* or use the PTT provided CLI. The use of this function varies between different PTT providers. The CLI must be a valid number for return calls on that trunk. Calls from users who's call breakout across DPNSS to the ISDN will present their personal CLI to the network.

- **Busy not available reasons:** *See pages 35 and 37.*
  List of reasons (up to 20) why an agent has selected *Busy Not Available.* Agent is forced to select a reason (which is available to the supervisor) when selecting *Busy Not Available*.
- **User selectable groups:** *[0-9999]*
  Allows a User, who is a member of more than one group, to select which Group they wish to join (up to eight groups). Directory > User > *Group membership* also needs to be set. *See page 61.*
- **Soft Key Options:** See below:
  Enables Administrator to disable certain display terminal soft keys, e.g. to remove/disable displays/soft keys on terminals in public areas. The list is as follows:
  - **VOICE:** Used to access mailbox.
  - **PAGE:** Used to page any INDeX phone or group.
  - **ACCOUNT:** Used to enter an account code during an external call.
  - **RECORD:** Used to record the current call.
  - **RECALL:** Used when connected to another phone system by a fixed line (tie line).
  - **CAMP-ON:** Used to 'Camp on' to a busy extension.
  - **MESSAGE:** Used to leave a message against another extension.
  - **OVERRIDE (No Calls):** Allows a user to ring an extension, who is not secure from intrusion but has set the *No Calls* facility, and override the *No Calls* facility.
  - **PASS (Dial in conference):** Enables a user with the Dial-in-Conference facility to change the password.

ACD Messages

Each ACD user can use up to 8 of the 30 ACD Supervisor Messages stored on the INDeX *(see page 37)*. These messages can also be used when Busy Wrap Up is invoked (see page 46). This menu is used to select the 8 messages for the current user.

Use the up and down cursor keys to scroll the list of available Supervisor messages. Use the left and right cursor keys to select the previous or next user.

- User [dn] > Extended functions > ACD messages

```
      ACD messages 200 - 1/2/08

           Supervisor Messages

           1      HELP    Help required
           2      LISTEN  Please listen to this call
           3      MANAGER Manager assistance required
           4      URGENT  Urgent help required
           5
           6

     1. HELP
     2. URGENT
     3. MANAGER
     4. LISTEN
     5.
     6.
     7.
     8.

     <ESC> Extended functions, ^, v, <, >

INDeX> _
```

User-accessible Functions

Enables Supervisor to change INDeX functions on individual terminals, e.g. personal speed dial numbers. Also provides access to **Divert setting, Pick Up Number** and **DSS/BLF keys.**

```
- User [dn] > User-accessible functions
```

```
       User-accessible functions 200 - 1/2/00

         1. Password           : defaulted
         2. Ring timeout       : 10
         3. Group Ring timeout : 15
         4. Pick Up Number     :

         5. Divert settings
         6. DSS/BLF keys
         7. User speed dials

         <ESC> User, <, >, ->|

INDeX> _
```

- **Password:** System administrator can reset an extension's password to default (all zeros). Useful when user has miss-keyed passcode and locked terminal.
- **Ring timeout:** *[default 10sec] [0-999]* System administrator can set timeout per user as required.
- **Group Ring timeout:** *[default 15sec] [0-999]* System administrator can set timeout per group as required.
- **Pick Up Number:** The user's pick up group number setting.
- **Divert settings:** *See page 49.*
- **DSS/BLF Keys:** *See page 48.*
- **User speed dials:** System administrator can set all ten user speed dials as required.

DSS/BLF Keys

This menu displays the settings for the DSS/BLF keys on 2030/2050 and 20CC terminals. The settings can be altered through this menu or by the terminal user.
Use the left and right cursor keys to select the previous or next user.

```
- User [dn] > User-accessible functions > DSS/BLF keys
```

```
      DSS/BLF keys 200 - 1/2/08

      1. 212
      2.
      3.
      4.
      5.
      6.
      7.
      8.

      <ESC> Extended functions, <, >

INDeX> _
```

Divert Settings

This menu contains the user's divert settings. Note that **Personal Numbering** is permanently enabled (does not require a licence key).

```
- User [dn] > User-accessible functions > Divert settings
```

```
                          Divert settings 200 - 1/2/00

         1.  Personal Numbering Status : Executive
         2.  Divert All                : Other Divert All
         3.  Divert On Busy            : not assigned
         4.  Divert No Answer          : not assigned
         5.  First Auto Reset          : Home number
         6.  First Auto Reset time     : 18:30

         7.  Second Auto Reset         : Desk
         8.  Second Auto Reset time    : 08:30

         9.  Home number
         10. Mobile number
         11. Delegate number
         12. Temorary Numbers

         <ESC> User-accessible functions, <, >

          <ESC> User accessible functions, <, > Divert settings 200 - 1/2/08

INDeX> _
```

- **Personal Numbering Status:** *[Guest, Standard, Advanced, Exec]*
  Determines what PN Voice Mail settings can be changed remotely. Refer to IVM Manual for details.
  Guest: None.
  Standard: Telephone alerting of an INDeX Voice Mail waiting for remote user.
  Advanced: Can change location from *Home, Delegate, etc.* but not location number.
  Exec: Able to change any PN setting.

Before setting up **Divert All, Divert on Busy** and **Divert No Answer** *(see following page)*, it is recommended that you make entries for the following divert destinations:

- **Home number:** *[Home number/Home recall timeout/Call Screening]*
  Home number/recall timeout : *[nnn… (28)]*and *[5-999 seconds]*
  Enter the User's home number for use as a divert destination.
  The **recall timeout** is the required time that the home number rings before the call is recalled to the User's voice mailbox.
  Call Screening: *[None/Basic/CLI]*
  Reserved for IVM setting (NA INDeX 30) refer to IVM Manual.
- **Mobile number:** *[Mobile number/Mobile recall timeout/Call Screening]*
  Mobile number/recall timeout : *[nnn… (28)]*and *[5-999 seconds]*
  Enter the User's mobile number for use as a divert destination.
  The timeout applied to calls diverted using the user's Mobile number setting.
  Call Screening: *[None/Basic/CLI]*
  Reserved for IVM setting (NA INDeX 30) refer to IVM Manual.
- **Delegate number:** *[0-9999]*
  Enter another extension number (e.g. secretary) for use as a divert destination.
- **Temporary number:** *[Other Divert All/Busy/No Answer/Other recall timeout/Call Screening]*
  Other Divert All/Busy/No Answer: *[nnn…(16)] or [Snnn*] and *[nnn…(16)]* and *[nnn…(16)]*
  The numbers entered here will appear as *Other* divert destinations.
  The *Snnn* number is a speed dial number.
  Call Screening: *[None/Basic/CLI]*
  Reserved for IVM setting (NA INDeX 30) refer to IVM Manual.

Once the divert destinations have been allocated *(see previous page),* the **Divert All, Divert on Busy** and **Diver No Answer** , can be set.

- **Divert All:** *[not assigned/Home number/Mobile number/Delegate number/Voice mail/Other Divert All]*
  Sets the divert destination the switch should use when **DIVERT** all numbers is enabled.
- **Divert On Busy:** *[not assigned/Delegate number/Voice mail/Other Divert Busy]*
  Sets the divert destination the switch should use for the divert on busy number when PN is enabled.
- **Divert No Answer:** *[not assigned/Home number/Mobile number/Delegate number/Voice mail/Other Divert No Answer]*
  Sets which settings the switch should use for the *Divert on No Answer* number when PN is enabled.
- **First Auto Reset/First Auto Reset time** and **Second Auto Reset/Second Auto Reset time:**
  [Disabled/Home/Mobile/Delegate number/Other divert All/Voice mail/Desk]
  These two resets and timers are used to set the divert destinations that calls are to be diverted to during pre-defined times.
  For example: **First Auto Reset** can be set with the user's home number with the **First Auto Rest time** set to 1800hrs. This will cause the switch to divert, after 1800hrs, all calls to the user's home number. Similarly, **Second Auto Reset** can be set with the user's *Desk* (their own extension number) with the **Second Auto Reset time** set to 0800hrs. This will cause the switch to divert, after 0800hrs, all calls to the user's own extension number. In other words, between the hours of 0800 and 1800 calls are routed to the user's desk and thereafter are routed to his home number.
  - **Disabled:** Toggle switch to enable/disable timers.
  - **Home number:**
    Sets the user's home number as the divert destination *(see previous page)*.
  - **Mobile number:**
    Sets the user's mobile number as the divert destination *(see previous page)*.
  - **Delegate number:**
    Sets the user's delegate number as the divert destination *(see previous page)*.
  - **Other Numbers:** *[Other Divert All/Other Divert Busy/Other Divert no Answer]*
    These are the divert destinations **(Other Divert All/Other Busy/Other No Answer)** set under **Temporary Numbers** and include **Other Recall timeouts***(see previous page)*.
  - **Voice Mail:**
    This is the user's voice mail box number and is automatically set by the switch.
  - **Desk:**
    This is the user's number and is used to turn of the above settings.

Station Menu

Station

This menu and its sub-menus are used to apply the settings for stations.

```
- Station [dn] or [address] or [↵, first station] or [DEFAULT, default station
settings]
```

```
        Station 216 - DT5 - 1/1/00

        1. Type                   : Normal extension
        2. Tenant                 : 1
        3. Identification         :
        4. PC Console Port        :
        5. Analogue control data

        6. Default record
        7. Copy to record(s)

        <ESC> Administration

INDeX> _
```

- **Type:** *See page 52.*
- **Tenant:** *[tenant]*
  Sets the tenancy to which the station belongs. The actual value entered depends on the tenant to area ratio of the system *(see page 35)*. Only devices with no set tenancy can make or transfer calls between tenancies.
- **Identification:** *[up to 15 characters]*
  Used to identify the station within system programming.
- **PC Console Port:** *[port, 1-4] or [↵, not associated]*
  Associates the station with a Windows Operator Console (WOC) connected to the INDeX on that serial port. NOC clients are associated with a station device through their own control menu.
- **Analogue control data:** *See page 53.*

Type

```
- Station [dn] > Type
```

```
                              Type 200 - DT5 - 1/1/00

          1. Normal extension
          2. Hot Desk
          3. MF Receiver
          4. Modem Port
          5. DECT phone
          6. Voice Manager

          <ESC> Station



INDeX> _
```

- **Normal Extension:**
  The default setting for all station devices.
- **Hot Desk:**
  Provides display stations with a **LOG ON**/**LOG OFF** option. This allows user numbers to log on/off these stations (thus changing the user number associated with the station device).
- **MF Receiver:**
  Used to provide DTMF tone to third party products e.g. door entry. If the INDeX also has the **Divert Tones** licence key *(see page 39)*, then it applies the **Divert Tones Send Delay** and **Divert Tone Connect Delay** to the outgoing calls *(see page 19)*.
- **Modem Port:**
  Requests support for 3.1KHz audio service from a digital trunk provider. This option may improve the reliability of analogue modem calls routed over digital trunks. Requires the digital trunk provider to support the service and also inhibits call waiting tone.
- **DECT phone:**
  Indicates that the port is a connection to an INDeX DECT system. The INDeX provides the DECT system with addition information about calls across connections via the DECT log output *(see page 13)*.
  - **Note:** This setting should not be used with INDeX DECT handset running on the CSLC cassette.
- **Voice Manager (NA INDeX 30):**
  Used for ports connected to a Voice Manager.

Analogue Control Data

When either an AL-8-8 or AL-0-24 cassette is fitted and CLI is required, **CLI phone** must be set to **yes (not applicable to all territories)**. The other settings in this menu should only be altered under direct guidance from Avaya.

- Station [dn] > Analogue control data

```
     Analogue control data 200 - 2-wire - #1

          1. Dialling timeout(100mS)        : 50

          2. Inter digit pause minimum(10mS): 24
          3. Recall detect minimum(10mS)    : 5
          4. Recall detect maximum(10mS)    : 15

          5. CLI phone                      : no

          6. Gain adjustment(A-D/D-A  0.5db): 86

          <ESC> Station, <, >


INDeX> _
```

Trunks

Trunk Menu

This menu, it's sub-menus together with the associated **Trunk** identity menus *(see page 62)* are used to apply the settings for trunks. On INDeX 30, all trunks are ISDN.

The trunk directory Name, Call Control Plan, Pilot Number, etc. are set through the **Trunk** identity menu *(see page 62)*. For each trunk, to switch between the **Trunk** identity menu and this **Trunk** menu press the **[TAB]** key. Use the left/right cursor keys to display the previous/next trunk's settings.

```
– Trunk > [dn] or [address] or [↵, first device] or [DEFAULT, default settings]
          Trunk 700 - 1/2/06

          1.  Type                           : Both way
          2.  Tenant                         : 1
          3.  Identification                 :
          4.  DDI Line                       : no
          5.  DDI digit count                :
          6.  Live speech path               : no
          7.  Forward on Busy/No answer      : yes
          8.  Network priority               : X
          9.  Wait for dial tone (10th secs) : 20
          10. Analogue control data

          11. Default record
          12. Copy to record(s)

          <ESC> Administration

INDeX> _
```

- **Type:** *[Both way] or [DISA] or [Incoming] or [Outgoing]*
  Sets the direction of call flow allowed by the trunk. DISA sets the trunk as a DISA service link.
- **Tenant:** *[tenant]*
  Sets the tenancy to which the trunk belongs. The actual value entered depends on the tenant to area ratio of the system *(see page 35)*. Only devices with no set tenancy can make calls between tenancies.
- **Identification:** *[up to 15 characters]*
  Used to identify the trunk within system programming.
- **DDI Line:** *[no] or [yes]*
  Sets a trunk for DDI operation. Default is *no* (static trunks); toggle to *yes* (only use with Pilot numbers)
- **DDI digit count:** *[1-8]*
  For R2 DDI/PRI services, this number sets the number of DDI digits passed through. For non-R2 DDI services, leave this field blank to accept all the DDI digits supplied by the PSTN.
- **Live speech path:** *[no] or [yes]*
  Normally live speech to a trunk is not allowed until the INDeX has finished outdialling all routing digits. Allowing live speech immediately a line is seized is only required for a tie line that links directly to a single extension rather than to another INDeX.
- **Forward on Busy/No answer:** *[yes] or [no]*
  Defines whether incoming calls received via the trunk can be forwarded by the busy or no answer divert settings of the trunk's dispositions.
- **Network priority (NA INDeX 30):** *[X] or [Y]*
  Used to resolve potential call collision on network channels. One end of each link should be set to X and the other to Y. At the X end of a channel, incoming calls have priority over outgoing calls and vice versa at the Y end. When a DPNSS link is set up, the B end will automatically set the channels to Y.
- **Wait for dial tone (NA INDeX 30):** *[0-999 10^{th}/second]*
  Sets how long the INDeX waits after seizing the trunk before it sends digits. A value of ***0*** instructs the system to actively wait for dial tone before outdialling.
- **Analogue control data (NA INDeX 30):** *See page 55.*

Analogue Control Data (NA INDeX 30)

The settings in this menu should only be altered under direct guidance from Avaya.

