INDeX Level 9.2

Software Update Manual

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INDeX 9.2 Software Addendum

Overview

This manual covers the programming changes between INDeX Level 9.1 and 9.2 software on INDeX 30 systems and CPU-X cassettes.

The two sections of this manual **must be** used in conjunction with the relevant Level 9.1 Manuals as listed below.

9.1 Programming Reference Manual – 38DHB0002UKDH
9.1 Programming Manual – 38DHB0002UKDJ

The paragraph headings that are used in this document are identical to those in the Contents list of the original 9.1 manuals. Hence cross reference to the relevant paragraphs in the original manuals is simplified.

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

Note: INDeX Level 9.2 software will only run on INDeX 30 or CPU-X cassettes.

Summary of Changes

The changes between Level 9.1 and 9.2 software can be summarised as follows:

- INDeX-Net over Packet Networks*
- IVM 'Lite' enhancements
- Mobility enhancements*
- Display handset feature enhancements
- Networked Operator enhancements*

* Feature not available on INDeX 30 systems.

INDeX-Net over Packet Networks

INDeX Level 9.2 software introduces the ability to packetise our DPNSS and INDeX-Net feature set over an IP trunk. This means that VoIP no longer has to be lacking in functionality with nearly 30 facilities available with 9.2 software. This positions INDeX in a very strong networking position with the ability to network over traditional private voice circuits, dial up ISDN circuits and now data circuits.

IVM 'Lite' enhancements

The IVM 'Lite' embedded voice mail solution available on INDeX 30 and 100, has been enhanced in Level 9.2 software to offer a number of new facilities.

- **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 Message Waiting Indicator (MWI) lamp and can be retrieved by any group member. Once retrieved the MWI will be extinguished from all other users terminals. Group members may still have their own personal mailboxes that are used when they are out of group.

- **Night Service Mailboxes on IVM Lite**
  Whilst an IVM Lite mailbox can be designated to a dedicated night service answering point the auto-attendant function in level 9.2 can also be used to direct out of hours calls to any mailbox. The mailbox used for night service can be any users mailbox, a spare Hot Desk mailbox or a group 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 key 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 plan can be made up in steps (up to 10). 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 by making use of ARS & the Day/Night dispositions.
  - 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.
  - Channels on the IVM Lite can be set to behave like message modules on an ACA cassette.

Mobility enhancements

The Hot Desking and Multi Sight Roaming features are only available to installations fitted with CSLC cassettes.

- **Hot Desking on DECT Handsets.**
  A pool of 20DT handsets can be shared by a number of different users. For example, a sales team can be allocated a 20DT handset when they are in the office, but do not have a dedicated desk or desk top phone associated with them.
  The user logs onto INDeX using the 20DT handset. The actions required to achieve this are intuitive using prompts from the display on the handset. When the user is successfully logged onto the INDeX all the calls to that directory number are presented to that specific 20DT handset.
  When the user no longer requires the handset they log off by associating a default profile with the handset. This is achieved by using the same process the user initially took to log on. The default profile should not be set to receive calls as the directory number will not be linked to a member of staff. If calls are presented to this directory number a Divert all or No Calls destination can be set up to route calls to, for example, an operator.
- **Multi Site Roaming**
  This feature is only available for systems using the INDeX Net functionality. All the sites (maximum of 4) must be using both the CSLC and the 20DT handsets. Handsets that are to be used over multiple sites must be registered to each of the INDeX systems that they wish to automatically log on to.

  Users with multiple CSLC installations can move between INDeX sites using a single handset. The handset will automatically log on when it comes into the range of a base station. When the CSLC detects the handset it announces throughout the network of INDeXs that this user has entered that specific site. The user details are automatically Hot Desked from the original INDeX to the new location. Calls targeted to the user on the original site will be re-routed automatically to the user on the second site.

Display handset feature enhancements

- **Missed Call function enhancements**
  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 when retrieving a voicemail message containing the callers telephone number. The number is stored in the Speed Dial/dialled memory location that holds the last 5 telephone numbers the user has dialled.
- **INDeX Feature Enhancements**
  The INDeX directory facility used to dial users, groups and systems speed dials has been enhanced by making it available to the display handset user during other activities. These activities are:
  - When leaving a voice mail message using visual voice integration it is now possible to have access to the INDeX directory to help identify the mailbox number where the message is targeted.
  - When dialling ahead, to see the status of another user, the INDeX feature will now be available.

