



BusinessPartner Update

Update no: 305

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Announcing the controlled release of software level 9.2 on the INDeX 30

Following hot on the heels of our recent announcement of a **10% increase in discount and our offer of free CT Components on the INDeX 30 (reseller updates 297 & 298)**, we're now throwing caution to the wind and giving away Level 9.2 software for the INDeX 30

**That's right Level 9.2 is available now and is absolutely free
on the INDeX 30.**

We know what you're thinking - if it's free it can't be any good but you'd be wrong – look at all these great enhancements 9.2 offers:

IVM Lite Enhancements

- Multiple Automated-Attendants with multi-level menu driven selection of departments and users
- Automatic Call Announcements to give information and reassurance to calls held in queues
- Group Mailboxes to provide an overflow answering point for departments and groups of terminals

INDeX Enhancements

- An enhanced divert for digital display terminal users which allows for the easy management and selection of their off switch diverts by allowing users to pre-programme divert destinations such as home, mobile, delegate etc.
- The missed call facility now includes the date & time of the missed calls.
- A notepad facility has been added to allow display terminal users to easily record a callers telephone number for future use whilst on a call or retrieving a voicemail.
- Daylight Saving Programming is now pre-programmed to alleviate the requirement for bi-annual maintenance of this routine activity.
- An intermittent comfort tone for calls on hold is now provided where music on hold is not available.
- Changes to the INDeX Directory function to allow increased access during other activities.

Details of all these new features is given the updated INDeX 30 Product Description Addendum. This addendum is appended to this reseller update and is also available on our web site at www.sdxplc.com.

Controlled Release

Until general release of INDeX 9.2 all INDeX 30's returned for repair will not be upgraded to 9.2 software and new INDeX 30's will continue to be despatched at 9.1 software. INDeX Software Level 9.2 may be downloaded 'free of charge' from the Technical zone of our web site.

Product Authorisation

INDeX 30 and INDeX Voice Manager Lite fall within 'Standard INDeX Solutions' product authorisation.

A separate product authorisation track 'Standard INDeX 30 Solutions' is also available for BusinessPartners who wish to be accredited for INDeX 30 only. This product track permits 3rd party installation and maintenance.

Full details of this new product track is given within the product Authorisation requirements documentation.

If you have any queries in respect of the Product Authorisation process please contact your Channel Manager.

Training

Technical Training

An INDeX 30 Level 9.2 self study pack can be found on our web site, www.sdxplc.com.

The following technical courses have been updated to reflect the changes made in level 9.2:

- X03 – INDeX 30 Update, duration 2 hours
- T51 - INDeX 30, duration 3 days
- T65 - INDeX Part 2, duration 3 days

Technical training courses are charged at £125 per day per person and will be held at Avaya's offices in Welwyn Garden City and may be booked in the normal manner, subject to the standard terms and conditions, via telephone to Technical Training Administration on 01707 364154.

Sales Training

The following sales courses have been updated to reflect the changes made in level 9.2:

- INDeX 30 Platform, duration 1 day
- INDeX Comms Platform, duration 2 days

Sales training courses are charged at £50 per day per person and Training courses are held at Avaya's offices in Welwyn Garden City and may be booked in the normal manner, subject to the standard terms and conditions, via telephone to Jo Evans on 01707 364720.

For sales personnel who have previously attended and passed these courses, update training slides are available which incorporate all of the elements of this launch and can be delivered by Avaya's Channel Managers by local arrangement.

Pricing and Ordering

INDeX Software Level 9.2 for the INDeX 30 can be downloaded 'free of charge' from the Technical zone of our web site.

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Enclosures: INDeX 30 Product Description Addendum

INDeX 30

INDeX 30 System Overview

INDeX 30 is a wall mounted, fixed configuration 32 port INDeX variant based on existing and proven INDeX technology. It is intended to provide incremental sales by increasing the addressable market both for UK and international channels. INDeX 30 will be positioned as an ISDN PABX with key system capability providing up to 24 extensions requiring moderate application.