- Trunk [dn] > Analogue control data

```
          Analogue control data 700 - 1/2/0

          1.  DTMF Signalling                          : yes
          2.  20 PPS Signalling                        : no
          3.  Clearing mode                            : Unguarded
          4.  Exchange service type                    : None
          5.  Ring persistency(10mS)                   : 12
          6.  Ring off maximum(100mS)                  : 30
          7.  Recall pulse width(10mS)                 : 12
          8.  Pulse on width(1mS)                      : 80
          9.  Pulse off width(1mS)                     : 40
          10. Inter digit pause(1mS)                   : 100
          11. Disconnect/Guarded clear(10mS)           : 45
          12. Idle state wait(10mS)                    : 45
          13. Immediate start delay(10mS)              : 20
          14. Wink start signalling                    : no
          15. Wink pulse width(10mS)                   : 20
          16. Line length                              :
          17. Gain adjustment (A-D/D-A  0.5db)         : C4


          <ESC> Return to the TRUNK menu, <TAB> for next trunk

INDeX> _
```

- **DTMF Signalling:** *[Yes] or [No]*
  When set to No, *PPS Signalling* option enabled (see below).
- **PPS Signalling:** *[10} or {20]*
  ODT-8 cassette only. Enabled only when *DTMF Signalling* set to No (see above).
  Value toggles between 10 or 20pps.
- **Exchange service type:** *[None}, {DTMF DID], {Modem DID} or {Modem CLI]*
  Used to identify the trunk signalling type for AL-8-8-JP cassettes only.
  For all other AL cassettes, set to **none**.
- **Immediate start delay (10ms):** *[1-255]*
  ODT-8 cassette only. The delay (in multiples of 10ms) before digits are sent to the end exchange.
  Only operable if *Wink start signalling* set to No (see below).
- **Wink start signalling:** *[yes] or {no]*
  ODT-8 cassette only. When set to yes, INDeX waits for end exchange to signal before sending digits.
  When set to no, *Immediate start delay* in enabled (see above).
- **Wink pulse width (10ms):** *[1-255]*
  ODT-8 cassette only. The pulse width (in multiples of 10ms) of the wink signal sent to the end exchange.
- **Gain Adjustment:**
  The following sub menu is available.
  Do not, without the guidance of Avaya, attempt to change the Gain adjustment.

```
                              Gain adjustment

          1. Gain adjustment(A-D/D-A  0.5db)   : C4

          2. E&M general gain(A-D 1db)         : 21
          3. E&M general gain(D-A 1db)         : 20
          4. E&M connect to trunk gain(A-D 1db): 5
          5. E&M connect to trunk gain(D-A 1db): 4
          6. E&M DTMF gain (A-D 1db)           : 9
          7. E&M DTMF gain (D-A  1db)          : 20

          <ESC> Analogue control data
```

- **E&M gains:** *[0-31]*
  ODT-8 cassette only.
  Set up according to the requirements of the E&M trunk between INDeX and the end exchange.
  Do not, without the guidance of Avaya, attempt to change the gain adjustments.

Group

Group Menu

Group directory numbers must first be assigned through the **Directory** menu before group members can be added *(see page 62)*. The **Directory** is also used to set the group type and name. Use the **[TAB]** key to move between the two menus.

Use the up/down cursor keys to scroll the list of group members. Use the left/right cursor keys to display the previous/next group.

```
- Group > [dn] or [↵, first existing group]
          Group 0 Operator - Rotary









                    1. Delete number(s)
                    2. Add number(s)
                    3. Insert before
                    4. Rotate group

          <ESC> Administration, ^, v, <, >

INDeX> _
```

- **Delete numbers:** *[dn or dn1/dn2]*
  Deletes the specified member or range of members from the group.
- **Add numbers:** *[dn or dn1/dn2]*
  Adds the specified member or range of members to the end of the group.
- **Insert before:** *[Insert before, dn] > [Add, dn or dn1/dn2]*
  Inserts the specified member or range of members after a particular existing member.
- **Rotate group:**
  Rotates the group members in a sequential group by one place.

Call Control Plan Menu

Call Control Plan

Call control plans are used for both incoming and outgoing calls. The same plan can be shared by a number of devices that require the same call routing.

Call control plans are used by trunks *(see page 62)* and pilot numbers *(see page 64)*. They are also used by user directory numbers to redirect their DDI calls when busy *(see page 61)*.

```
- Call Control Plan [1-500] or [↵, first plan]
                      Call Control Plan 1

 1. Identification        :
 2. Dialling plan         : 1
 3. Line selection string : 9
 4. ACA Music on hold     : System
 5. Include on SMDR       : yes
 6. INDeX Net             : yes
 7. Transit CLI           :

 8. Call distribution
 9. Call timers

 <ESC> Administration, <, >


INDeX> _
```

- **Identification:** *[up to 15 characters]*
  Used to identify the call control plan within system programming.
- **Dialling plan:** *[plan, 1-6]*
  Used when an incoming call is directed by ARS to a Plan Analysis process *(see page 82)*.
- **Line selection string:** *[up to 6 digits]*
  Sets a prefix added to the dialled digits when a trunk is dialled directly by a user. The full string is then subject to ARS and a matching route to the trunk seized must exist for the call to be allowed. ARS can apply a translation to the prefixed string (e.g. to remove the prefix after the ARS check).
- **ACA Music on hold (NA INDeX 30):** *[address or dn]*
  Sets which ACA module the trunk should use for music on hold. If left blank then the system defaults to using any input from the Control Cabinet's MOH socket.
- **Include on SMDR:** *[yes] or [no]*
  Sets whether calls using the trunk are included on the SMDR log output. This is subject to the user involved also being set to **Include on SMDR** and the call matching other SMDR criteria *(see pages 10 and 43)*.
- **INDeX Net (NA INDeX 30):** *[no] or [yes]*
  If ***yes***, the Call Control Plan is considered to be universal across the INDeX Net. Hence any change to the Call Control Plan will be automatically updated across all nodes. *INDeX Net*, in the other nodes of the network, must also be set to **yes** in both menus, if the Call Control Plan is to be considered universal around the network.
- **Transit CLI:** *[nnn ... <28>]*
  Set the *Personal CLI* for calls routed off switch (see page 101).
- **Call distribution:** *See page 58.*
- **Call timers:** *See page 59*

Call Distribution

This section of a call control plan controls the handling of incoming calls to the INDeX (excluding DDI and network calls).

```
- Call Control Plan [1-500] > Call distribution
```

```
                    Call distribution 1

         1.  Day disposition 1     : Auto Attendant Plan 1
         2.  Day disposition 2     :
         3.  Day disposition 3     : Operator Group
         4.  Day announcer plan    :

         5.  Night disposition 1   :
         6.  Night disposition 2   :
         7.  Night disposition 3   : Night Service Group
         8.  Night announcer plan  :

         9.  Priority              : 0
         10. Incoming queue number : 1
         11. Area                  : 1
         12. CLI Plan              : 1

         <ESC> Call Control Plan, <, >


INDeX> _
```

- **Day disposition 1/2/3:** *[<:>0-9999, Snnnn, *nn]*
  Sets the target for incoming calls when the call control plan's area is in day service. The time that a call tries to connect to each disposition is set by various timers *(see page 59)*.
- Dispositions can be a:
  - dn to route calls to a specific user or group.
  - ***:*** plus an extension number to route the call to an IVM Lite voice mail box.
  - ***S*** plus a speed dial store number to route the call off-switch using a system speed dial.
  - ***** plus a number (1-40) to route the call to an Auto Attendant Plan.
    Do not select either **Day/Night Announcer** plans when using an IVM Lite Auto Attendant plans.
  - With all three dispositions set, unanswered calls cycle through the set of dispositions until answered.
  - With no 2nd disposition set, calls remain at the 1st disposition.
  - With no 3rd disposition set, calls try the 2nd disposition twice in each cycle.
  - With only a single disposition set, calls remain at that disposition unless unavailable.
  - If all dispositions are unavailable, the INDeX will use the alternate set of dispositions before sending the call to the lowest station device address.
- **Day announcer plan (NA INDeX 30):** *[1-16] or [↵, no plan]*
  Sets the ACA announcer plan *(see page 91)* played to waiting callers when the plan's area is in day service.
- **Night disposition 1/2/3:** *[dn] or [Snnnn]*
  As per day dispositions but used when the plan's area is in night service.
- **Night announcer plan (NA INDeX 30):** *[1-16] or [↵, no plan]*
  As per day announcer plan but used when the plan's area is in night service.
- **Priority:** *[0-15]*
  Sets the priority of external callers when queuing for a device on-switch. 0 is high priority, 15 is low priority. Calls with a better priority go ahead in any queue. The priority of internal callers is set under their user number *(see page 41)*.
- **Incoming queue number:** *[1-3]*
  If incoming calls are presented to an operator console, this options sets in which console queue the call appears.
- **Area:** [1-10/25/250]
  Sets the area to which the plan belongs. This sets which night service timetable the plan uses *(see page 77)*.
- **CLI Plan:** *[1-8, <RET>]*
  Defines which Call Control Plan is to be used for CLI routing. Non-matched CLIs will follow the Call Control Plan for normal routing control.

Call Timers

```
- Call Control Plan [1-500] > Call timers
```

```
         Call timers 1

         1.  Incoming call answer (secs)    : 120
         2.  Incoming call camp on (secs)   : 120
         3.  Ringing recall (secs)          : 45
         4.  Busy recall (secs)             : 90
         5.  Dial digits (secs)             : 40
         6.  Wait for external route (secs) : 30
         7.  Second level recall (secs)     : 10
         8.  Announce transfer (secs)       : 90
         9.  On-hold (secs)                 : 180
         10. Digit outpulse (100ms)         : 5

         <ESC> Call Control Plan

INDeX> _
```

- **Incoming call answer:** *[0 or 5-999 seconds]*
  Sets how long an unanswered call waits at a ringing disposition before trying the next disposition. Entering ***0*** disables the use of the timer.
- **Incoming call camp on:** *[0 or 5-999 seconds]*
  Sets how long an unanswered call waits at a busy disposition before trying the next disposition. Entering ***0*** disables the use of the timer.
- **Ringing recall:** *[0-999 seconds]*
  When a user transfers a call, it will recall to the transferring number if it is not answered within the Ringing Recall timeout period. For external transfers this only applies to digital trunks.
- **Busy recall:** *[0-999 seconds]*
  Sets how long an external call transferred unannounced to a busy device by an operator waits before recalling.
- **Dial digits:** *[0-999 seconds]*
  Sets how long the INDeX holds a line and waits for the next dialling digit before it releases the line. Applies to the wait between digits until sufficient digits are dialled to route the call.
- **Wait for external route:** *[0-999 seconds]*
  Sets how long an external call waits for a busy off-switch disposition before trying the next disposition.
- **Second level recall:** *[0-999 seconds]*
  Sets how long an external call waits before recalling after having been transferred to a device other than the one which first answered, and this second device has transferred it to a ring at a third device.
- **Announce transfer:** *[0-999 seconds]*
  Sets how long an external call transferred to a busy device as an announced transfer by an operator waits before recalling.
- **On-hold:** *[0-999 seconds]*
  Sets how long an external call stays on hold before recalling to the device that placed it on hold.
- **Digit outpulse (NA INDeX 30):** *[0-999 100 milliseconds]*
  The INDeX dials digits in groups of up to 16. The Digit Outpulse period is used if more than 16 digits are keyed. It sets the time the INDeX allows for outdialling of the first set of 16 digits before sending the next set of digits.
  The default value only needs changing for loop disconnect trunks which outdial digits at a rate of 10 per second. The **Digit outpulse** period for these should be 16, i.e. 1.6 seconds for 16 digits at 10 digits per second.

Directory Menus

Directory

```
- Directory
```

```
                          Directory

          1. Directory List
          2. User
          3. Trunk
          4. Group
          5. Pilot number
          6. Conference number
          7. General setup

          8. DDI numbers

          9. CLI Routing

 <ESC> Administration

INDeX> _
```

- **Directory List:** *See page 60.*
- **User:** *See page 61.*
- **Trunk:** *See page 62.*
- **Group:** *See page 62.*
- **Pilot number:** *See page 64.*
- **Conference number:** *See page 64 .*
- **General setup:** *See page 65*
- **DDI numbers:** *See page 67.*
- **CLI Routing:** *See page 68.*
  Defines which Call Control Plan is to be used when an I/C CLI number is matched to a full (or part) CLI number held in one of 20 Zone Lists. If no match is found, call routing reverts to the Call Control Plan/Pilot Number defined in the **Trunk** menu (*see page 62*).