Networked Operator enhancements

INDeX Level 9.2 software has enhanced the NOC functionality to provide an operator with details of users both locally or remotely across a DPNSS, VCC or VoIP network.

Queuing against a Networked Group

Call queuing products such as the Automatic Call Announcer Cassette (ACA) or the Queue module on IVM can now be used to intercept calls that are queuing against a networked group.

This allows customers to simultaneously distribute calls across multiple sites and provide information to the incoming caller while waiting to be answered.

Programming Reference Manual

Overview

Where menus have changed, an abbreviated form **(detailing the changes only)** of the appropriate section in the 9.1 Programming Reference Manual is included here.

Hence, by referring to the appropriate section in the original 9.1 Programming Reference Manual, the original descriptive text and the cross references contained therein can still be made. Similarly, for INDEX 30 specific menu items, refer to the 9.1 Programming Reference Manual.

Administration Menu

Automatic Call Announcing has been added to the Administration menu for INDeX 30.

```
                        Administration          CPU-x100 9.2.1

          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. Channel Information

INDeX> _
```

System Menus

Item 10 has changed such that access is now given to IVM Lite, Voice Mail and Auto Attendant set up functions.

- 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 to individual speed dial numbers menus can now be either by number or by name (up to 16 characters). This additional feature will considerably improve the location of individual speed dial entries.

- System > System Speed Dial number [100-899, 9000-9999, xxx… (16)] where xxx is the name of the speed dial up to 16 characters.

Clock Menu

Addition of a Daylight Savings option as follows:

```
- 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> _
```

- **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> _
```

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). 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

```
- 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 10).
  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]**
  Displays which of the recorded message stores has been used. Each store can be named. Messages are entered into the store from a System Manager's terminal.
- **Voice channel :**
  For each voice channel, the option to set the channel to either, Voice Mail, Auto Attendant or Call Announcer is provided. For example:

  Channel 7000)
  Channel 7001) Any combination of Voice Mail and Auto Attendant
  Channel 7002)

  Channel 7003) Automatic Call Announcing

Voice Mail

These setting are used by System Managers for IVM Lite set up.

```
- 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/deallocate 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. Use the cursor keys to move the => symbol to point at which menu item is to be edited/inserted. When the => symbol points at an item, press tab to access the sub menu.

```
                              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 12). 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 12.
- **Play :** *[1-50]*
  Which of the 50 possible recorded messages are to be played.
- **Insert :**
  An editing tool. With the => symbol pointed at a menu item, *Insert* enables another item to be placed in front. The item can be selected from *Transfer, Key Menu* or *Play*.
- **Delete :**
  Deletes the menu item indicated by =>.
- **Name :** *[1-15]*
  Enables individual Auto Attendant plans to be given discrete names of up to 15 characters
- **Wait :**
  Defines the time period before Auto Attendant answers an incoming call. This period overrides the system Call Timer.

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 if 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**
  With the => symbol pointing at the required key number, inserting *Key Menu* 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 a 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 menu item indicated by =>.
- **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

Addition of *Voice mail mode* (was previously accessed from *Voice Mail*; no change in operation) and *Automatic Maid Status Update*.

```
- 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
```

- **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.
- **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 require entry of an **Integrated Voice Mail** licence key. The group numbers necessary for integrated operation are set in the **Reserved numbers** menu .
  - **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.

Switch Licences

On INDeX 30 systems a licence key **is not required.**

User

User Type

Mobile item changed to *Hot Desk Mobile*.

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

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

INDeX> _
```

Hot Desk 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 17)*. Set for Hot Desk working with 20DT handset. Recommended that **two** User numbers are allocated to each Hot Desk 20DT, one to log on with and a common number to log off with. E.g. for **eight** Hot Desk users, allocate **nine** numbers.

User-accessible functions

Additions to this menu (**Divert settings, Pick Up Number** and **DSS/BLF keys)** which were previously on the **Extended Functions** menu (see below).