This document will detail the specific features of this product, which is summarised as follows:

- Fixed configuration – 4 BRI (8 channels T or S interfaces) + 8 Alog Extn + 16 DSLC
- Wall mounted slim design cabinet (445mm W X 355mm H x 115mm D)
- Support for all 20 Series terminals
- Optional voice messaging module 'IVM Lite' (field upgrade)
- Optional battery backup (field upgrade)
- Supports core INDeX software (Level 9.1 onwards)
- Support for selected applications
- Two RS232 ports (cable must be ordered separately).
- Ethernet interface (cable must be ordered separately).
- Music on hold port
- Single 32 pair cable for all connections (3 metre cable included, wired as per BRIC)

INDeX 30 Positioning and Target Markets

INDeX 30 has been designed to complement and extend the INDeX range to target small enterprise businesses of between 10 and 24 extensions who require a sophisticated ISDN PABX with key system capability.

INDeX 30 specifically targets the following types of small business premises:

- Branch offices of medium and large enterprises who desire a common platform across both large and small offices but do not require the private networking options available on INDeX 100S.
- Small standalone businesses who require the flexibility of a sophisticated ISDN PABX which can support advanced applications such as 1st and 3rd party CTI, sophisticated call distribution, NOCpro, hot desking etc

Target customers include:

Professional services such as accountants and solicitors
Bank and building society branches
Estate agents
Travel agents
Automotive dealerships
Medium sized retail outlets and department stores
Doctors surgeries and private clinics
Private clubs/golf clubs/sports centres

INDeX 30 is complementary to the INDeX 100S in that it provides a lower priced alternative for branch offices where the added networking options of INDeX 100S are either not required or cannot

be cost justified.

Advanced routing and number translation facilities provided by the ARS on INDeX 30 ensures that INDeX 30 fits well within carrier VPNs such as Cable and Wireless Communication's National Virtual Private Network.

Alternatively, INDeX digit translation allows easy integration within existing private number dial plans by allowing customers to translate their dial plan into PSTN numbers for call routing, thereby creating the feel of a VPN across the PSTN.

INDeX 30 Features and Applications

Being based on existing and proven INDeX technology, INDeX 30 supports the majority of features and applications available on other platforms within the INDeX range.

The following lists the features supported on INDeX 30. Full descriptions of each of these facilities may be found in the INDeX Product Description:

Network Access

Up to 4 BRI ISDN 'T' interfaces
Automatic Route Selection

Incoming Call Handling

Extension Group Hunting
Call placement dispositions
Day and Night Service
Divert off switch
Trunk prioritisation
Alpha tagging
Automatic Call Distribution (no CCM reporting)

Extension Facilities

Up to 3 BRI ISDN 'S' interfaces
8 x analogue extensions
16 x digital extensions
Display features – CLI, Extension, Trunk & DDI names
DDI
Enhanced divert
Executive user facilities
Manager/secretary facilities
PABX or keysystem operation
External and off site extensions
Hot Desking

Operator Position

NOCpro Windows Operator Console
20 Series terminal plus DSS/BLF

ISDN Facilities

Advice of Charge
Calling and Called Line Identity Presentation
Calling and Called Line Identification Restriction
Call barring – system wide or by extension/department
Trunk to Trunk connection
Multiple Subscriber Numbering
Transparent to Sub-Addressing

Networking

VPN over ISDN using 'User to User signalling' (see notes)
Private network number plan translation

External Interfaces

Music on hold jack
Call logging port
Ethernet connection

Notes:

INDeX VPN over ISDN facility requires ISDN 'User to User signalling' supplementary service. Please check end to end availability of this service with the customer's service provider.