Directory List

This menu shows a sequential list of directory numbers already in use. It shows the type of directory number and the device to which the number is allocate or assigned. Use the↑ and ↓ keys to scroll through the listing.

```
- Directory > Directory List
```

```
          Directory List

          482  - User   - 1/2/20
          483  - User   - 1/2/21
          484  - User   - 1/2/23
          700  - Trunk  - 1/5/00
          701  - Trunk  - 1/5/01
          702  - Trunk  - 1/5/02
          703  - Trunk  - 1/5/03
          704  - Trunk  - 1/5/04
          705  - Trunk  - 1/5/05
          706  - Trunk  - 1/5/06


          <ESC> Directory, ^, v

INDeX> _
```

User

The **Set up** menu *(see page 65)* is used to **Reserve user numbers** and **Assign user numbers** to physical devices. The INDeX may also automatically assign new user directory numbers to devices when added to the INDeX.

Use the **[TAB]** key to swap between this menu and the User's other settings. Use the left/right cursor keys to display the previous/next user.

```
- Directory > User[dn or address] or [↵, first user]
```

```
         User 204 DT5 - 1/2/02

         1. Name               :
         2. Sort on last name  : no
         3. X directory        : yes
         4. Call Control Plan  : 1

         5. Select new target
         6. Group membership

         <ESC> Directory, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Sets the directory name used for display on suitable station devices.
- **Sort on last name:** *[no] or [yes]*
  Sets how the name should be sorted within the INDeX function if it includes spaces.
- **X directory:**
  Sets whether the user's directory name should appear in their tenancy's INDeX function.
- **Call control plan:** *[plan, 1-500]*
  If the user numbers receives direct DDI calls, this call control plan is used to redirect the DDI calls when the user number is busy or not available. It is used as set by the user's DDI mode setting *(see page 46)*. This does not apply to DDI calls received via group or pilot numbers.
- **Group membership:** *[0 - 9999]*
  A display terminal can belong to more than one group and the user can select which group they are in at any time. The group membership (see page 62) can be entered in the *Group membership* list and the group's name is displayed. Membership of the *User selectable groups* (see page 46) is then selected from the *Group membership* list created.

```
- Directory > User[dn or address] or [↵, first user] > Group membership
```

```
                              Group membership 204

           10  All extensions
           12  Sales Team
       X 3000  Tech Support (S)
       X 3001  Tech Support (M)
       * 3002  Tech Support (N)

            <ESC> User, ^, v, <, >, ->|

Group membership [0-9999]>

INDeX> _
```

The above menu shows that the user is a member of the normal groups 10 and 12 and also can select to be a member of groups 3000 (Technical Support Southern Region), 3001 (Technical Support Midland Region) and 3002 (Technical Support Northern Region). The * indicates that the user has selected to be a member of group 3002.

Trunk

Use the **[TAB]** key to switch between this menu and the trunk's other settings in the **Trunk** menu (see page 54). Use the left/right cursor keys to display the previous/next trunk. On INDeX 30, all trunks are ISDN.

```
- Directory > Trunk [address or dn] or [↵, first trunk]
```

```
    Trunk 700 trunk - 1/2/04

          1. Name            :
          2. Sort on last name: no
          3. Call Control Plan: 1
          4. Pilot number     :

          5. Select new target

          <ESC> Directory, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Sets the directory name used for display on suitable station devices.
- **Sort on last name:** *[no] or [yes]*
  Sets how the name should be sorted within the Index function if it includes spaces.
- **Pilot number:** *[0-9999]*
  Selects which pilot number the trunk should use for routing calls. If a pilot number is specified, then the call control plan number on this menu is disabled as the call control plan number is specified on the pilot number menu *(see page 64)*. Using a pilot number on this menu enables the ***Call Limiting*** option (on the pilot number menu) to be applied on non-DDI calls. Hence, on suitable trunk types, when the ***Call Limit*** is exceeded, incoming non-DDI calls are rejected and the caller receives busy tone.
- **Call control plan:** *[plan, 1-500]*
  Select which *Call control plan* the trunk should use for routing calls *(see page 57)*.

Note: Selection of either *Pilot numbe*r or *Call control plan* will automatically clear the other.
E.g. With *Call control plan* selected, *Pilot number* is cleared.

Group

The available resources left for group cells (the combination of numbers and members) is shown on the INDeX resource screen during programming log on *(see page 6)*. Group members are added and removed via the **Groups** menu *(see page 56)*.

Use the **[TAB]** key to swap between this menu and the group members menu. Use the left/right cursor keys to display the previous/next group.

```
- Directory > Group [dn] or [↵, first existing group]
```

```
                          Group – 0

          1. Name               : Operator
          2. Sort on last name  : no
          3. X directory        : no
          4. Group type         : Rotary

          5. Select new target

          <ESC> Directory, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Sets the directory name used for display on suitable station devices.
- **Sort on last name:** *[no] or [yes]*
  Sets how the name should be sorted within the INDeX function if it includes spaces.
- **X directory:** *[no] or [yes]*
  Sets whether the group's directory name should appear in the INDeX function.
- **Group type:** *See page 63.*

Group - Group Type

This menu is used to select the group type for a group. The first four options are for station/user groups, the remainder are trunk groups.

```
- Directory > Group [dn] > Group type
                            Group type 0

         1. Sequential
         2. Rotary
         3. Collective
         4. Longest waiting

         5. Trunk sequential
         6. Trunk rotary

         <ESC> Group

INDeX> _
```

- **Sequential:**
  The INDeX rings the first free member in the group. If unanswered the INDeX tries the next free member and then shuttles between those two members until answered. This method concentrates calls towards the start of the group.
- **Rotary:**
  The INDeX rings the first free members after the last member rung. If unanswered it then tries the next member and so on. This method tends to distribute calls evenly between group members.
- **Collective:**
  The INDeX rings all members of the group at the same time. This type of group cannot be used with trunks.
- **Longest waiting:**
  The INDeX presents the call to the member which has been free for the longest. This type of group cannot be used with trunks.
- **Trunk sequential:**
  A sequential group for trunks.
- **Trunk rotary:**
  A rotary group for trunks.

Pilot Number

Pilot numbers are intended to allow the flexible on-switch presentation of DDI calls. This is achieved by creating pilot numbers that match the incoming DDI digits (or translated to with ARS).

Internal users can dial pilot numbers. However those calls can only be answered by a DSS key programmed with that pilot number.

Use the left/right cursor keys to display the previous or next pilot number.

```
- Directory > Pilot number > [dn] or [↵, first existing number]
```

```
                        Pilot number - 100

         1. Name              :
         2. Sort on last name : no
         3. X directory       : yes
         4. Call Control Plan : 1
         5. Call limit        :
         6. Call limit mode   :

         7. Select new target

         <ESC> Directory, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Sets the directory name used for display on suitable station devices.
- **Sort on last name:** *[no] or [yes]*
  Sets how the name should be sorted within the INDeX function if it includes spaces.
- **X directory:**
  Sets whether the pilot number's directory name appear in the INDeX function.
- **Call Control Plan:** *[1-500]*
  Sets the call control plan used to route DDI calls that match the pilot number *(see "Call Control" on page 57.* Pilot numbers can also be specified against non-DDI trunks to enable call limiting *(see below and page 62)*.
- **Call limit:** *[limit, 1-1119] or [↵, no limit]*
  Sets how many calls can be routed through a pilot number at any time. This is used in conjunction with the Call limit mode option below. When the limit is exceeded, additional calls receive busy tone.
- **Call limit mode:** *[calls accepted] or [calls waiting]*
  Controls how the call limiting mode is triggered. When set to ***calls accepted*** then the limit is based on the number of calls answered or waiting at any time. When set to ***calls waiting*** then the limit is based on just the number of calls waiting at any time.

Conference Number

The four digit dial-in conference number. A maximum of 64 (12 on INDeX 30) simultaneous dial-in conferences can be created. Each dial-in conference can be named and given a passcode (optional).

```
- Directory > Conference number > [0 -9999]
```

```
                        Conference number - 1234

         1. Name     : Sales Group
          2. Password : ******

          <ESC> Directory, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Sets the name used for display on suitable station devices.
- **Password:** *[nn]- <6>*
  Optional passcode to permit access to the dial-in conference.

General Setup

```
- Directory > General Setup
                      General setup

          1.  Reserved numbers

          2.  Change number
          3.  Swap numbers
          4.  Deallocate number(s)

          5.  Reserve users number(s)
          6.  Assign user number
          7.  Swap users

          8.  Number at remote node
          9.  Import User Directory
          10. Export User Directory

          11. Assign VoIP number(s)

          <ESC> Directory

INDeX> _
```

- **Reserved numbers:** *See page 66.*
- **Change number:** *[Enter directory number, dn] > [Enter new dn, dn]*
  Allows a directory number to be changed to another unused directory number.
- **Swap numbers:** *[Enter directory number, dn] > [Swap with directory number, dn]*
  Allows the directory numbers of two terminals to be swapped.
- **Deallocate numbers:** *[dn or dn1/dn2]*
  Allows a specific directory number or range of directory numbers to be set to unallocated (removed from the Index).
- **Reserve users number(s):** *[dn or dn1/dn2]*
  Allows a specific directory number or range of directory numbers to be set as user numbers. The INDeX can support up to 1500 user numbers. The number of user numbers available is shown on the **Resources** screen during programming log on *(see page 5)*. INDeX 30 has 55 user numbers.
- **Assign user number(s):** *[Enter directory number, dn] > [Enter device identity, address]*
  Sets with which device a user number is associated. This will unassign any existing user number assigned to the same device.
- **Swap users:** *[Enter directory number, dn] > [Swap with directory number, dn]*
  Swaps both the settings and directory numbers of two users.
- **Number at remote node:** *[Enter node number, up to 6 digits] > [dn or dn1/dn2]*
  Indicates a range of extension numbers on a remote INDeX that the local INDeX should include within its own INDeX function. Note that during normal operation the INDeX will learn new user numbers at remote nodes and also learn changes to remote user number directory names, this is done during any incoming calls to or from the remote user.
  - To setup remote users for the first time, including the necessary network routing, use the **Internal network setup** menu *(see page 28)*. Note that you can also setup remote users using a CSV file upload, refer to the Installation & Maintenance Manual.
- **Import User Directory:** *[nnn.. <6>, *]*
  Used to import the User Directory from a remote INDeX over the DPNSS interface. Enter the node number (up to 6 digits) of the remote INDeX or enter * for all nodes on an INDeX net. User Directories are then common, such that any change to one is duplicated over entire INDeX net. Typically used when a new INDeX is added to an existing INDeX net.
- **Export User Directory:** *[nnn.. <6>, *]*
  Used to export the User Directory from an INDeX, over the DPNSS interface, to a remote INDeX. Enter the node number (up to 6 digits) of the remote INDeX or enter * for all nodes on an INDeX net. Typically used when a new INDeX is added to an existing INDeX net.
- **Assign VoIP number(s) (NA INDeX 30):** *[IPNC Channel Group number 0-9999]> [VoIP number(s) 0-9999</0-9999]*
  Assign an IPNC Channel Group number to a directory number(s) of the user that is going to use VoIP.

Reserved Numbers

This menu contains directory and group numbers which serve special purposes on the INDeX.

```
- Directory > General Set up > Reserved numbers
```

```
                  Reserved numbers

         1.  Voice group no.         : 13
         2.  E1 Voice group no.      : 14
         3.  Fast access no.         : 900
         4.  Message desk no.        : 901
         5.  Temporary greeting no.  : 902
         6.  Customisation no.       : 903
         7.  Page Group              : 10
         8.  Line Group              : 90
         9.  Operator Group          : 0
         10. Night Service Group     : 19
         11. Auto Attendant          : 17
         12. Reception Group         : 11
         13. Guest Room Group        : 12
         14. VCC Input Group         : 112
         15. VCC Output Group        : 113
         16. Mobile User Group       : 114
         17. Modem number            : 15
         18. Remote log in number    : 18

         <ESC> General setup
INDeX> _
```

- **Voice group no.:**
  The group number for ports connected to an integrated Voice Manager.
- **E1 Voice group no. (NA INDeX 30):**
  The group number for ports connected to an external Voice Manager server.
- **Fast access no. (NA INDeX 30):**
  The group number used for the •**LISTEN** function on display terminals.
- **Message desk no. (NA INDeX 30):**
  The group number used for the •**MESSAGE** function on display terminals.
- **Temporary greeting no. (NA INDeX 30):**
  The group number used for the •**TEMP MSG** function on display terminals.
- **Customisation no. (NA INDeX 30):**
  The group number used for the •**MODIFY** function on display terminals.
- **Page Group:**
  Users added to the INDeX are automatically added to this group.
- **Line Group:**
  Trunk devices added to the INDeX are automatically added to this group.
- **Operator Group:**
  The default disposition for day service *(see "Call Distribution" on page 58)*.
- **Night Service Group:**
  The default disposition for night service *(see "Call Distribution" on page 58)*.
- **Auto Attendant :**
  The default disposition group for Auto Attendant *(see "*Auto Attendant*" on page 33)*.
- **Reception group (NA INDeX 30):**
  User numbers with their **User Type** set to ***Reception*** are automatically added to this group.
- **Guest Room Group (NA INDeX 30):**
  User numbers with their **User Type** set to ***Guest*** are automatically added to this group.
- **VCC Input Group (NA INDeX 30):** Automatically used by the INDeX.
- **VCC Output Group (NA INDeX 30):** Automatically used by the INDeX.
- **Mobile User Group (NA INDeX 30):**
  Used for user's with their **Type** set to ***Mobile*** (i.e. INDeX Integrated DECT system handsets).
- **Modem number (NA INDeX 30):**
  Creates a sequential terminal group. This is used to route calls to the integrated modem.
- **Remote log in number (NA INDeX 30):**
  Creates a sequential terminal group. Used for IP SoftPhone, 4602 IP Telephone and remote agent login via IPNC (software level 3.2+).

DDI Numbers

The DDI Numbers menu is used for assigning text to DDI Numbers. Each block is specified by its start number and then the size of the block. The INDeX supports a total of 1000 DDI numbers

```
- Directory > DDI numbers
                        DDI numbers 50/1000

            100         - 149       ( 50)
            .
            .
            .
            .
            .
            .
            .
            .