```
- User [dn] > User-accessible functions
       User accessible functions 200 - #1

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

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

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

INDeX> _
```

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

Divert Settings

This menu contains the user's divert settings. Note that unless a **Personal Numbers** licence key has been entered only **Other Divert All**, **Other Divert Busy** and **Other Divert No Answer** can be used from a terminal. This does not apply to INDeX 30 systems as **Personal Numbering** is permanently enabled (does not require a licence key).

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

```
                          Divert settings 100 - 1/6/01

         1.  Personal Numbering Status : Standard
         2.  Divert All                : not assigned
         3.  Divert On Busy            : Other Divert Busy
         4.  Divert No Answer          : Other Divert No Answer
         5.  Auto Reset                : Home number
         6.  Auto Reset time           : 18:00

         7.  Home number
         8.  Mobile number
         9.  Delegate number
         10. Temporary Numbers

                          <ESC> User accessible functions, <, >

INDeX> _
```

Divert All : *[not assigned/Home number/Mobile number/Delegate number/Voice mail/Other Divert All]*
Sets which setting the switch should use for the divert all number when Personal Numbering is enabled.

Divert On Busy : *[not assigned/Delegate number/Voice mail/Other Divert Busy]*
Sets which setting the switch should use for the divert on busy number when Personal Numbering is enabled.

Divert No Answer : *[not assigned/Home/Mobile/Delegate/Voice mail/Other Divert No Answer]*
Sets which settings the switch should use for the divert on no answer number when Personal Numbering is enabled.

Auto Reset : *[not assigned/Home number/Mobile number/Delegate number/Voice mail/Desk]*
The destination of where incoming calls are to be diverted to when the **Auto Reset Time** occurs.

Auto Reset time : *[hh:mm – 24hrs clock time in 5 min. increments]*
When the time set occurs the destination set in **Auto Reset** becomes the Divert All location.

Home number : *[Home number/Home recall timeout/Call Screening]*

Home number/recall timeout : *[nnn… (28)]*and *[5-999 seconds]*
Sets the user's home number for use with Personal Numbering.
The timeout applied to calls diverted using the user's Home number setting.

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]*
Sets the user's mobile number for use with Personal Numbering.
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]*
Sets the user's delegate number for use with Personal Numbering.

Temporary Numbers : *[Other Divert All/Other Divert Busy/Other Divert no Answer]*

Other Divert All/Busy/No Answer : *[nnn…(16)] or [Snnn*] and *[nnn…(16)]* and *[nnn…(16)]*

The normal divert all set through the terminal. Note that for non-display terminals, having a divert all number set also switches on use of the divert all function.

The normal divert on busy set through the terminal.

The normal divert on no answer set through the terminal.

Other recall timeout : *[5-999 seconds]*

The recall timeout applied to calls diverted using other personal number settings.

Call Screening : *[None/Basic/CLI]*

Reserved for IVM setting (NA INDeX 30) refer to IVM Manual.

Extended Functions

Removed from this menu: **Divert settings, Pick Up Number** and **DSS/BLF keys** and now on the **User-accessible functions** menu (see page 14).