Terminals

All 20 Series digital and analogue terminals are supported
20DS DSS/BLF extension

Optional facilities available on INDeX 30

On board Voicemail/Auto-Attendant/ACA upgrade – IVM Lite
20 minute internal battery backup
INDeX DECT (via DCU)
CT CallMaker *
CT Components *
CT Integrator *
CastleRock SNMP Management Software
Remote maintenance modem

* These optional products require additional Product authorisation beyond 'Standard INDeX 30 Solutions' product authorisation.

The following applications are NOT available on INDeX 30:

Call Centre Modules
SDX and Premier Voice Managers
Guest Services
INDeX-Net
Any cassette based services such as DRC, IPNC, VCC

INDeX 30 Licences

In accordance with our desire to make INDeX 30 as plug and play as possible licencing has been kept to a minimum.

The system software licence is pre-enabled thereby alleviating the need to obtain a licence key for standard system operation and licence keys are not required for IVM Lite, silent intrusion and divert tones.

Licence keys are still required for the NOCpro operator console, CT Integrator, DECT feature integration and VPN over ISDN.

Level 9.2 INDeX Feature Enhancements

This section gives details of the additional functionality provided on INDeX 30 by software level 9.2.

IVM Lite Enhancements

The following are provided in level 9.2:

- Automated-Attendant for the menu driven selection of departments and users
- Automatic Call Announcements for calls in queue
- Group Mailboxes to provide an overflow answering point for groups of terminals
- Night service mail boxes for answering out of hours calls

Details of these IVM Lite enhancements are given in the INDeX Voice Manager Lite section.

Enhanced divert on 20 series digital display terminals

The divert function on level 9.2 has been enhanced.

Display terminal users can now programme divert numbers against the following display labels:

Home
Mobile
Delegate (any internal number e.g. departmental secretary or colleague)
Other (any internal or external number)
Voicemail

The 'other' divert destination can be a different number for each type of call divert (all calls, on busy or no answer).

Any call divert type can be set to divert to any destination. The only exception is divert 'on busy' calls which do not divert to home or mobile destinations.

A recall timer can be set against the mobile, home or other divert destinations so that if the call is unanswered at any of these it will be recalled to the users voice mailbox.

Missed Call function

The display missed call feature has been enhanced so that in addition to providing display terminal users with the telephone number of the last 5 missed calls it now also displays the date and time of these missed calls.

Notepad facility for display terminals

A notepad facility now allows display terminal users to enter and save a phone number on their terminal whilst in conversation or listening to a voicemail. This facility is particularly convenient for responding to voicemail message leavers.

Automatic Daylight Saving Programming

A new programming table has been added to allow daylight saving times to be automatically adjusted. The table has been pre-programmed with daylight saving time changes for 5 years and this should significantly reduce the support burden of the bi-annual time change.

Comfort tone for calls on hold

External calls on hold can now be provided with an intermittent tone. This is can be desirable to provide a re-assurance to the caller that they are still connected where there is no MOH source.

INDeX Directory Change

Users may now access the INDeX directory in more situations. It is now possible to access the directory when using visual voice to leave a message and when dialling ahead during a conversation.

An optional 4 port Voice Messaging module is provided as a field upgrade on INDeX 30.

The field upgrade consists of the installation of a daughter board onto the main system board. All users are automatically voice mail enabled and no further configuration is necessary.

IVM Lite can provide voicemail, auto-attendant and automatic call announcement facilities.

Note that auto-attendant, queuing announcements, group mailboxes and night service mailboxes require INDeX software level 9.2.