          1. Add number block
          2. Change number block
          3. Delete number block and names

          4. DDI names   .

          <ESC> Return to the DIRECTORY menu

INDeX> _
```

- **Add number block:** *[First number, 1-8 digits] > [Block size]*.
  Creates a new block of DDI numbers by specifying the block start number and then the block size.
- **Change number block:** *[First number, 1-8 digits] > [Block size]*.
  Changes the size of a block (selected by entering the block's first number).
- **Delete number block and names:** *[Enter DDI number]*
  Removes a block of DDI numbers by specific the block's start number.
- **DDI Names:** *See page 67.*

DDI Numbers - DDI Names

Use the left/right cursor keys to select the previous/next DDI number.

```
- Directory > DDI numbers > DDI Names [dn]
                         DDI names 100

          1. Name :

          2. Select new target

          <ESC> DDI numbers, <, >

INDeX> _
```

- **Name:** *[Name, up to 16 characters]*
  Enter a name to associate with the DDI number. The name is then displayed on suitable stations when answering a DDI call.

CLI Routing

- Directory > CLI Routing

```
                                    CLI Routing

          1. CLI Plan
          2. Zone List
          3. Zone Name

          <ESC> Directory

INDeX>
```

- **CLI Plan:** *[1-8 <RET>]*.
  Permits the selection of which of the eight possible CLI Plans is to be used for incoming CLI Route analysis *(see example below)*.
  Each CLI Plan can have up to 8 Zone Lists, which are selected from the 20 available *(see example below)*.
  Incoming CLI Routing looks at each Zone Listing turn.
  If a match is found, the call is routed appropriately.
  If no match is found, the call routing defined by the original Call Control Plan is followed.
  Note: For a DDI call a pilot number must be used for CLI routing *(see page 64)*.
- **Zone List:** *[1-20 <RET>]*.
  These 20 lists are listings of the incoming CLI numbers (see below).
  Each of the 20 lists can contain up to 50 (8 on INDeX 30) CLI numbers.
  These CLI numbers can be full or part numbers; max. 20 characters).
  Caution: Matching of CLI digits starts from the left. Part CLI numbers take precedence over full CLI numbers when defining which zone list the CLI plan will follow.
  Entries in these listings are deleted by re-typing the number and keying *Enter*.
- **Zone Name:** *[1-15 characters]*
  Each of the 20 Zone Lists above can be given a discrete name.

- Directory > CLI Routing > CLI Plan

```
                                    CLI Plan 1

Name : Tech Support

    Zone List                Call Control Plan
 1. Help Region 1    ( 1)          1
 2. Help Region 2    ( 2)          2
 3. Acme Co          (20)          8
 4.
 5.
 6.
 7.
 8.
 9. Name

 <ESC> CLI Routing, <, >

INDeX>
```

- Directory > CLI Routing > Zone List

```
                              Zone List 1 - Help Region 1

                                        01438
01446
01462
0707
           <ESC> CLI Routing, <, >

Zone List [nnn... (20)]>

INDeX>
```

Maintenance

Maintenance Menu

- Maintenance

```
                    MAINTENANCE MENU

         1.  Online
         2.  Offline
         3.  Reset
         4.  System Restart
         5.  Deallocate device
         6.  Software Upload
         7.  System Monitors
         8.  Switch off Real-Time Clock
         9.  Real-time Message Trace
         10. Card Installation
         11. Download Card Software
         12. Erase IVM Lite Message store
         13. Release upload buffer

         <ESC> Administration

INDeX> _
```

- **Online:** *[device, dn or address]*
  Makes an offline device *(see below)* available again.
- **Offline:** *[device, dn or address]*
  Makes a device unavailable without removing its settings from the INDeX. The device can be made available again using the **Online device** command *(see above)*.
- **Reset:** *[device, dn or address]*
  Resets a device.
- **System Restart:**
  Restarts the whole INDeX (this will log you off the programming port). Provides the option to Restart or cold Restart the system. Cold Restart obtains the software from Flash.
- **Deallocate device:** *[device, dn or address]*
  Removes a device from the Index database (including all associated settings).
- **Software Upload:**
  Used during the uploading of system or cassette software. Refer to the INDeX Installation & Maintenance Manual for full procedures.
- **System Monitors:** *See page 70.*
- **Switch off Real-Time Clock (NA INDeX 30):**
  Only use under Avaya guidance. **Do not use on a live system.** Used to preserve CPU Cassette clock battery when placed into warehouse storage for long periods.
- **Real-time Message Trace:**
  Only use under Avaya guidance.
- **Card Installation (NA INDeX 30):** *See page 70.*
- **Download Card Software:**
  Used after the upload to the INDeX of cassette software to install it onto individual cassettes.
- **Erase IVM Lite Message Store:**
  Used to totally erase the contents of the IVM Lite Message store. Does not effect the 'prompt' messages.
- **Release upload buffer:**
  Remove any file currently held in the INDeX upload buffer after a CPU, cassette or directory upload.

System Monitors

This menu provides access to a set of system activity monitors. They should only be used under Avaya guidance, especially as they impose additional load upon the INDeX's normal operation.

Note that **Network, INDeX Net** and **Hardware Monitor** options are not applicable to INDeX 30.

```
- Maintenance > System monitors
                    System Monitors

        1. Tasks
        2. Buffers
        3. Network
        4. INDeX Net
        5. Access Manager
        6. CSTA Session

        <ESC> Maintenance

INDeX> _
```

Card Installation (NA INDeX 30)

This menu allows the installation of cassette to be simulated. It is mainly intended for setting up test systems without requiring large numbers of real cassettes. It also allows the preparation of customer databases before installation of the full system.

Use of this menu ignores the normal restrictions on combinations of PSU, CPU and cassette combinations.

```
- Maintenance > Card Installation > Enter shelf nbr/slot nbr
                Card Installation - 4/1

        1.  DSLC                                11. DRC
        2.  CSLC                                12. LC/BIF
        3.  ALOG                                13. ACA/MOH
        4.  DASS                                14. COMBO
        5.  DPNSS                               15. AC15
        6.  BRI                                 16. E1-V
        7.  PRI                                 17. Server
        8.  E1-R2                               18. IPNC
        9.  R2 DID                              19. E&M
        10. VCC                                 20. INS 1500

        <ESC> Maintenance

INDeX> _
```

Note: The E&M is the ODT-8 cassette and the INS 1500 is the PRI-JP cassette.

PSTN Access

PSTN Access Menu

```
- PSTN Access
```

```
                        PSTN Access

         1. Authorisation code

         2. PSTN access digit            : 9
         3. Secondary dial tone required : no

         4. Unit call charge             : 4.2

         5. ISDN CLI National
         6. ISDN CLI International

         <ESC> Administration

INDeX> _
```

- **Authorisation code:** *See page 71.*
- **PSTN access digit:** *[0-9]*
  Sets the leading digit dialled by users that indicates an external call to the INDeX. This is used to trigger the **Forced Pin or Account** options *(see page 43)* and **Secondary Dial Tone Required** *(see below)* option if set.
- **Secondary dial tone required:** *[no] or [yes]*
  Sets whether the INDeX should give dial tone after the user dials a number starting with the **PSTN access digit** *(see above)*.
- **Unit call charge:** *See page 11*
  Sets the basic unit call charge value that can be used to display, on the terminal making the call, the unit cost of the call in progress. Only applicable if the 'Advice of Charge' during a call is supplied by the network provider.
- **ISDN CLI National:** *See page 72.*
- **ISDN CLI International:** *See page 72.*

Authorisation Code

The INDeX can store ten authorisation codes, each of up to sixteen digits. Each user on the INDeX is associated with one authorisation code *(see page 41)*. The use of an authorisation code during a call is triggered by the **Insert authorisation code** option in an ARS Translation.

```
- PSTN Access > Authorisation codes
```

```
                    Authorisation code

         1.  ********
         2.  .
         3.  .
         4.  .
         5.  .
         6.  .
         7.  .
         8.  .
         9.  .
         10. .

        <ESC> PSTN Access

INDeX> _
```

- **Authorisation code:** *[up to 16 digits]*
  Used to enter the authorisation code required by a PSTN service provider.

ISDN CLI National

In some installations the CLI received with incoming ISDN calls may be incomplete; e.g. it cannot be used by the INDeX's CLI functions to make a return call. This menu can be used to translate the CLI on incoming national ISDN calls to a form suitable for return calls.

The call type (national or international) is determined from signalling provided with incoming ISDN calls. Typically the leading digit (0 say) is removed.

```
- PSTN Access > ISDN CLI National
                        ISDN CLI National Translation

      =>  Insert string 0               before position 1



          1. Insert step(s)
          2. Remove step
          3. Modify step

          <ESC> PSTN Access

INDeX> _
```

ISDN CLI International

Similar to ISDN CLI National Translation *(see page 72)* but used for International CLI's.

```
- PSTN Access > ISDN CLI International
                        ISDN CLI International Translation

      =>  Insert string 00               before position 1



          1. Insert step(s)
          2. Remove step
          3. Modify step

          <ESC> PSTN Access

INDeX> _
```

Network Facilities

Network Facilities Menus

```
- Network Facilities
```

```
                    Network Facilities

         1. Routing Digits
         2. VPN Numbers.

         <ESC> Administration

INDeX> _
```

- **Routing Digits:** *See page 73.*
- **VPN Numbers:** *See page 75.*

Routing Digits

The network routing table details the routes for calls to different nodes in the private network. Each system in the network has its own unique node number (set as the **Site network number** *– see page 24)*.

In Level 10, remote INDeX Net addresses have been moved form *System/Installation/INDeX Net* to the **Routing Digits Setting** menu (see page 74).

If the leading digits of an incoming private network (DPNSS, VPN, VCC, DPNSS over IPNC and AC15) call match the INDeX's Site Network Number, they are removed and the remaining digits are used to place the call on-switch. If the leading digits of an incoming network call match a node number in the INDeX's Routing Table, the Routing Table's setting are used to route the call onwards to its destination.

Outgoing network calls are achieved by using ARS to prefix the appropriate remote node number, by dialling the node number directly or by a directory entry 'Number at Remote Node'.

Normally network connections use leased lines. The INDeX can use PSTN digital links to create a virtual private network (VPN) connections either by using 'User User' signalling on ISDN or by VCC.

Use the left/right cursor keys to display the different pages of the Routing Digits table.

```
– Network facilities > Routing digits
```

```
                        Routing Digits 1/1

60....( 5)    90   1









                   <ESC> Network Facilities, <, >
Routing Digits [nn.. (6)]> _
```

Each node number entry consists of four parts; node number (fixed number length), line group and VPN reference number.

Note: When setting-up for an IPNC/VP application, the IPNC circuit number should be included into the line group.

Routing Digits Settings

Entering a node number in the Routing Table displays the menu for altering the node number's settings.

```
– Network facilities > Routing digits > Routing digits [up to 6 digits]
                      Routing Digits 60

      1. Line group          :
      2. Fixed number length :
      3. VPN reference number:
      4. INDeX Net:  Yes
      5. Net Address:

      6. Delete entry

      <ESC> Routing Digits

INDeX> _
```

- **Line group:** *[dn]*
  Sets the trunk group that should be used to route network calls to the remote node number.
- **Fixed number Length:** *[1-16]*
  Set this value to match the number of digits in the remote node number plus the length of user directory numbers on the remote system. If using INDeX Net leave the entry blank.
- **VPN reference number:** *[1-100]*
  Specifies a number from the VPN Numbers menu to dial if calls to the remote node number are being routed via PSTN connections *(see page 75)*.
- **INDeX Net:** *[yes/no]*
  Toggle input:
  - *yes* **without** an IP address will allow hotdesking over DPNSS connections (D channel) only.
  - *yes* **with** an IP address allows full INDeX Net hotdesking, BLF status updates, distributed groups, etc.
    An INDeX Net cluster is limited to a maximum of 32 systems connected by IP.
    Note: Entering an IP address automatically toggles INDeX Net to ***yes*.**
  - *no* permits standard DPNSS networking and inhibits Index directory learning.
- **Net Address:** *[xxx.xxx.xxx.xxx]*
  Standard IP address for all INDeX net applications.

VPN Numbers Menu

The VPN Numbers menu is used when calls to a network node are routed via dialup connections rather than leased lines. The use of VPN requires either entry of the **VPN access** licence key *(see page 39),* the presence of a Voice Compression Cassette or IP Networking Cassette at both nodes.

The network **Routing Digits** table *(see page 73)* is used to specify which routes use entries from the VPN Number menu. VPN number can also specify whether the Voice Compression Cassette (VCC) should be used (not applicable to INDeX 30). If so, then options are given to:

- Sets the minimum call time (3-999 secs) to fully utilise the minimum call charge period, e.g. holds the link for the minimum call charge period to eliminate excessive cost of multiple short calls made during that period.
- Sets the number of 'bolt up' circuits (1-8); return for none. A ‘bolt’ up circuit will stay permanently connected once a call is set-up. Use this option with caution.

The VPN menu can store up to 100 numbers (with no external dialling prefix) for remote nodes. Use the up/down cursor keys to scroll the menu.

```
- Network facilities > VPN Numbers > Number [up to 16 digits] > Use Voice Compression
[Y/N]
```

```
                     VPN Numbers

      1.   01707392200        VCC   >=100   X--1--X
      2.
      3.
      4.
      5.
      6.
      7.
      8.
      9.
      10.
      11.
      12.
      13.
      14.
      15.
      16.
      17.
      18.