```
- 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
```

Directory

Reserved Numbers

- Directory – General setup – Reserved numbers

The default disposition group for Auto Attendant (default: 17) has been added to this menu.

Maintenance

- Maintenance

The **Network Utilities** option was only for use under the supervision of Avaya staff and has, for the sake of clarity, been removed from both this menu and the Programming Reference Manual.

System Monitors

- Maintenance – System Monitors

This menu provides access to a set of system activity monitors. They should only be used under Avaya guidance, especially as they may impose additional load upon the INDeX's normal operation. This menu has changed such that an **Access Manager** option has been added and the **Hardware Monitor** option has been deleted.

Network Facilities

Routing Digits

To cater for IPNC/VoIP applications, the following note has been added:

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

Permissions

- Permissions

There are now no longer any INDeX 30 variations, the difference is that on INDeX 30, **Permissions** does not have a sub-menu and **Linecard Information** is called **Channel Information**.

Automatic Route Selection

Translation

- Automatic Route Selection – Translations

A new item has been added to the menu:

- **Translation name :**
  For ease of identification, each translation can be given a unique name of up to 16 characters.

Automatic Call Announcing

- Adminstration

The ACA menu has the addition of menu item **DSP ACA** and is now applicable to INDeX 30 and INDeX 100/200s equipped with IVM Lite and the appropriate Licence.

- **DSP ACA**
  Directory number of the IVM Lite (length of recording in seconds)
  Provides access to:
  Music : *[yes] or [no]*
  Normally when used in an announcer plan, an ACA plays its recording just once from the start of the recording. If set to "Music", ACA plays its recording in a continuous loop (see "Automatic Call Announcement" on page 26).
  In Service : *[yes] or [no]*
  Whilst "In service" ACA cannot be recorded to.

Linecard Information (NA INDeX 30)

IPNC circuits are now designated as trunk circuits.

Programming Manual

Overview

Where the programming options have changed, an abbreviated form (**detailing the changes only)** of the appropriate section in the 9.1 Programming Manual is included here.

Hence, by referring to the appropriate section in the original 9.1 Programming Manual, the original descriptive text and the cross references contained therein can still be made.

Serial Cable

Only Avaya supplied serial cables must be used.

The INDeX system is EMC approved and carries CE mark approval. For an installation to be EMC compliant you must only use EMC Cassette cables (i.e. cables in which the sheath includes a braid and foil barrier).

INDeX 9-Pin serial	INDeX Signal	PC 9-pin serial	PC 25-pin serial	Modem 25-pin serial
2	⇐ RXD (Receive data)	2	3	2
3	⇒ TXD (Transmit data)	3	2	3
5	⇔ SG (signal ground) (Is also connected to outer screen and connector shell)	5	7	7
6	⇒ DSR (not used)	6	22	-
7	⇐ RTS (not used)	7	5	-
8	⇒ CTS (not used)	8	4	-

All remaining pins are not used and should not be connected.

INDeX Set up

Date & Time Settings

The addition of a Daylight Savings function has been added to the **Clock** menu

To set the Daylight Saving period :

1. From the **Administration** menu, select **System** and then **Clock**.
2. Select **Daylight Saving**
3. Use the cursor keys to point the => symbol at the required period and then press ***Change***
4. Enter required ***Begin Date/Time*** and ***End Date/Time***.
   E.g. => 25/03/01 01:00 28/10/01 02:00

Default Groups

An Auto Attendant Group has been added.

- **Auto Attendant Group :**
  This group is the default number for the Auto Attendant feature.

Note: Default numbering has changed from three to four digits as follows:

Voice Group Numbers:	5555
Fast Access Numbers:	5554
Message Deck Number:	5553
Temporary Greeting:	5552
Customisation Number:	5551

Networking

Virtual Private Networking (VPN)

INDeX features supported by VPN have been edited and are now:

- Callback when free.
- Camp on.
- Message waiting.

- Divert all and busy.
- Dial ahead.
- Remote Forwarding.
- Directory names.

Functionality available is dependant on the bearer network and it's User-User signalling service.

Networking Programming

Setting Up the Routing Digits Table

The following **Note** has been added to the instructions for selecting **Routing Digits**.

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

Call Control Plans

Incoming Call Routing (Dispositions)

The routing to either voice mailboxes or Auto Attendant plans has added to day/night service dispositions.

Each disposition can route a call to:

- any directory, group or speed dial number.
- a mailbox or an Auto Attendant plan.

To set a plan's call dispositions :

1. From the **Administration** menu, select **Call control plan** and enter the plan's number.
2. Select **Call distribution**.
3. Select each disposition and enter the setting required. Note that after entering a directory number or speed dial, the INDeX may display the appropriate name if set.