Voicemail

The following voicemail facilities are provided:

- Capacity for up to 100 mailboxes which are allocated one per user including both terminal users and hotdesklers. Level 9.2 also allows group mailboxes and night service mailboxes.
- Each mailbox allows both internal and external calls to be diverted to the Voicemail using all three types of divert (all calls, on busy and no reply).
- The maximum storage capacity is 50 messages per mailbox.
- 3 minutes max recording time per message.
- 3 hours maximum storage time (total for both greetings and messages).
- Display terminals have 'Visual Voice' context sensitive access and navigation of mailboxes. POTs navigate via voice prompts and DTMF.
- Mailboxes may be accessed from display terminals using visual voice or from non-display terminals by dialling a group number. Dial in access from the PSTN is also possible via a prompt for the user's mailbox number and PIN.
- Mailboxes may be password protected, using the terminal password. From 9.1 terminal passwords are variable in length depending upon local or remote access.
- Users can modify their greetings from their handsets or by dialling into their mailbox remotely (maximum 30 seconds).
- Users can set a temporary greeting, which is deleted at midnight. The temporary greeting will override the permanent greeting when set.
- The use of flash memory ensures all voice prompts, user's greetings and messages are not lost during power failure.
- The following functions are available to users when their mailbox is accessed: next message, previous message, copy and delete message, forward and rewind message, time and date message left.
- System default timings for message deletions are; read messages are deleted after 5 days, saved messages are deleted after 20 days and unread messages are deleted after 99 days.
- Basic IVM Lite administration is possible via INDeX's system maintenance terminal. Activities include assigning/de-assigning mailboxes to users, change system default timings, view number/status of messages in each mailbox, clean mailboxes and check the recorded time used/available.

Group Mailboxes on IVM Lite

Level 9.2 allows an IVM Lite mailbox to be designated to a group.

- Incoming calls will follow the existing group hunting pattern and if unanswered can be sent to the group's mailbox.
- Messages in the group mailbox will light all group members MWI lamp and can be retrieved by any group member. Once retrieved the MWI will be removed at all group members terminals.
- Group members may still have their own personal mailboxes which are used when they are out of group.

For example, when all agents are busy in a sales group, this group can have an overflow to a group mailbox. This allows customers to leave a message allowing one of the sales personnel to call the customer back once an agent becomes free. All agents within the group will have their message-waiting lamp illuminated, notifying them that a new message is waiting. Once the message has been listened to, the message waiting indication for this message will be extinguished.

Night Service Mailboxes on IVM Lite

A mailbox can be designated to be a dedicated night service answering point.

The mailbox used for night service can be any users mailbox, a group mailbox or any spare mailbox.