      <ESC> Network Facilities, ^, v

INDeX> _
```

Permissions Menu

Permissions

The permissions list defines which programming menus can be accessed by each of the INDeX's eight privilege levels *(see page 22)*. The list controls access to menus, sub-menus and options within menus.

Enter just the menu number to display its sub-menus and options. Enter the menu number followed by a / and the password number to toggle the setting of a password level (**X** indicates access allowed). Entering **DEFAULT** resets the permissions list to its default values.

A * indicates that the option has sub-menus. On INDeX 30, items 12 and 17 do not have sub-menus.

```
- Permissions list
```

Permissions	1	2	3	4	5	6	7	8
*1. Reports	x	x	x	x	x	x	x	x
*2. System	x	x	x	x	x	x	x	x
*3. User	x	x	x	x	x	x	x	x
*4. Station	x	x	x	x	x	x	x	x
*5. Trunk	x	x	x	x	x	x	x	x
*6. Group	x	x	x					
*7. Call Control Plan	x	x	x	x	x	x	x	x
*8. Directory	x	x						
*9. Maintenance	x	x						
*10. PSTN Access	x	x						
*11. Network Facilities	x	x	x					
*12. Permissions	x							
*13. Night Service	x	x	x					
*14. Automatic Route Selection	x	x	x	x	x	x	x	x
*15. Automatic Call Announcing	x	x	x	x	x	x	x	x
*16. Database Management	x	x	x	x	x	x	x	x
*17. Linecard Information	x	x	x	x	x	x	x	x

```
Permissions [n, n/n]> _
```

Night Service

Night Service Menu

The INDeX uses night service in various ways:

- To vary the call barring applied to a user's outgoing calls *(see page 45)*.
- To alter the routing of incoming calls by Call Control Plans *(see page 58)*.

The INDeX is sub-divided into a number of areas (set by the Tenant/Area configuration option in the Facility options menu – see page 35). The Tenant/Area menu specifies which of the INDeX's daytime timetables each area uses.

Each User directory number and Call Control Plan is linked to a specified area and then follows the night service timetable used by that area.

```
- Night Service
```

```
                        Night Service

         1. Tenant/Area
         2. Daytime Table

         <ESC> Administration

INDeX> _
```

- **Tenant/Area:** *See page 77.*
- **Daytime Table:** *See page 78.*

Tenant/Area

Each area on the INDeX can use one of the INDeX's daytime timetables. That timetable then controls the night service times of any User directory numbers and Call Control Plans associated with the area.

Use the left/right cursor keys to display the setting of the previous/next area. The settings of the timetable currently associated with the area are shown for information.

```
- Night service > Tenant/Area [tenancy/area]
```

```
                           Tenant/Area 1

            Monday            00:08-12:00    13:00-18:00
            Tuesday           00:08-12:00    13:00-18:00
            Wednesday         00:08-12:00    13:00-18:00
            Thursday          00:08-12:00    13:00-18:00
            Friday            00:08-12:00    13:00-18:00
            Saturday          00:08-12:00
            Sunday            00:08-02:00
            Holiday           00:08-12:00    13:00-18:00


            1. Daytime Table : 1  -  Night Service
            2. Night Service : yes

            <ESC> Night Service, <, >

INDeX> _
```

- **Daytime Table:** *[1-20]*
  Item 1 sets the daytime service timetable used by the area. In the example above, the reverse video indicates that the area is in night service. Item 2 allows the night service to toggle between on and off.

Daytime/Night Service TimeTables

The INDeX supports twenty daytime/night service timetables. Each timetable support up to two periods of day service (working hours) and up to three periods of night service.

Each timetable covers a week plus a nominated holiday (which is allocated from the holiday month plan menu). For each **working** day and holiday, period 1 details the start and end times of the first **working** period. Period 2 details the start and end times for the second **working** period. In the example below a working day of 08:00hrs to 18:00hrs with a lunch break (system in night service) of 12:00hrs till 13:00hrs is shown.

Use the left/right cursor keys to display the previous/next service timetable.

```
- Night service > Daytime Table [1-20]
```

```
                          Daytime Table 1 - Night Service

        1. Monday   :          08:00-12:00   13:00-18:00
        2. Tuesday  :
        3. Wednesday:
        4. Thursday :
        5. Friday   :
        6. Saturday :
        7. Sunday   :
        8. Holiday  :

        9. Holidays Month Plan


        <ESC> Night Service, <, >

INDeX> _
```

In the example above, the reverse video indicates the current status.

Entering 1 to 8 displays a sub-menu for entering the timetable setting for the corresponding day.

```
                          Monday

         1. First period start  :   08:00
         2. First period end    :   12:00

         3. Second period start :   13:00
         4. Second period end   :   18:00

        <ESC> TimeTable

INDeX> _
```

Entering 1 to 12 displays a sub-menu for the relevant month

```
                    Holidays Month Plan July - Time Table 1

 Mon      Tue      Wed      Thu      Fri      Sat      Sun

                                                1        2
   3        4        5        6        7        8        9
  10       11       12       13       14       15       16
  17       18       19       20       21       22       23
  24       25       26       27       28       29       30
  31

 1. Change

 <ESC> Daytime Table, <, >

INDeX> _
```

Enter 1 to change selected the holiday day(s)
Item 8 (in the Daytime Table above) will then be followed on the date(s) selected.

Automatic Route Selection

Automatic Route Selection

Automatic Route Selection (ARS) is used to control the routing of calls to and from the INDeX to the PSTN and network.

```
- Automatic Route Selection
```

```
                    Automatic Route Selection

          1. String Analysis
          2. Plan Analysis Process
          3. Plan Names
          4. Time Analysis
          5. Route Lists
          6. Translation

          7. Default ARS

          <ESC> Administration

INDeX> _
```

- **String Analysis:** *See page 80.*
- **Plan Analysis Process:** *See page 82.*
- **Plan Names:** *See page 90.*
- **Time Analysis:** *See page 84.*
- **Route Lists:** *See page 84.*
- **Translation:** *See page 82.*
- **Default ARS:** *[Sure, Y/N]*
  Returns the INDeX's ARS settings to their default values.

String Analysis

String analysis is applied to all dialling by users (including system speed dials). It is also applied to all incoming DDI digits (except for DPNSS private network calls). When the leading digits are matched to a stored string, the call follows the routing associated with that string. If no string match exists then the digits are checked for a match in the directory.

String analysis distinguishes between strings that share the same leading digits, e.g. 9901 and 9017 can have separate settings. It only confirms a string match after receiving the first non-matching digit.

ARS ignores any * or # characters in the dialling unless there is a specific string also containing the same characters. For example: Dialling 901*0x follows the same routing as dialling 9010x unless an ARS string for 901*0 exists.

```
- Automatic Route Selection > String Analysis
```

```
                              String Analysis

 ------------------------------------------------------------------------
|          |                                          |                   |
| 9        | Route List 1                             | Unrestricted      |
|          |                                          |                   |
 ------------------------------------------------------------------------


       1. String Processing
       2. Delete string
       3. Insert string

       4. Display another string

       <ESC> Automatic Route Selection, <, >

INDeX> _
```

In the example above, the display shows *9* as the access digit and *Routing List1*has the name (default) *Unrestricted.*

- **String processing:** *See page 81.*
  Change the processing applied to the string.
- **Delete string:** *[Sure, Y/N]*
  Delete the string from string processing.
- **Insert string:** *New string [up to 16 digits] > See page 81.*
  Add a new string and specify the processing that should be applied to that string.
- **Display another string:** *[up to 16 digits]*
  Displays another strings settings.

String Analysis - String Processing Options

- Automatic Route Selection > String Analysis > String processing
- Automatic Route Selection > String Analysis > Insert string [up to 16 digits]

```
                      String Processing 9

          Route List 1  Unrestricted

          Translation 1           90      1   1   0



          1. Translation
          2. Route List
          3. Network
          4. Network with node prefix
          5. Network translation
          6. Time Analysis
          7. Plan Analysis

          <ESC> String Analysis, <, >

INDeX> _
```

- **Translation:** *[Translation number, 1-250]*
  Apply a digit translation to the number and then 'dial' on-switch. Typically used to translate incoming DDI digits to a directory number *(see page 82)*.
- **Route List:** *[Route list number, 1-50]*
  Route the call to a route list *(see page 84)*.
- **Network:** *[Sure, Y/N]*
  Send the call as dialled to the Network Routing Table *(see page 73)*.
- **Network with node prefix:** *[Network node number, 0-9999]*
  Prefix the dialled digits with a specified node number and send to the Network Routing Table *(see page 73)*.
- **Network translation:** *[Translation number, 1-250]*
  Apply a Translation to the number and then send to the Network Routing Table *(see page 73)*.
- **Time Analysis:** *[Time analysis process number, 1-50]*
  Route the number to a Time Analysis process *(see page 86.)*
- **Plan Analysis:** *[Plan analysis process number, 1-50]*
  Route the number to a Plan Analysis process *(see page 89)*.

Translation

ARS Translations can be applied to PSTN, network and on-switch calls. Up to 250 digit translations can be set up, each consisting of up to eleven steps. As well as digit replacement, steps can include the insertion of authorisation codes, pauses and extension numbers.

Use the up/down cursor keys to select a step to edit. The currently selected step is shown by a => symbol.

```
- Automatic Route Selection > Translation [1-250]
                Translation 1

  =>  Delete string 9









       1. Insert step(s)
       2. Remove step
       3. Modify step
       4. Translation name

       5. Clear all steps

       <ESC> Automatic Route Selection, ^, v

INDeX> _
```

- **Insert step:** *See page 83.*
  Add a new step before the currently selected step.
- **Remove step:**
  Removes the currently selected step (indicated by =>).
- **Modify step:** *See page 83.*
  Change the action of the currently selected step (indicated by =>).
- **Translation name:**
  Each translation can be given a unique name of up to 16 characters.
- **Clear all steps:**
  Removes all translation steps.

Translation - Insert Step/Modify Step

- ARS > Translation [1-250] > Insert step
– ARS > Translation [1-250] > Modify step

```
                        Insert step(s)









        1. Insert string
        2. Delete string
        3. Replace string
        4. Replace next (count)
        5. Wait (1/10 secs)
        6. Authorisation code
        7. Extension number

        <ESC> Translation

INDeX> _
```

- **Insert string:** *[string, up to 6 digits] > [before, 1-16]*
  Add a string of up to 6 digits to a specified position in the original string.
- **Delete string:** *[string, up to 6 digits]*
  Remove the matching string from the original string of digits.
- **Replace string:** *[string, up to 6 digits] > [with, up to 6 digits]*
  match and replace a string in the original string digits with another string.
- **Replace next (count):** *[no of digits, n] > [with, up to 6 digits]*
  Replace the first *n* digits of the original string with another specified string of up to 6 digits.
- **Wait (1/10 secs):** *[time, 0-255 10^{th}/second] > [before, 1-16]*
  Insert a time delay into the digit string at the specified position.
- **Authorisation code:** *[before, 1-16]*
  Insert the user's authorisation code *(see page 71)* before the specified position in the original string.
- **Extension number:** *[before, 1-16]*
  Insert the user's directory number (last three digits) before the specified position in the original string.

Note: You can enter wildcards into translations. The wildcard character is a '.' (the decimal point or full stop symbol). In a string to be deleted or replace, the wildcard means match any digit. In a replacement string, the wildcard means send the dialled digit.

Route List

All calls off-INDeX except network calls must be routed via a route list. Each route list can contain up to six possible routes in order of preferred use.

Use the up/down cursor keys to select the current route to modify or change (shown by the => symbol).

```
– Automatic Route Selection > Route List [1-50]
```

```
                          Route List 1

     String Processing                Line Group

 =>  Translation 1      Translation Name    90          1   1   0




           1. Name                 : Unrestricted
           2. Permitted user class : 1, 2, 3
           3. Call type            : Local

           4. Insert route
           5. Remove route
           6. Modify route
           7. Clear the route list

           <ESC> Automatic Route Selection, ^, v, <, >

INDeX> _
```

- **Name:** *[name, up to 15 characters]*
  Adds a name to the route list to aid its identification.
- **Permitted user class:** *[class, 1-8]*
  Adds or removes a user class from the Route List. The route list can only be used by users who belong to one of the same user classes *(see page 45)*.
- **Call type:** *[Unclassified] or [Local] or [National] or [International]*
  Provides a call type classification for SMDR and statistics reports *(see page 9 and page 11)*.
- **Insert route:** *See "Route Lists - Insert Route" on page 85.*
  Inserts new route before the currently selected route (shown by =>).
- **Remove route:**
  Removes the currently selected route (shown by =>) from the route list.
- **Modify route:** *See page 85*
  Change the processing applied to the currently selected route (shown by =>).
- **Clear the route list:** *[sure, Y/N]*
  Removes all routing options from the route list.

Each route on a route list has a **minimum access level** requirement. If the user's Route access level is less than that required, the user cannot use that route or subsequent routes on the list. Each route also has a **wait access level**. If the user's access level is less than the routes wait access and the route is busy, the user must wait for the period shown by the route **Busy wait period** before attempting the next route on the list.

Route Lists - Insert Route/Modify Route

```
- Automatic Route Selection > Route List [1-50] > Insert route
- Automatic Route Selection > Route List [1-50] > Modify route
```

```
                          Insert route - Route List 1/1

        1. String Processing     : Translation 1
        2. Line Group            : 90
        3. Minimum Access Level  : 1
        4. Wait Access Level     : 1
        5. Busy Wait Time (secs) : 0

        <ESC> Route List

INDeX> _
```

- **String Processing:**
  Sets the method of call routing.
  - **Translation:** *[Sure, Y/N]*
    Apply a digit translation to a number before dialling out.
  - **Network:** *[Sure, Y/N]*
    Send the call as dialled to the Network Routing Table *(see page 73)*.
  - **Network with node prefix:** *[Network node number, 0-9999]*
    Add a specified node number to the number and then send to the Network Routing Table.
  - **Network translation:** *[Translation number, 1-250]*
    Apply a Translation to the number and then send to the Network Routing Table.
  - **As dialled:**
    Outputs the digits dialled without applying any Translation.
- **Line Group:** *[0-9999]*
  Sets which trunk or trunk group should be used to route the call. Blank will pick up the trunk line access group in the user settings *(see page 41)*.
- **Minimum Access Level:** *[1-99]*
  Sets the Route Access Level *(see page 41)* required by a user to use the route (and any following routes in the route list).
- **Wait Access Level:** *[1-99]*
  If a route is busy or unobtainable, this option sets the **Route Access Level** required to use the next route after waiting for the **Busy Wait Time**.
- **Busy Wait Time (secs):** *[1-999 seconds]*
  The delay introduced before the next route is tried if the user's **Route Access Level** setting is lower than the route's **Wait Access Level**.

Time Analysis

Time analysis allows a call's routing to be determined according to day, date and time of day.