   - Enter a directory number to route calls to a specific user or group.
   - Enter S plus a speed dial store number to route the call off-switch using a system speed dial.
   - Enter **:** plus an IVM Lite voice mail box number.
   - Enter ***** plus a number (1-40) to route the call to an Auto Attendant Plan. **Do not** select either **Day/Night Announcer plans** when using Auto Attendant plans.
   - Press ↵ to leave the disposition blank.
4. Select **Day/Night announcer plan** and enter plan number.

   Note: INDeX will automatically change the 'no calls' mode to normal and the terminal will ring when:
   - All three night service dispositions have been set
   - The terminal is set to 'no calls'
   - An incoming calls occurs but cannot be presented.

Automatic Route Selection (ARS)

Setting Up Translations

Each translation can now be given a discrete name.

To edit a digit translation :

1. From the **Administration** menu, select **Automatic Route Selection**.
2. Select **Translation** and enter the translation number. Use the up and down cursor keys to select a step in the translation. The currently selected step is shown by the => symbol.
   - To add a new step before the selected step **Insert steps**. The list of possible step action is then displayed.
   - To change the action of the currently selected step, select **Modify** step.
   - To remove the step select **Remove step**.
   - To clear the whole translation select **Clear all steps**.
3. To give the translation a unique name, select **Translation name** and enter up to 16 characters.
4. Repeat for all the necessary translation steps.

User Programming

Setting the User Type

Menu Item *Mobile* has changed to *Hot Desk Mobile*. Refer to INDeX DECT Installation Manual for details.

User's Divert, DSS and Pickup Settings

Access to the User's Divert, DSS and Pickup Settings has moved from :

Administration / User / Extended functions

To

Administration / User / User-accessible functions

Pickup Number

1. From the **Administration** menu, select **User** and enter the directory number.
2. Select **User-accessible functions**.
3. Select **Pick Up Number** to alter the users pickup group number.

Divert Numbers

1. From the **Administration** menu, select **User** and enter the directory number.
2. Select **User-accessible functions** and then **Divert settings**.
3. The **Divert settings** menu contains the User's divert setting. However, unless a **Personal Numbers** licence key has been entered (see the next step), only **Other Divert All, Other Diver Busy and Other Divert No Answer** can be used from a terminal. These User's divert settings, as set through their terminal, are grouped together under the menu item **Temporary Numbers.**
   - For **Other divert all**, a system speed dial can be entered by entering **S** followed by the system speed dial store number. External number can also be used for divert all.
   - For users using two-wire and INDeX non-display terminals, setting a **Divert all** value also switches the divert all function on.
4. With a **Personal Numbers** licence key enabled (permanently on INDeX 30), diverts can be routed to a *Home, Mobile, Voice Mail* or *Other Divert number*.
5. Diverts can be set to the Voice Mailbox. Set **Other Divert All**, **Other Divert Busy** and **Other Divert No Answer** to the Voice Mail group number (see "Default Groups" on page 19).
6. An **Auto Reset** can set, such that when the time entered (in 24hr format in 5min increments) for the **Auto Reset Time** occurs, then the destination set in **Auto Reset** (Home, Mobile, Voice Mail, Desk, etc) becomes the Divert All destination. Prior to this time occurring, any Divert set previously is active.

DSS/BLF Settings

1. From the **Administration** menu, select **User** and enter the directory number.
2. Select **User-accessible functions**.
3. Select **DSS/BLF keys** to display a menu of the user's current DSS key settings. Use the menu to alter those setting if required.

Allocating Voice Mail

To allocate a Voice Mailbox to a user, both a channel and a terminal must be allocated to Voice Mail.

To allocate a channel to Voice Mail :

1. From the **Administration** menu, select **System, IVM Lite** and **Voice channel**.
2. Allocated at least one channel to **Voice Mail**.

To allocate the Voice Mail facility to terminals :

1. From the **Administration** menu, select **System, IVM Lite** and **Voice Mail**.
2. Select **Set-up** and **Allocate**.
3. Enter the required user/directory number (including any hot desk/agent numbers) and type **Y.**
4. Repeat for all the other terminal you wish to allocate Voice Mail to.

Auto Attendant

Overview of Auto Attendant

The Auto Attendant facility is an integral component of IVM Lite and provides the following features:-

- Forty Auto Attendant plans that can use any combination of 50 Recorded Message stores.
- Each plan can have:
  - An initial prompt message (welcome message, information message, etc.).
  - Dial to extension/mailbox/external number message.
  - A key menu (press 1 for Sales, 2 for Marketing, etc.) providing routes to:-
    - an extension
    - a group
    - a mailbox
    - an external number
    - an operator
    - another Auto Attendant plan