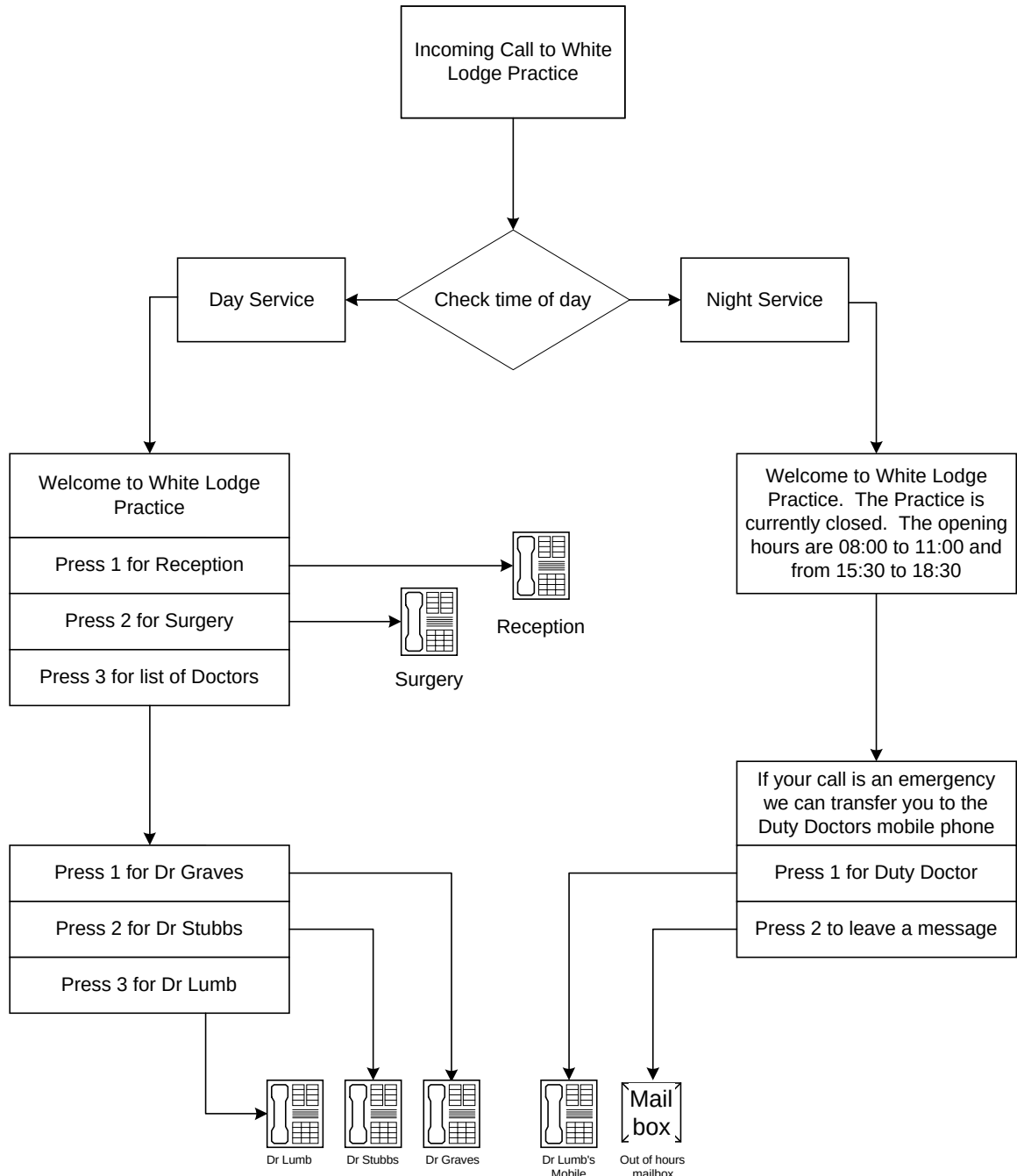
Auto-Attendant

Level 9.2 provides the following Auto-Attendant services on IVM Lite:

- Multiple (up to 40) Auto-Attendant plans provides the ability to offer different services for different departments.
- Multi-level tone menus e.g. press 1 for customer services, 2 for technical support etc
- Information announcements are supported and callers can be automatically disconnected after the announcement is played.
- Each Auto-Attendant plans can be made up of up to 10 steps. For more complex scenarios auto-attendant plans may be daisy chained.
- Up to 50 recorded announcements can be recorded for use in auto attendant plans each of which can be a maximum duration of 3 minutes, however consideration should be given to IVM Lite's maximum recording capacity of 3 hours.
- Conditional services can be offered according to time of day, day of week, holiday periods, and dialled number.
- Dial by extension e.g. the caller can be prompted to dial the extension of the person they wish to contact.
- Menu interruption/dial ahead is allowed
- Auto-Attendant announcements are recorded via a handset with System Manager status and are retained during power failure.
- The auto-attendant function can share IVM Lite port usage with voicemail – this means that up to a maximum of 4 simultaneous accesses are allowed for either function.

For example:

A doctors surgery wishes to publish one number for all enquiries. The practice runs two consultancy periods a day and wishes to offer an out of hours emergency service. The following flowchart illustrates how this could be achieved with IVM Lite's Auto Attendant.



Automatic Call Announcement facility for the IVM Lite

The IVM Lite can now support call queuing announcements similar to the function of the ACA cassette on larger INDeX systems.

- As with the ACA cassette 4 message modules are provided and each of these message modules may be up to 3 minutes in length.
- Each of the message modules can be designated as either 'single message' or 'continuous repeat'.
- Up to 16 announcer plans can be defined according to time of day, with each having a maximum of 10 steps.
- ACA recordings can be made via a handset with system manager status or via the music on hold port.
- Note: ACA recordings are optimised for voice and not suitable as an internal music on hold source.