```
- Automatic Route Selection > Time Analysis
```

```
                        Time Analysis

          1. Time Analysis Process
          2. Time Map

          <ESC> Automatic Route Selection

INDeX> _
```

- **Time Analysis Process:** *See page 86.*
- **Time Map:** *See page 87.*

Time Analysis - Time Analysis Process

Up to forty time analysis processes can be defined. Using the processes associated time map, calls are routed according to which of six time categories applies at the time of the call.

```
- Automatic Route Selection > Time Analysis > Time Analysis process [1-40] >
```

```
                      Time Analysis Process 1

 Time Category        String Processing

     A                Route List 1                        Unrestricted
     B                .
     C                .
     D                .
     E                .
     F                .

           1. Name     :
           2. Time Map : 1

           3. String Processing
           4. Clear category
           5. Clear all categories

           <ESC> Time analysis, <, >

INDeX> _
```

- **Name:** *[Name, up to 8 characters]*
  Sets a name for the time analysis process.
- **Time Map:** *[Time map number, 1-4]*
  Sets which time map the time analysis process uses.
- **String processing:** *[Category, A-F]*
  Allow the processing for a time category to be selected. Following the selection of the category, the processing options are:
  - **Route list:** *[Route list number, 1-50]*
    Route the call to a route list.
  - **Network:** *[Sure, Y/N]*
    Send the call as dialled to the Network Routing Table *(see page 73)*.
  - **Network with node prefix:** *[Network node number, 0-9999]*
    Add a specified node number to the call digits and then send to the Network Routing Table *(see page 73)*.
  - **Network translation:** *[Translation number, 1-250]*
    Apply a Translation to the call and then send to the Network Routing Table *(see page 73)*.
- **Clear category:** *[Category, A-F] > [Sure, Y/N]*
  Remove all processing from a specific category in the time analysis process.
- **Clear all categories:** *[Sure, Y/N]*
  Removes all processing from the time categories in the time analysis process.

Time Analysis - Time Map

ARS supports four time maps. Each map consists of day types, a week plan and exception days.

```
- Automatic Route Selection > Time analysis > Time Map [1-4]
```

```
                          Time Map 1

         1. Day Type
         2. Week Plan
         3. Month Plan

         <ESC> Time Analysis

INDeX> _
```

- **Day Type:** *See page 87.*
- **Week Plan:** *See page 88.*
- **Month Plan:** *See page 88.*

Time Analysis - Time Map - Day Type

Each time map can use up to six different day types. Each day type divides into up to four period with a different time category (A-F) for each period.

```
- ARS > Time analysis > Time Map [1-4] > Day Type [1-6]
```

```
                          Day Type 1  - Time Map 1

 Time Category

      =>  A        00:00  -  23:59




          1. Name : Weekday

          2. Time Category
          3. Add time period
          4. Remove time period
          5. Default

          <ESC> Time Map

INDeX> _
```

- **Name:** *[name, up to 8 characters]*
  Sets a name for the day type.
- **Time Category:** *[period number, 1-4] > [category, A-F]*
  Changes the category for an existing time period.
- **Add time period:** *[new period start time, hh:mm] > [category, A-F]*
  Allows a new time period to be added to the day type and sets the category for that period.
- **Remove time period:** *[period number, 1-4]*
  Removes a period from the day type.
- **Default:** *[sure, Y/N]*
  Removes all processing from the day type.

Time Analysis - Time Map – Week Plan

The Week Plan displays the default day type *(see page 87)* for each day of the week. Selecting one of the days in the Week Plan causes the INDeX to request the required "Day type [1-6]".

```
- ARS > Time analysis > Time Map [1-4] > Week Plan
```

```
                          Week Plan - Time Map 1

        1. Monday     : 1 Weekday
        2. Tuesday    : 1 Weekday
        3. Wednesday  : 1 Weekday
        4. Thursday   : 1 Weekday
        5. Friday     : 1 Weekday
        6. Saturday   : 2 Saturday
        7. Sunday     : 3 Sunday

        <ESC> Time Map

INDeX> _
```

Time Analysis - Time Map - Month Plan

This section of the time map is used to change the day type applied to a specific day when it needs to differ from the time map's week plan. The day type selected for these exceptions is displayed in brackets next to the day. The normal day type for each day is shown next to the day name.

The month plan covers the 12 months of the current year.

Use the left and right cursor keys to display the previous or next month.

```
- ARS > Time analysis > Time Map [1-4] > Month Plan [1-12]
```

```
                          Month Plan January - Time Map 1

            Mon(1)  Tue(1)  Wed(1)  Thu(1)  Fri(1)  Sat(2)  Sun(3)

              1       2       3(5)    4       5       6       7
              8       9      10      11      12      13      14
             15      16      17      18      19      20      21
             22      23      24      25      26      27      28
             29      30      31

            1. Set up exception day
            2. Cancel exception day
            3. Clear all exceptions

            <ESC> Time Map, <, >

INDeX> _
```

- **Set up exception day:** *[Day of month, 1-31] > [Day type, 1-6]*
  Selects a day to use a day type other than that in the time map's week plan. The selected day type is shown in brackets next to the day.
- **Cancel exception day:** *[Day of month, 1-31]*
  Cancels an change to the day type of a particular date.
- **Clear all exceptions:** *[sure, Y/N]*
  Defaults all days of the current month to follow the time map's week plan.

Plan Analysis Process

Plan Analysis Processing allows the routing of calls based on which user or trunk originated the call. Each Plan Analysis Process can include separate routing options for six plan numbers. The plan number associated with the user/CCP dialling determines which route is used.

Each users plan number is set through their **Dialling plan** option *(see page 41)*. For incoming trunk calls, the **Dialling plan** is set through the trunk's associated **Call Control Plan** *(see page 57)*.

```
- Automatic Route Selection > Plan Analysis Process [process, 1-50]
```

```
                      Plan Analysis Process 1

 Dialling plan        Name of Process

 1                    Translation 1     Translation Name
 2                    .
 3                    .
 4                    .
 5                    .
 6                    .

          1. Name:

          2. Dialling plan
          3. Clear plan analysis

          <ESC> Automatic Route Selection

INDeX> _
```

- **Name:** *[Plan Analysis Process name, up to 8 characters]*
  Sets a name for the process. This is shown in other parts of ARS.
- **Dialling plan:** *[plan number, 1-6] > See page 90.*
  Displays a sub-menu to set the routing option for the particular plan number.
- **Clear plan analysis:** *[Sure, Y/N]*
  Removes all settings from the Plan Analysis Process.

Plan Analysis Process – Dialling Plan

```
- Automatic Route Selection > Plan Analysis Process [1-50] > Dialling plan [1-6]
```

```
                          Dialling plan 1

           Translation 1    Translation Name

           Delete string 9









           1. Translation
           2. Route List
           3. Network
           4. Network with node prefix
           5. Time Analysis
           6. Network Translation

           <ESC> Plan Analysis Process

INDeX> _
```

- **Translation:** *[Translation number, 1-250]*
  Apply a digit translation to the call and then dial on-switch *(see page 82)*.
- **Route List:** *[Route list number, 1-50]*
  Route the call to a route list *(see page 84)*.
- **Network:** *[Sure, Y/N]*
  Send the call as dialled to the Network Routing Table *(see page 73)*.
- **Network with node prefix:** *[Network node number, 0-9999]*
  Prefix the dialled digits with a specified node number and send to the Network Routing Table *(see page 73)*.
- **Time Analysis:** *[Time analysis process, 1-50]*
  Route the call to a time analysis process *(see page 86)*.
- **Network Translation:** *[Translation number, 1-250]*
  Apply a translation to the call and then send to the Network Routing Table *(see page 73)*.

Plan Names

Each of the six plan numbers can be named to aid identification during programming.

```
- Automatic Route Selection > Plan Names
```

```
                             Plan Names

          1.
          2.
          3.
          4.
          5.
          6.

            <ESC> Automatic Route Selection

INDeX> _
```

- **Plan name:** *[up to 8 characters]*

Automatic Call Announcing

ACA Menu

Announcer plans are played to incoming callers waiting to be answered. Which plan is played is set through the **Day announcer plan** and **Night announcer plan** options of trunk's associated Call Control Plan *(see "Call Distribution" on page 58)*.

ACA and DMOH modules provide the steps within the announcer plan along with pause and music options. In this view the **Tab** key is used to select the next DMOH/ACA Cassette.

```
- Automatic Call Announcing.
                    Automatic Call Announcing

            1. ACA Card
            2. DSP ACA
            3. Announcement Plan

            <ESC> Administration

INDeX> _
```

INDeX 30 Variations:

```
- Automatic Call Announcing.
                    Automatic Call Announcing

            1. DSP ACA
            2. Announcement Plan

            <ESC> Administration
```

- **ACA Card (NA INDeX 30):** *See page 92.*
- **DSP ACA**
  Directory number of the IVM Lite (length of recording in seconds).
  On INDeX 30, a voice channel must be allocated to **Call Announcer** . *See page 31.*
  Provides access to:
  Music: *[yes] or [no]*
  Normally when used in an announcer plan, a ACA plays it's recording just once from the start of the recording. If set to "Music", ACA plays it's recording in a continuous loop.
  In Service: *[yes] or [no]*
  Whilst "In service" ACA cannot be recorded to.
- **Announcement Plan:** *See page 93.*

ACA Card (NA INDeX 30)

This menu shows the details of the modules within a specified ACA Cassette. The details shown for each module are:

- Directory number (Length of recording).
- "Music" for modules set to MOH mode.
- Module name.
- "In service" unless the modules is currently being recorded.

Use the left/right cursor keys to display the details of the previous/next ACA Cassette.

```
- Automatic Call Announcing > ACA Card [address]
```

```
                              ACA Card 1/6/00

          1.   730 (20) Music  Hold Music        In service
          2.   731 (12)        Welcome
          3.   732 ( 0)
          4.   733 ( 0)


          <ESC> Automatic Call Announcing, <, >

INDeX> _
```

To select a module and display its settings, enter the corresponding number (1-16). Use the left or right cursor keys to display the settings of the previous or next module.

```
                              ACA Card 1/6/00 730

          1. Name           : Welcome
          2. Music          : no
          3. In service     : no

          <ESC> ACA Card, <, >

INDeX> _
```

- **Name:** *[up to 16 characters]*
  Used to help identify the purpose of the recording on the module.
- **Music:** *[no] or [yes]*
  Normally when used in an announcer plan, a ACA modules plays its recording just once from the start of the recording. If set to "Music", the module plays its recording in a continuous loop. The module can then be used by **Call Control Plans** as their specified source of **ACA Music on Hold** *(see page 57)*.
- **In service:** *[yes] or [no]*
  Whilst "In service" modules cannot be recorded to.

Announcement Plan

Each announcer plan can consist of up to 10 steps.

The => symbol indicates the currently selected step. Use the up/down cursor keys to select another step. Use the left/right cursor keys to display the previous/next announcer plan.

```
- Automatic Call Announcing > Announcement Plan [1-16]
```

```
                              Announcement Plan 1

                1 Play 730
                2 Present call and play 731
             =>  3 Background music (seconds) (25)
                4 Go to step 2
                .
                .
                .
                .
                .
                .

             1. Play
             2. Present call and play
             3. Background music (seconds)
             4. Wait (seconds)
             5. Go to step
             6. Delete
             7. Insert

             <ESC> Automatic Call Announcing

INDeX> _
```

- **Play:** *[module directory number or address]*
  Play the specified ACA module without presenting the call to its target disposition.
- **Present call and play:** *[module directory number or address]*
  Play the specified ACA module whilst presenting the call to its target disposition.
- **Background music (seconds):** *[1-255 seconds]*
  Play the trunk's music on hold source (set through the trunk's associated Call Control Plan).
- **Wait (seconds):** *[1-255 seconds]*
  Pause for the specified time.
- **Go to step:** *[step 1-10]*
  Continue the announcer plan from the specified step.
- **Delete:**
  Delete the currently selected step.
- **Insert:**
  Insert a new step before the currently selected step.

Database Management

Database Management Menu

```
- Database Management
```

```
                          Database Management

         1. Uploaded File           : no

         2. Erase and restart
         3. Upload
         4. Download
         5. Verification

         <ESC> Administration

INDeX> _
```

- **Uploaded File:** *[no] or [yes]*
  Indicates whether an uploaded database is present in the INDeX's upload buffer memory. If an uploaded files is present. Selecting this command displays the Upload File menu *(see page 94)*.
- **Erase and restart:** *[sure, Y/N]*
  Erases the backup database. Note that this clears the IP address settings and so should not be used when programming via telnet.
- **Upload:**
  Puts the INDeX into upload mode, ready to upload a database or admin file to the INDeX's upload buffer memory. Refer to the Installation & Maintenance Manual or System Programming Manual.
- **Download:**
  Puts the INDeX into download mode, ready to download the current database. Refer to the INDeX Installation & Maintenance Manual.
- **Verification:**
  Starts a verification process across the current INDeX database. If the INDeX finds settings that is considers to be anomalies it will prompt you as to whether to fix or ignore the anomaly.

Database Management – Uploaded File

This menu can only be accessed when **Uploaded File** displays ***yes***, i.e. there is an uploaded file present in the upload buffer.