- Different plans can be set for night/day service
- Variable time delay on call answer

Auto Attendant Initial Set-up

When setting up any one of the forty Auto Attendant plans, the appropriate Call Control plan dispositions must be configured for Auto Attendant. Similarly, if Pilot numbers are to be used they must be set up and linked to the Call Control Plan.

Initial Auto Attendant Set-up :

1. From the **Administration** menu, select the required **Call Control Plan**.
2. Select **Call distribution** and allocate the required Auto Attendant plan to the appropriate **Day** and or **Night disposition** (prefix the plan number with a *) .
3. If a Pilot number is required, from the **Administration** menu, select **Directory** and **Pilot number.**
4. Select **Call Control Plan** and enter the required plan's number.

Recording of Auto Attendant Messages

The 50 Auto Attendant message stores share the same memory space as the Voice Mail memory stores. Hence, although there is approximately 3.5hr of storage space, the use of Auto Attendant messages stores will decrease the amount of memory available for Voice Mail boxes.

To record Auto Attendant messages :

1. Allocate a DT terminal as a System Manager.
2. At the system manager's terminal, press **SET UP** and **SCROLL**.
3. Press **RECORD** and enter the password.
4. The current message number is displayed and you may either:
   LISTEN, RECORD, step to **NEXT** message number or **CANCEL** as required.
   When a message store is empty, **LISTEN** is not displayed.
5. Press Finish on completion of recording.

Set-up of Auto Attendant Plans

Before an Auto Attendant plan is created, it is strongly recommended that a 'tree' diagram of the plan is created, showing the wait time before answer, the sequence of prompts, key menus and recorded messages.

To record Auto Attendant messages :

1. From the **Administration** menu, select the **System** and then **IVM Lite**.
2. Select **Auto Attendant Plan** and enter the required plan number (1-40).
3. Select **Name** and enter this plan's name (up to 16 characters)
4. Using the previously constructed 'tree' diagram you can either:
   - Select **Wait** and enter the delay time before answer. This wait time will take precedence over any other timeouts.
   - Select **Play** and choose a recorded message (1-50)
   - Select **Transfer.**
     - Enter the **Number** you wish to the call to be transferred to. Prefix the number with : for a mailbox, or * for another Auto Attendant plan. Zero is the default and will transfer you to the Operator.
     - Select **Play** and choose the recorded message you wish to send before the transfer takes place.
   - Select **Insert** and choose from **Transfer, Key menu** or **Play** to insert before item selected with => .
   - Select **Key menu** and use => to select the require keypad button
     For each keypad button you may then either:
     - Select **Prompt**.
       Provides the options to choose the initial recorded message (Play) and/or which message to play for a wrong number and how many times these messages are to be played.
     - Select **Transfer**. See above.
     - Select **Dialling.**
       The keypad number that **Dialling** has been set against will prefix any other number dialled. E.g. With a message stating *"Press 6 and dial the three digit number for the sales group"* and **Dialling** set against **6**, then by pressing 6 and keying nnn, the number 6nnn will be sent.
     - Select **Fallback.**
       Provides the options to choose a recorded message (Play) and where to Transfer it to (see above).
     - Select **Key menu**. Select another sequence of keypad button menus..
     - Select **Delete.** Remove the current entry set against the keypad digit.

Automatic Call Announcement

Introduction to ACA

ACA allows presentation of message sequences to incoming trunk calls. The message can occur in parallel with call presentation, i.e. the target number is rung and can answer whilst the caller is hearing the ACA message.

The ACA menus allow you to organise the messages into 16 announcer plans. You can use the same message as a part of several plans if required. As well as instructions to play particular messages, announcer plans can include steps for silence, music and repeat sequences.

Different trunks can hear different message sequences and the sequence can vary according to whether a trunk is in day or night service.

Note: ACA cannot be used simultaneously with Auto Attendant.

– **IVM Lite DSP ACA :**
Holds four 3 minute modules onto which voice or music can be recorded. Each module can be switched from its normal single play mode to music (continuous play) mode.

– **ACA/DMOH Cassette :**
This cassette holds three 16 second modules and one 60 second module onto which music can be recorded. Each module can be switched from its normal single play mode to music (continuous play) mode.

Copyright Warning

When using music from an external source or recorded onto cassette modules, users should be aware of and conform to the local requirements of copyright and public performance.

Altering ACA Card Settings (NA INDeX 30)

You can name each message module on an ACA cassette to help identify its usage.