Note

In order to allow ACA messages to be always available and played simultaneously to multiple callers the ACA function requires dedicated channels on the IVM Lite for each message module. Therefore if an IVM Lite channel is allocated for ACA this precludes that channel's use for voicemail or auto-attendant functions. Therefore, if two ACA message modules are required only two channels will remain for voicemail/auto-attendant use and if all four ACA message modules are required the voicemail and auto-attendant functions cannot be provided.

Optional Battery Backup

A battery backup kit is provided as a field upgrade option on INDeX 30.

The battery is internally mounted and will maintain full system functionality for approximately 20 minutes during mains power failure.

Protection against longer periods of power failure will require the installation of an external UPS. The following UPS systems have been tested with INDeX 30:

Compact Fit UPS available from

Power Control Ltd, Tel: 0800 136993, Fax: 0800 136994, www.power-control.co.uk

Advance-Galatrek PSA 320 VA available from

Galatrek International Ltd, Tel: 0800 269394, Fax: 01492 640311, www.aelgroup.co.uk

Meta Systems' ECO Mini 103 available from

Gresham Power Electronics, Tel: 01722 413060, Fax: 01722 413034, www.greshampower.com

For comparison purposes the following table gives performance details for both INDeX 30's battery backup and the aforementioned UPS:

Product	Part no	Dimensions LxWxH mm	Backup time light load	Backup time Heavy load
INDeX 30 Battery	IND30-BATT	Internal	31 Minutes	17 Minutes
Compact Fit		305 x 180 x 60	43 Minutes	30 Minutes
Advance- Galatrek	PSA320J	310 x 110 x 150	50 Minutes	39 Minutes
Meta Systems ECO Mini 103	ECO103/12	310 x 90 x 160	1 hr 32 min	1 hr 7 min

*Note: Backup time light load measured with 2 x 20 Series terminals with call in progress.
Backup time heavy load measured with 16 x 20 Series terminals and 8 x POTS off
hook/ringing.*

Other Equipment

A number of suppliers provide external equipment which can connect to INDeX 30's analogue extension ports.

For information the following suppliers and their ranges are given:

North Supply Ltd (Tel: 0116 257 1020, Fax: 0116 257 1030)

- Door Entry intercom/entry systems – 'Pantel' and 'Pancode'
- Auto Attendant and Call Handling systems – 'Call Greeter' and 'Call Director'
- Public Address systems – 'Phonepager'
- Music on Hold units

Oak Telecom (Tel: 01494 792777, Fax: 01494 786099)

- Entry level call management software – Advance Classic L.E.
- Music on Hold

Maintenance & Administration Functions

Local Maintenance and Administration

2 x RS232 ports provide local access to maintenance and administration functions via a terminal with a suitable VT100 emulation package such as Kermit.

A 10/100 M/bit Ethernet interface provides access for a number of applications, these include:

- ◆ **SNMP Management** – the ability to provide inventory management, alarm notification and simple configuration of the INDeX telephone system, using an SNMP compliant management package. Avaya can provide the CastleRock SNMP management package.
- ◆ **File Transfer Protocol Support** – otherwise known as FTP allowing the INDeX maintainer to upload and download system software or databases (speed dials and directory) within a fraction of the time previous V24 methods have taken.
- ◆ **Telnet** – allows both local and remote access to the INDeX administration via either the LAN or WAN. Telnet is platform independent providing instant access from most PCs situated on your network.

Remote maintenance and administration

As an alternative to Telnet access remote dial in access is possible. An external modem is connected to INDeX 30 via one of its RS232 ports and externally via an analogue extension port or direct to a separate analogue exchange line

The INDeX Remote Access Module (IND-RAM4) is a pre-configured 56K modem suitable for this purpose.