```
- Database Management > Uploaded file
```

```
                          Uploaded File

         1. Option selection
         2. Save and Restart
         3. Delete

         <ESC> Database Management

INDeX> _
```

- **Option selection:**
  For use by Avaya only.
- **Save and Restart:**
  Saves the database to Flash and then restarts the system.
- **Delete:**
  Removes the uploaded database or admin file from the upload buffer..

Channel Information (INDeX 30)

Channel Information Menu

This menu provides the option to shutdown the system, review the device allocation to each channels and to set up the ISDN channels.

```
- Channel Information
```

```
                                Channel Information

          1. Shutdown: no

          2. Channels
          3. Setup

          <ESC> Administration


INDeX> _
```

Device allocation is shown under the channels menu.

```
- Channel Information > Channels
```

```
                                      Channels

 1 2-wire     200                      17 DT5 2.4    214 Roger
 2 2-wire     201                      18 DT5 2.3    215 Ian
 3 2-wire     202                      19 DT5 2.4    216
 4 2-wire     203                      20 DT3 2.4    217
 5 2-wire     204                      21 DT5 2.2    218
 6 2-wire     205                      22 DT         219
 7 2-wire     206                      23 DT         220
 8 2-wire     207                      24 DT         221
 9 ISDN T     700                      25 DT         222
10 ISDN T     701                      26 DT         223
11 ISDN S     208                      27 DT         224
12 ISDN S     209                      28 DT         225
13 ISDN S     210                      29 DT         226
14 ISDN S     211                      30 DT         227
15 ISDN S     212                      31 DT         228
16 ISDN S     213                      32 DT         229

<ESC> Channel Information


INDeX> _
```

When viewing the Channels, pressing ‘tab’ will toggle the menu into real time status for each channel per line card connected.

```
- Channel Information > Setup
```

```
                                      Setup

 1. # 9/10  ISDN T  p-m
 2. #11/12  ISDN S  p-m
 3. #13/14  ISDN S  p-m
 4. #15/16  ISDN S  p-m

 <ESC> Channel Information


INDeX> _
```

The # symbol indicates that there is another menu. Selecting a circuit allows you to then select its circuit type which can also be followed by a / symbol and an optional circuit type suffix. Refer to the INDeX Installation & Maintenance Manuals for circuit types.

Linecard Information (NA INDeX 30)

Linecard Information Menu

This menu shows the type, version and status of each device cassette in the system. The menu is divided into cabinets and cabinet slots. Note that the number of cabinets shown depends on the type of CPU and Link cassettes installed.

For each cassette slot, the type of cassette is shown along with the number of channels it supports, its software version and its status. Note that the **->|** symbol indicates alarm status.

```
- Linecard Information
                          Linecard Information

1/1 DASS  30 1.7 O.K.    2/.                      3/.
  2 DSLC  32 1.4 O.K.      .                        .
  3 INS   23 1.6 O.K.                .                        .
  .                          .                        .
  .                          .                        .
  6 ACA   16 1.0             .                        .
  7 CSLC  32 1.0             .                        .

4/.                        5/.
  .                          .
  .                          .
  .                          .
  .                          .
  .                          .
  .                          .

  1. Linecard
  2. System Shutdown

          <ESC> Administration

INDeX> _
```

- **Linecard:** *See page 97.*
- **System shutdown:** *[sure, Y/N]*
  Begins a polite shutdown of all cassettes in the INDeX. The green LED on each cassette flashes whilst its device's are being shutdown. The LED goes off when the cassette is shutdown. The INDeX must be powered off and then on to restart the cassettes.

  Note: On System Shutdown, busy display terminals show *Please Finish Call* and when idle, terminal displays *This Terminal is Offline.*

Linecard Information

Display additional details of an individual device cassette.

```
- Linecard Management > Linecard [n/n]
```

```
                          Linecard - 1/1 DASS  1.7

        DASS 30

        04:13 04/01/96   : Online
        12:00 01/01/96   : Card Installation


        1. Locked      : yes
        2. Shutdown    : no
        3. Description:

        4. Channels
        5. Setup
        6. Deallocate
        7. Select new target

        <ESC> Linecard Information

INDeX> _
```

- **Locked:** *[yes] or [no]*
  Indicates that the database entries for the slot are protected and will not be overwritten by inserting a different cassette. When inserting a new cassette, set this entry to *no* to force the update of the database data for this slot.
- **Shutdown:** *[no] or [yes]*
  This command can be used to start a polite shutdown of all devices in the cassette, i.e. each device is not shutdown until it is not in use. The cassette's green LED flashes during shutdown and goes off once the shutdown is complete. To restart the cassette it must either be removed and reinserted or the **Shutdown** command repeated.
- **Description:** *[up to 30 characters]*
  Sets a name for the cassette to aid identification. Typically used to identify circuits, e.g. DPNSS to head office or give PTT circuit reference.
- **Channels:** *See page 98*.
- **Setup:**
  Displays settings specific to the type of cassette. These are detailed where appropriate in the INDeX Installation & Maintenance Manual and the IPNC Installation Manual.
- **Deallocate:** *[sure, Y/N]*
  Removes the cassette and its device's settings from the INDeX database. The **Shutdown** command should be used first.

Channels

Displays the type of device on each channel (circuit) of a cassette. The software level and associated device directory number are also shown.

```
- Linecard information > Linecard > Channels
```

```
                              Channels - 1/1 DASS

  1  1/1/01            700                  16 1/1/16           715
  2  1/1/02            701                  17 1/1/17           716
  3  1/1/03            702                  18 1/1/18           717
  4  1/1/04            703                  19 1/1/19           718
  5  1/1/05            704                  20 1/1/20           719
  6  1/1/06            705                  21 1/1/21           720
  7  1/1/07            706                  22 1/1/22           721
  8  1/1/08            707                  23 1/1/23           722
  9  1/1/09            708                  24 1/1/24           723
 10 1/1/10            709                  25 1/1/25           724
 11 1/1/11            710                  26 1/1/26           725
 12 1/1/12            711                  27 1/1/27           726
 13 1/1/13            712                  28 1/1/28           727
 14 1/1/14            713                  29 1/1/29           728
 15 1/1/15            714                  30 1/1/30           729

Channels [1-n,*]> _
```

For digital trunk devices, this menu is also used to allocated/deallocate directory numbers for each channel.

Note: There are only 23 channels on an INS cassette.

For details on INDeX 30 channel set up see page 95.

When viewing the Channels, pressing ‘tab’ will toggle the menu into real time status for each channel per line card connected. For example:

```
- Linecard information > Linecard > Channels . tab
```

```
\                          Channels - 1/1 DSLC

  1             2002                        17
  2          **  2003                        18
  3  2005 <<--  2004 accts                   19
  4  2004 -->>  2005 sales                   20
  5       o<-->  2006                        21
  6       o<-->  2007                        22
  7       o<-->  2008                        23
  8          ~~  2009                        24
  9                                          25
 10                                          26
 11                                          27
 12                                          28
 13                                          29
 14                                          30
 15                                          31
 16                                          32

<ESC> Linecard, <, >, ->|

INDeX>
```

Where: 2002 is idle (no symbol), 2003 is busy or holding a call (**), 2004 is calling 2005 (-->> to <<--), 2006, 2007 and 2008 are in conference (o<-->) and 2009 is not connected (~~).

Setup – CSLC Cassette

Display the setup information required for a Cordless Subscriber Line Cassette (CSLC) cassette. Full details of using this menu and its sub-menus is covered by the INDeX DECT Installation & Maintenance Manual.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup

        1. Allow subscription: yes - 10005040310
        2. Handset registration
        3. Cable delay measurement data
        4. Start cable delay measurement
        5. Echo cancellation : 32
        6. Noise suppression : 9

        <ESC> Linecard, <, >

INDeX> _
```

- **Allow subscription:** *[yes] or [no]*
  Allow handsets whose details have been set in **Handset registration** to subscribe to the system. The number shown is the serial number of the DECT system.
- **Handset registration:** See Setup – CSLC Cassette – Handset registration.
- **Cable delay measurement data:**
  Displays a sub-menu showing details of the cable delay measurement to the DECT base stations and the status of the base stations.
- **Start cable delay measurement:**
  Performs a cable delay measurement action for all attached base stations. During this action all DECT handset calls will be interrupted.
- **Echo cancellation:** 0, 8, 14, 20, 26, 32
  Used to alter the echo cancellation required by the DECT installation.
- **Noise suppression:** 9 or 12.
  Used to alter the noise suppression required by the DECT installation.

Setup – CSLC Cassette – Handset registration

Each DECT handset must be registered before it can subscribe to the INDeX.

```
- Linecard Management > Linecard [n/n] > Setup > Handset registration
```

```
                    Handset registration 2256

        1. Handset serial number:
        2. Select new target

        3. Delete entry

        <ESC> Setup, <, >

INDeX> _
```

- **Handset serial number: xxxxx xxxxxxx**
  The handset serial number consists of a five digit handset type code followed by a space and the seven digit handset serial number.
- **Delete entry**
  Removes the handsets registration details from the system.

Setup – DASS Cassette

Display the setup information required for a DASS cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/4 DASS 1.0

        DASS 30


        1. Frame format: DF

        <ESC> Linecard, <, >

INDeX> _
```

- **Frame format:** *[DF] or [CRC]*
  Selects the frame format from cyclic redundancy check (CRC) or double frame (DF) as required by the line provider.

Setup – DPNSS Cassette

Display the setup information required for a DPNSS cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/5 DPNSS 1.0

        DPNSS 30


        1. Signalling channel: A
        1. Frame format      : DF

        <ESC> Linecard, <, >

INDeX> _
```

- **Signalling channel:** [A] or [B]
  Selects either A or B channel as required by the line provider (automatically sets X/Y against channels).
- **Frame format:** *[DF] or [CRC]*
  Selects the frame format from cyclic redundancy check (CRC) or double frame (DF) to match the other end.

Setup – BRI Cassette

Display the setup information required for a BRI cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/6 BRI   1.0

        BRI 16
        8 2B+d


        1. 1/6/00  ISDN T  p-m
        2. 1/6/02  ISDN S  p-m
        3. 1/6/04  ISDN S  p-m
        4. 1/6/06  ISDN S  p-m
        5. 1/6/08  ISDN S  p-m
        6. 1/6/10  ISDN S  p-m
        7. 1/6/12  ISDN S  p-m
        8. 1/6/14  ISDN S  p-m
        9. Transit CLI mode  : Send incoming CLI

        <ESC> Linecard, <, >

INDeX> _
```

- Selecting a circuit allows you to then select its circuit type which can also be followed by a / symbol and an optional circuit type suffix. Refer to the INDeX Installation & Maintenance Manuals for circuit types..
- **Transit CLI mode:**
  Sets the cassette to either:
  1. *Sending incoming CLI* or
  2. Send personal CLI or
  3. No CLI sent.

Setup – PRI Cassette

Display the setup information required for a PRI cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/7 PRI    1.0 (4.3)*

        PRI 30


        1. Signalling type   : ISDN
        2. Frame format      : DF
        3. Interface type    : T
        4. Signalling channel:
        5. Transit CLI mode  : Send incoming CLI

        <ESC> Linecard, <, >

INDeX> _
```

- **Signalling type:** *[ISDN] or [QSIG]*
  Switches the cassette between either ISDN or QSIG operation.
- **Frame format:** *[DF] or [CRC]*
  Selects the frame format from between cyclic redundancy check (CRC) or double frame (DF).
- **Interface type:** *[T]or [S]*
  Selects the cassette channels as T or S interfaces. Used for ISDN only.
- **Signalling channel:** *[A] or [B]*
  Sets the cassette as A or B. Used for QSIG only..
- **Transit CLI mode:**
  Sets the cassette to either:
  1. *Sending incoming CLI* or
  2. Send personal CLI or
  3. No CLI sent.

***Note:** On the PRI-DTMF cassette only, the DSP firmware number is displayed, e.g. (4.3) above.

Setup – INS 1500 Cassette

Display the setup information required for a INS cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/3 INS    1.0

        INS 1500


        1. Signalling type   : ISDN
        2. Frame format      : DF
        3. Interface type    : T
        4. Signalling channel:
        5. Transit CLI mode  : Send incoming CLI

        <ESC> Linecard, <, >

INDeX> _
```

- **Signalling type:** *[ISDN] or [QSIG]*
  Switches the cassette between either ISDN or QSIG operation. For INS 1500 this must be set to ISDN.
- **Frame format:**
  Not applicable to INS 1500.
- **Interface type:** *[T]or [S]*
  Selects the cassette channels as T or S interfaces. For INS 1500 this must be set to T.
- **Signalling channel:** *[A] or [B]*
  Sets the cassette as A or B. Used for QSIG only. Not applicable to INS 1500..
- **Transit CLI mode:**
  Sets the cassette to either:
  1. *Sending incoming CLI* or
  2. Send personal CLI or
  3. No CLI sent.

Setup – E1-R2 Cassette

Display the setup information required for an E1-R2 cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/1 E1-R2 1.0 (4.4, 3.4)

        E1-R2 30


        1. Frame format       : DF
        2. MFC Generation gain: 40
        3. MFC Detect gain    : 50

        <ESC> Linecard, <, >

INDeX> _
```

- **Frame format:** *[DF] or [CRC]*
  Selects the frame format from cyclic redundancy check (CRC) or double frame (DF) as required by the line provider.
- **MFC Generation gain:**
  Shown for information only.
- **MFC Detection gain:**
  Shown for information only.