To change a module's settings :

1. From the **Administration** menu, select **Automatic Call Announcing**.
2. Select **ACA Card** and enter the ACA cassette's physical address. Use the left and right cursor keys to select other ACA cassettes.
3. Select the module you want to alter.
   - Select **Name** and enter the a name of up to 16 characters.
   - To switch the module to continuous play select **Music** and set it to ***yes***. Modules set to continuous play are used for music options such as trunk music on hold rather than in ACA plans.
   - To switch the module to voice play select **In service** and set it to ***yes***.

Note: Before you record messages on a System Manager terminal, both **Music** and **In service** must be set to ***no***.

Altering IVM Lite DSP ACA Settings

You can set the IVM DSP ACA channel(s) to be in service for either voice or music.

To change an IVM Lite DSP ACA settings :

1. From the **Administration** menu, select **Automatic Call Announcing**.
2. Select **DSP ACA** and the required channel.
3. For the channel you want to alter.
   - To switch the module to continuous play select **Music** and set it to ***yes***. Modules set to continuous play are used for music options such as trunk music on hold rather than in ACA plans.
   - To switch the module to voice play select **In service** and set it to ***yes***.

Note: Before you record messages on a System Manager terminal, both **Music** and **In service** must be set to ***No***. Similarly, on completion of recording messages on a System Manager terminal, both **Music** and **In service** must be set to ***yes*** (see "Recording Messages" on page 29).

Linking Announcer Plans to Call Control Plans

Each Call Control Plan can specify an Announcer plan for day service and night service. That plan is then used by any trunks associated with the Call Control Plan.

To link announcer plans to a trunk :

1. From the **Administration** menu, select **Call control plan** and enter the number of the plan associated with the trunk.
2. Select **Call distribution**.
3. Select **Day announcer plan** and enter the announcer plan to use.
4. Select **Night announcer plan** and enter the announcer plan to use.
2. Escape back to the **Administration** menu.

Note: Within the same Call Control Plan, **do not** set any dispositions to Auto Attendant if ACA is required.

Allocating Voice Channels to IVM Lite DSP ACA

A voice channel must be allocated to an IVM Lite DSP ACA to enable the recording of messages.

To allocate a Voice Channel to Call Announcer :

1. From the **Administration** menu, select **System.**
2. Select **IVM Lite, Voice channel** and allocate required channel(s) **to Call Announcer.**
3. Escape back to the **Administration** menu.

Recording Messages

You can play and record messages using a DT display phone with its user's **Type** set to ***System manager***.
Before recording onto a module it **must be** taken out of service, during which time any announcer plans using that module will not run. Similarly, on completion of recording, the module **must be** put back into service (see "Altering IVM Lite DSP ACA Settings" on page 27).

To record from a System Manager DT display terminal :

1. At the terminal, press •**SET UP** and then •**ACA MSG**. Enter the directory number of the module to record.
2. Press •**SECURE**. Press •**CHANGE** to set this to ***Unlocked*** and then press •**DONE**.
3. Press •**PLAY** to play the current recording. Press •**STOP** to stop the message.
4. Press •**SOURCE**. Press change and select the source from which to record. The options are **STATION** or **INPUT FROM EXT** *(the cabinet jack socket)*. Then press •**DONE**.
5. To record from the selected source, press •**RECORD**. The INDeX asks for confirmation, press •**RECORD** again. Record your message and then press •**STOP**.
6. Press •**PLAY** to playback the recording, press •**STOP** to stop the message.
7. When completed, press •**SECURE** to reset the module back to ***Locked***.

Setting up Announcer Plans

The INDeX can have up to 16 announcer plans, each of 10 steps, the steps being:

- play an ACA module,
- wait (silence),
- music (from the trunks music source)
- go to another step.

To edit/create an announcer plan :

1. From the **Administration** menu, select **Automatic Call Announcing**.
2. Select **Announcement plan** and enter the plan number.
3. Use the up and down cursor keys to select a step in the plan. The currently selected step is shown by the => symbol.
4. Select the action for the currently selected step.
   - **Play :** Play a specified module to the caller. The call cannot be answered whilst the module is playing.
   - **Present call and play :** Play a specified module to the caller. The call can be answered whilst this is playing.
   - **Background music :** Play the trunk's music on hold source (specified in the trunk's associate Call Control Plan) for the length of time indicated.
   - **Wait :** Pause for the time specified.
   - **Go to step :** Go to another existing step in the plan.
5. Use **Delete** to delete the step or **Insert** to insert a new step before the currently selected step.

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