

Release Notes

NEAX[®] 2000 IPS

NEAX[®] IPS^{DM}

Business / CCIS

3500 Series Software R10 Release

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1. Overview

The NEAX 2000 IPS continues to provide new and enhanced features with the release of 3500 series R10 software. 3500 series R10 software is being released with new features, such as, a new Dterm Series i Desi-Less Add-On Module (ADM), Group Feature Key, Dterm IP QoS Display Key, and a Log Data for VoIP Calls. In addition there are enhancements for User Mobility in a Remote PIM Network, 32-Party Conference, DSS/BLF Console in IP Remote PIM, Called PS Display, SP30 ACD Version, DND, Silent Monitor, and SMDR.

2. New Business and CCIS Features

2.1 Dterm Series i Desi-Less Add-On Module (ADM)

New Dterm Series i Add-on Module extends the capabilities of the 16LD terminals with additional buttons and an LCD display. This expansion module adds 16 buttons, increasing the total number of buttons with one module. The large LCD display of the 16LD-ADM allows quick and easy identification of associated buttons. The 16 buttons on each of the expansion modules can be programmed as one-touch speed dial key and directory dial. Using the setting menu of the add-on and terminal, you can quickly adjust the contrast of the individual LCD's for the terminal and 16LD-ADM expansion module according to your preference. The ADM comes with software that allows editing directory entries from a PC, and downloading directory from PC to ADM via USB Interface.



2.1.1 Supported Terminals

- DTR-16LD-2
- ITR-16LD-3

2.1.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

2.2 Group Feature Key

This feature key provides the multiple line keys of Multiline Terminal with DSS/BLF function. A station user can monitor the status of group member stations such as idle, busy, hold and ringing by lamp indication of the multiple line keys. If a line is idle, a station user can make a call to the member station by pressing the associated line key (acts as DSS key). If a line is ringing or on hold, station user can pick up the incoming call or call on hold by using My Line, and the ringing or held line is made idle.

This feature key provides the ability for a secretary to have the boss's line appear on a multifunction key. When the boss's line rings and the secretary pushes the key the call jumps to the secretary's prime line. This frees up the boss's line for additional calls. The secretary can transfer the call to the boss by pushing the multifunction key, which acts like DSS key.

2.2.1 Benefits

The Group Feature Key uses only one key for the functions that previously was implemented using two keys, line appearance and DSS. This feature allows a quick convenient way to screen calls without tying up the boss's line.

2.2.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

2.3 Dterm IP QoS Display Key

The QoS Display Key will display QoS information for a Dterm IP when it is on a call. The real-time QoS information is displayed on the LCD. The display will be updated every 5 seconds. At first, the number of lost packets and codec type are displayed. Normal LCD display information for the PBX is not displayed while displaying QoS information.

Press the Down soft key and the codec type and Payload size are displayed. Press the Up soft key and the number of lost packets and codec type are displayed again. Press the Exit soft key to return to the normal LCD Clock/Calendar display.

2.3.1 Benefits

QoS information can now be displayed on the IP terminals LCD.

- 1) number of packet losses
- 2) Codec type
- 3) Payload size

2.3.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

2.4 Log Data Collection for VoIP Calls

This feature provides Voice over IP (VoIP) log collection functions for analyzing VoIP related problems caused by IP device, usage method, network environment and other effects. Collects call logs and fault logs on VoIP calls.

Call Log Collection enables the collected call log to be checked when the user reports a malfunction. Call log is output to the RS port of MP card. It includes the speech time, number of sent/received packets and number of received packets lost.

Fault Log Collection enables a real time check when a malfunction exists at registration or checking of accumulated fault information by a maintenance person.

Fault log is output to the RS port of MP card. It includes reset cause and reset time, number of sent/received control packets, number of resent control packets, number of control packets that fails to resend, number of abnormal control packets received and number of times control sequence becomes abnormal.

Note: New 8IPLA-PAD-C or firmware upgrade required.