Setup – R2 DID Cassette

Display the setup information required for an R2 DID cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/2 R2DID 1.0 ( 4.2)

        R2 DID/Lines 8
        4 trunk 4 DID Line


        1. MFC Generation gain: 40
        2. MFC Detect gain    : 50

        <ESC> Linecard, <, >

INDeX> _
```

- **MFC Generation gain:**
  Shown for information only.
- **MFC Detection gain:**
  Shown for information only.

Setup – VCC Cassette

Display the setup information required for a VCC cassette. Currently this menu is only required for VCC 28 cassettes.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/3 VCC   1.0

        VCC 28


        1. Output Channels: 4

        <ESC> Linecard, <, >

INDeX> _
```

- **Output Channels:** *[4 to 16]*
  Sets the maximum number of output channels from the cassette. Each output channel can carry up to seven calls. Note that the number of calls routed via VCC plus the number of output channels cannot exceed 32.

Setup – BRIC Cassette

Display the setup information required for a Combo cassette with BRI circuits, i.e. a BRIC.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/6 COMBO 1.0 (E 1.0)

        COMBO 32
        6 trunk, 2 2-wire 16 DT 4 2B+d


        1. 1/6/08 ISDN T p-m
        2. 1/6/10 ISDN S p-m
        3. 1/6/12 ISDN S p-m
        4. 1/6/14 ISDN S p-m
        5.
        6.
        7.
        8.

        <ESC> Linecard, <, >

INDeX> _
```

Setup – Server Cassette

Display the setup information required for a Server cassette.

```
- Linecard Management > Linecard [n/n] > Setup
```

```
                          Setup – 1/3 SVRC  1.0

        Server


        1. Baud rate:  38400

        <ESC> Linecard, <, >

INDeX> _
```

- **Baud rate:** *[9600] or [19200] or [38400]*
  This value should not be altered except under instruction from Avaya.

Index

2

24 hour DT time ... 23

A

Absence messages menu ... 36
AC15 ... 70
ACA card menu ... 92
ACA music on hold ... 57
ACA number ... 38
ACCA/MOH ... 70
Access Manager Setup menu ... 26
Account code ... 19
Account code menu ... 31
Account forced ... 44
ACD ... 42
ACD messages menu ... 47
Add number block ... 67
Add time period ... 87
Administration menu ... 7
Alarm active ... 38
Alarm type ... 38
Allow subscription ... 99
Allowed to intrude ... 44
ALOG ... 70
Analogue control data ... 51 , 53 , 55
Announce transfer ... 59
Announcement plan menu ... 93
Announcer plan ... 58
Answer page ... 35
Anti-trombone ... 35
Area ... 41 , 58
ARS menu ... 79
As dialled ... 85
Assign user numbers ... 65
Auth code number ... 41
Authorisation code ... 71 , 83
Authorisation code menu ... 71
Auto log on ... 46
Automatic call announcing menu ... 91
Automatic daily backup ... 94
Automatic maid status update ... 35
Automatic route selection menu ... 79

B

Background music ... 93
Baud rate ... 104
BRI ... 70
BRI cassette ... 101
Buffers ... 70
Busy period end ... 9
Busy period start ... 9
Busy recall ... 59
Busy wait for VM divert ... 20
Busy wait override key ... 44
Busy wait time ... 85
Busy wrap up ... 46 , 47

C

Cable delay measurement ... 99
Call back cancellation ... 20
Call charges ... 11 , 71
Call control plan ... 61 , 62 , 64
Call control plan menu ... 57
Call distribution menu ... 58
Call limit ... 64
Call limit mode ... 64
Call timers menu ... 59
Call type ... 10 , 84
Cancel exception day ... 88
Card installation ... 69
Card installation menu ... 70
Change number ... 65
Change number block ... 67
Channels ... 97 , 98
Class ... 30 , 45 , 48
Clear all categories ... 86
Clear all exceptions ... 88
Clear all steps ... 82
Clear category ... 86
Clear device database ... 24
Clear faults ... 12
Clear plan analysis ... 89
Clear s/w diagnostics ... 17
Clear s/w event trace ... 17
Clear the route list ... 84
Clear totals ... 9
Clear trap info ... 17
CLI on incoming ISDN ... 46
CLI on outgoing DASS ... 46
CLI on outgoing ISDN ... 46
CLI prefix ... 19
Clock menu ... 23
Closed user group number ... 41
Collective ... 63
COMBO ... 70
Combo cards ... 39
Combo cassette ... 104
Conference number ... 64
Configure ... 28
CPU number ... 5
CPU type ... 5 , 6
CSLC ... 70 , 99
CSTA session ... 70
CTI commands ... 39
CUG outgoing permitted ... 44
Customisation no. ... 66

D

DASS ... 70
DASS cassette ... 100
Data installation menu ... 27
Database backup ... 94
Database management menu ... 94
Date ... 23
Day ... 38
Day announcer plan ... 58
Day disposition ... 58
Day type menu ... 87
Day-time outdialling ... 45
DDI answer timeout ... 46
DDI digit count ... 54
DDI line ... 54
DDI mode ... 46
DDI Names menu ... 67
DDI Numbers menu ... 67
Deallocate ... 97
Deallocate device ... 69
Deallocate numbers ... 65
DECT ... 13
DECT phone ... 52
Default ... 87
Default ARS ... 79
Default gateway ... 25
Default language ... 24
Default language menu ... 24
Delete ... 93
Delete entry ... 99
Delete number block and names ... 67
Delete string ... 80 , 83
Destination network number ... 28
Destination numbers ... 28
Diagnostics report ... 17
Dial digits ... 59
Dial prefix ... 19
Dial-in conference ... 64
Dial-in-conference ... 47
Dialling plan ... 41 , 57 , 89
Digit outpulse ... 59
Directory ... 6
Directory installation menu ... 27
Directory List menu ... 60 , 68
Directory menu ... 60
Directory preview ... 27
Display another string ... 80
Divert feature access ... 44
Divert settings ... 46
Divert settings menu ... 49
Divert tone connect delay ... 20
Divert tone send delay ... 20
Divert tones ... 39
Download ... 94
Download card software ... 69
DPNSS ... 70
DPNSS cassette ... 100
DRC ... 70
DSLC ... 70
DSS/BLF keys menu ... 48

E

E1 R2 cassette ... 103
E1 Voice group no. ... 66
E1-R2 ... 70
E1-V ... 70
Echo cancellation ... 99
Engineers reports menu ... 17
Enter description ... 97
Erase ... 94
Event log ... 13
Event stream licence ... 39
Event trace report ... 17
Extended functions menu ... 46
Extension number ... 83
External by entry ... 16
External by name ... 16
External by number ... 16
External with pagination by entry ... 16
External with pagination by name ... 16
External with pagination by number ... 16
Extra DRC channels ... 39

F

Facility options menu ... 35
Fast access no. ... 66
Fault log ... 13
Fault report menu ... 12
First period end ... 78
First period start ... 78
Fixed number length ... 73
Fixednumberlength ... 74
Force feed ... 44
Forward on busy/no answer ... 54
Frame format ... 100 , 102 , 103

Frame synchronisation menu 29

G

General setup menu 65
GET community string 26
Go to step 93
GPT information 17
Group cells 6
Group feature access 44
Group menu ..... 56 , 62
Group type 62
Group type menu 63
Guest 42
Guest alarm repeat 20
Guest room group 66
Guest wake-up alarm 20

H

Handset registration 99
Handset serial number 99
Hot desk 52
Hot desk passcode 35
Hot line number 46
Hot line timeout 46

I

Identification ..... 51 , 54 , 57
In service 92
Include on Event log 44
Include on SMDR ..... 44 , 57
Incoming call answer 59
Incoming call camp on 59
Incoming queue number 58
INDeX name dialling 35
INS 1500 cassette 102
Insert 93
Insert route 84
Insert step 82
Insert string ..... 80 , 83
Install/update 27
Installation menu 24
Integrated modem 35
Integrated voice mail 39
Interface type 102
Internal by DN 15
Internal by name 15
Internal networking setup menu 28
Internal with pagination by DN 15
Internal with pagination by name 15
International included 10
IP address 25
ISDN 102
ISDN CLI International 71
ISDN CLI International menu 72
ISDN CLI National 71
ISDN CLI National menu 72

L

Language 41
Language menu 43
LC/BIF 70
Lifespan 22
Line access 41
Line group ..... 66 , 73 , 74 , 85
Line selection string 57
Line spacing 10
Linecard 6
Linecard information menu ..... 95 , 96
Linecard menu 97
List external directory menu 16
List internal directory menu 15
Live speech path 54
Locked ..... 44 , 97
Long call duration 9
Longest waiting 63

M

Maid status update 35
Maintenance menu 69
Message desk no. 66
Message text 38
MF receiver 52
MFC detect gain 103
MFC generation gain 103
Minimum access level 85
Minimum call duration 9
Minimum call time 10
Mobile 42
Mobile numbers 39
Mobile twin number 46
Mobile user group 66
Modem 35
Modem number 66
Modem port 52
Modify route 84
Modify step 82
Monitor group 41
Month plan menu 88
Music 92

N

Name 19 , 24 , 61 , 62 , 64 , 84 , 86 , 87 , 89 , 92
Name dialling 35
National included 10
Network ..... 70 , 81 , 85 , 86 , 90
Network facilities menu 73
Network priority 54
Network setup menu 25
Network translation ..... 81 , 85 , 86 , 90
Network utilities 69
Network with node prefix ..... 81 , 85 , 86 , 90
Next group number 24
Next station number 24
Next trunk number 24
Night service group 66
Night service menu 77
Night service time table 78
Night-time outdialling 48
No call feature access 44
No Calls overrride 47
Node 73
Noise suppression 99
Normal extension 52
Number ..... 19 , 24
Number at remote node 65
Number of channels 28

O

Offline 69
On-hold 59
Online 69
Operator group 66
Operator's console 39
Other outgoing included 10
Output channels 104

P

Page group 66
Page size 10
Passcode
  Hot desk 35
Password 5
Password length 35
Password menu 22
Patch information 17
PC console port 51
PC console red alert 20
Permissions menu 76
Permitted user class 84
Personal CLI 46
Personal status menu 44
Pick up number 46
Pilot numbers menu 64
PIN digits menu 30
PIN forced 44
Plan analysis 81
Plan analysis process 89
Plan names menu 90
Play 93
Present call and play 93
PRI 70
PRI cassette 102
Print faults 12
Priority ..... 41 , 58
Privilege level 22
PSTN access digit 71
PSTN access menu 71

Q

QSIG 102

R

R2 DID cassette 103
R2 DID/Lines 70
Real-time message trace 69
Reception 42
Reception group 66
Release upload buffer 69
Remote forward 44
Remove route 84
Remove step 82
Remove time period 87
Replace next 83
Replace string 83
Report menu 8
Reserve user numbers 65
Reserved numbers menu 66
Reset 69
Ringing recall 59
Rotary 63
Route access level 41
Route list ..... 81 , 86 , 90
Routing digits 74
Routing digits menu 73

S

S interface ..... 101 , 102 , 104
Second level recall 59
Second period end 78
Second period start 78
Secondary dial tone required 71
Secure from intrusion 44
Sequential 63
Serial number 5
Serial port menu 21
Server 70
Server cassette 104
Server licences menu 40
Service 42
SET community string 26
Set up exception day 88
Set up SMDR menu 10

Set up statistics menu 9
Setup 97
Shutdown 97
Signalling channel ..... 28 , 100 , 102
Signalling linecard 28
Signalling type 102
Silent intrusion 39
Site network number 24
SMDR 13
SMDR and Event log 13
SMDR CLI mode 35
SNMP setup menu 26
SNMP trap address 26
Software Level licence 39
Software upload 69
Software version 6
Sort on last name ..... 19 , 61 , 62 , 64
Standard 42
Start logs/DECT menu 13
Station menu 51
Statistics reports menu 11
Statistics totals 11
Stop logs/DECT menu 14
String analysis menu 80
String processing ..... 85 , 86
String processing menu 81
Subnet mask 25
Supervisor 42
Supervisor messages menu 37
Swap numbers 65
Swap users 65
Switch licences menu 39
Switch off real-time clock 69
System alarm menu 38
System Manager 42
System menu 18
System monitors 69
System monitors menu 70
System restart 69
System speed dial menu 19
System timeout menu 20

T

T interface ..... 101 , 102 , 104
Tandem dialling 20
Target number 38
Tasks 70
Temporary greeting no. 66
Tenant ..... 19 , 51 , 54
Tenant/area configuration 35
Tenant/area menu 77
Time ..... 23 , 38
Time analysis ..... 81 , 90
Time analysis menu 86
Time analysis process menu 86
Time category 87
Time map 86
Time map menu 87
Time table 77
Time table menu 78
Top price route alert 44
Trace information 17
Translation ..... 81 , 85 , 90
Translation menu 82
Trunk menu ..... 54 , 62
Trunk rotary 63
Trunk sequential 63
Type menu ..... 42 , 52

U

Unclean 35
Upload 94
Upload file ..... 27 , 94
User menu ..... 41 , 61
User PIN menu 30
User records 6
User statistics 11
User type 42
Username menu 22

V

VCC 70
VCC cassette 104
VCC Input group 66
VCC Output group 66
Verification 94
Version 6
Voice group no. 66
Voice mail menu ..... 31 , 32 , 33
Voice mail mode ..... 31 , 32 , 33
VPN access 39
VPN Numbers menu 75
VPN reference number ..... 73 , 74

W

Wait ..... 83 , 93
Wait access level 85
Wait for dial tone 54
Wait for external route 59
Week plan menu 88
Wrap-up timeout 46

X

X directory ..... 19 , 61 , 62 , 64

Y

Year on DT time 23

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya, or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies has been transferred or licensed to Avaya.

This document contains propriety information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "gsspublishing@avaya.com".

© Copyright 2003 Avaya

All rights reserved.

Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Email: globalsme@avaya.com
Web: http://www.avaya.com.