2.4.1 Benefits

Log Data Collection allows speeding up the isolation of an error. Both Call Log and Fault Log Collections can be referenced from MATWorX and MAT/CAT mode.

2.4.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)
- SPN-8IPLA IP PAD-C or -B/-A with SC-3386 Firmware

3. Enhanced Business and CCIS Features

3.1 User Mobility (IP Remote PIM Network)

This feature allows users visiting other locations (main or remotes) in the IPS Remote PIM network to log-in to an IP Dterm using their home station number and password. Mobile/visiting employees retain their home station in both normal and survivable mode. DID number, features/applications can be retained by the employee at any location in the network. This allows the mobile/visiting employees to retain their productivity. Visitor ports are required for users visiting at each site. These visitor ports do not require IP license, however they do count toward the total system port allocation. A Virtual FP can accommodate 128 Dterm IP terminals and/or visitor ports. Up to 952 Dterm IP terminals and/or visitor ports can be accommodated in the IPS IP Remote PIM Network.

User Mobility supports two scenarios.

(1) User moves with their IP terminal from one site to another (the MAC address of the terminal is not changed).

(2) User moves only with the station number rather than the IP terminal (the MAC address of the terminal is changed). In this case, they are allowed to log in (override) on a terminal without logging out on the terminal you used before moving.

As a direct result of User Mobility, the ability for User Continuance for IP terminals is also available. If local system is disabled and the LAN/WAN connection is available, an IP Dterm having a second DRS can register and log-in to other locations (main or remotes) using their home station number and password. Mobility/Continuance use visitor ports which may limit the number of terminals that can be accommodated in the corresponding site.

3.1.1 Typical Application

User is allowed to log in at a remote site, using their terminal accommodated in the main site as a terminal accommodated in the remote site with the same station number and password as before.

3.1.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.2 32-Party Conference

This enhancement provides alert tone to all conference participants when a new call joins the existing conference. This allows the conference participants to be aware when a new participant arrives. The Conference can be locked/unlocked to allow/disallow additional participants. This can prevent contents of the telephone conference from being overheard.

3.2.1 Benefits

When someone takes part in a conference using the 32-party conference card, an alert tone is sounded notifying existing participants that a new participant has arrived. Existing customers with 32-Party conference cards can take advantage of this enhancement by upgrading to R10. No new hardware is required.

3.2.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.3 DSS/BLF Console in IP Remote PIM

This enhancement allows a Direct Station Selection/Busy Lamp Field (DSS/BLF) Console to be associated with a Multiline Terminal in an IP Remote PIM. When the buttons on the DSS/BLF Console unit are programmed for Direct Station Selection (DSS) buttons, up to 60 stations can be directly accessed in addition to those already appearing on the Multiline Terminal.

3.3.1 Benefits

Previously a DSS/BLF Console could only be located in the main site. With R10 software DSS/BLF Consoles can be utilized in an IP Remote PIM.

3.3.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.4 Called PS Display

When a Wireless PSIII is called from an attendant, the attendant console Name assigned by system data for the attendant console is displayed on the PS LCD. When the Wireless PSIII is called from a trunk, the trunk name assigned by system data is also displayed.

3.4.1 Benefits

In addition to Caller ID the PS user can now view the attendant or trunk name before answering.

3.4.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.5 Soft Phone SP30: ACD Version

Series 3500 R10 software provides support for the new SP30 ACD version soft-phone. The SP30 CD will provide both this new ACD version of SP30 that enables the ACD (Automatic Call Distribution) service as well as all the features and functions of the conventional SP30. For your SP30 to use standard business and ACD features both SP30 seat licenses are required.

3.5.1 Benefits

SP30 CD now provides ACD (Automatic Call Distribution) service.

- CCW and Q-Master Mobile Agents
- Agent functions, Log-In/Out, Work/Break Mode etc.
- Work at home employees as ACD agents.

3.5.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)
- SP30 – 4 ACD Seat License (allows ACD functions)
- SP30 – 4 Seat License (allows Business functions)
- 8 Seat IP License
- SP30 ACD CD (available mid summer 2005)

3.6 DND

In addition to Prime Line, DND set/reset is available for Sub-line appearances and Virtual lines. When DND is set, it is indicated by the Sub-line and Virtual line lamp key. The lamp of the sub-line appearance with DND set will flashes red (short-interval flash).

3.6.1 Benefits

A secretary can set, cancel, and check the DND status of sub-line appearances.

3.6.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.7 Silent Monitor

When a station, which is monitored by another station, places a call on hold, hook-flash's or hangs up, the monitoring station will hear internal hold tone until conversation is reestablished.

3.7.1 Benefits

Previously, when a station that was being monitored by another station placed a call on hold, the monitoring was discontinued. With this enhancement, the monitoring station can continue monitoring without having to establish a new connection to the monitored station.

3.7.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.8 SMDR

When an incoming trunk call is released before the called station answers, the abandoned call information can be output to the SMDR call record. This enhancement enables SMDR output of abandoned incoming call when a calling party recovers (abandoned incoming call) before the called party answers after trunk termination.

3.8.1 Benefits

This can be useful to determine recourse requirements. Enabling SMDR output of abandoned incoming call improves services because it becomes possible to judge whether resources are excessive or deficient.

3.8.2 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)

3.9 MATWorX IPS R10

- **Digit Conversion Add-In (New):** enables all numbers to be viewed and edited on the same screen, spread sheet layout with cells and rows. This add-in simplifies the reading, addition/edit/deletion of a dial-in number, and display/change of data for each block number.
- **Existing LCR Add-In (Enhancement):** all programmed area codes, maximum digits and next pattern can be viewed and edited on the same screen, spread sheet layout with cells and rows.

3.9.1 Required Software and Hardware

- 64 PORT SYS SOFTWARE - 3500 SERIES R10 (FD)
- MATWorX IPS Version 10

4. Software and Hardware

4.1 New Software & Hardware

Part Number	Description	Comments
New Software		
150861	64 PORT SYS SOFTWARE 3500 SERIES R10 (FD)	R10 System Software
150596	SP30 - 4 ACD SEAT LICENSE	Requires 150441 Key FD
New Hardware		
153154	SPN-8IPLA IP PAD-C	Replaces 153153 SPN-8IPLA IP PAD-B
153267	SPN-4RSTC-A (AP)	Replaces 151267 SPN-4RSTC (AP)
153201	PN-8LCAD	8-line Analog Line Circuit for Single Line Telephones Provides Caller ID Display on analog station. Loop resistance : Maximum 600Ω (including telephone set) Provides Message Waiting Lamp control, momentary open for each circuit.

5. Technical Documentation

5.1 Updated Technical Documentation

The following documents will be included in the NEAX2000 IPS Documentation CD:

Description
NEAX 2000 IPS SYSTEM MANUAL
NEAX 2000 IPS INSTALLATION MANUAL
NEAX 2000 IPS COMMAND MANUAL
NEAX 2000 IPS ISDN System Manual
NEAX 2000 IPS Q-SIG System Manual (PRT)
NEAX 2000 IPS CCIS SYS MANUAL
NEAX 2000 IPS Office Data Programming Manual
NEAX 2000 IPS Maintenance Manual
NEAX 2000 IPS WCS System Manual
NEAX 2000 IPS OAI SYS MANUAL
NEAX 2000 IPS MatWorX User Guide
NEAX 2000 IPS MatWorX Installation Guide
NEAX 2000 IPS DM INSTALLATION
NEAX 2000 IPS FEATURE PROGRAM
NEAX 2000 IPS BUS/HOTEL/DATA F&S
NEAX 2000 IPS CCIS FEATURE & SPEC
NEAX 2000 IPS ISDN-QSIG F&S
NEAX 2000 IPS WCS F&S
NEAX 2000 IPS UPGRADE GUIDE
NEAX 2000 IPS SMDR/MCI/PMS Spec
NEAX IPS In-Skin Router Installation Guide
D ^{term} Assistant IPS User Guide