

# NEC

## Important Upgrade Information

- To use the IntraMail enhancements provided by this version of software, you must use the *NEC IntraMail Utility* version 1.2 to upgrade your IntraMail CompactFlash card. If you don't upgrade your card, the new features will not be available.
- If upgrading from version 3 software prior to 03.10.08 using telephone programming, you must reprogram the options in **1808-IntraMail Subscriber Mailbox Options**, **8005-Intra-Mail Master Mailbox Options**, and **8006-IntraMail Routing Mailboxes** after the upgrade.
- To avoid having to reprogram the above options, use the DS1000/2000 System Administrator to backup and restore the site database.

**DS1000**

**03.21.00**

**Release Notes**

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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# DS1000 Release Notes

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# DS1000 03.20.07 Release Notes

## New Features in 03.20.07

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### IntraMail

#### Call Screening

Call Screening allows a display keyset extension user to listen to (screen) a voice mail message as it is being left in their mailbox. Call Screening emulates a standard home answering machine — in addition to providing more control when handling incoming messages. Similar to Personal Answering Machine Emulation, the extension user can listen as the message is being left, intercept the call, or end the screen and have the message recorded privately. Unlike Personal Answering Machine emulation, Call Screening does not require the extension user to forward their call immediately to voice mail. The telephone display automatically shows the Call Screening soft key options as soon as the recording begins.

When enabled, Call Screening will broadcast the caller's message as soon as the mailbox Greeting completes. Additionally, if the extension user intercepts (answers) the screened call, the first portion of the message is automatically erased from the extension's mailbox.

Any caller that can leave a message can have their call screened by the extension user.

Note: Call Screening is not available with UltraMail or NVM-Series Voice Mail systems.

#### ***Call Screening and Group Mailboxes***

If extensions share a Group Mailbox, any number of extensions in the group can screen an incoming message. The group extensions can monitor the incoming message simultaneously. If any group member answers the call (i.e., intercepts the incoming message), the remaining group members are immediately disconnected.

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## New Features in 03.20.07

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### **Automatic Call Screening**

With Automatic Call Screening enabled, an extension will immediately screen (broadcast) an incoming message as soon as the caller starts to leave it in the extension's mailbox. The extension user hears two beeps followed by the caller's voice.

### **MW LED Operation Change**

With the introduction of Call Screening, only the Ring/Message Lamp flashes for new messages. The **MW** LED is used for Call Screening only.

Note that if more than one caller is leaving a message in a mailbox simultaneously, Call Screening will listen to the first message.

### **Programming**

#### **0101-Call Screening**

Enter **Y** to enable Call Screening. By default, this option is disabled (**N**).

### **Operation**

#### **Manual Call Screening Operation**

*When Automatic Call Screening is off, you hear a single beep and **MW** flashes fast while IntraMail records your caller's message. Your telephone display automatically changes to show the Call Screening soft key options.*

*Call Screening is only available while your telephone is idle.*

#### **To intercept the call (and stop recording the message):**

- Press **ANSWER (ANSW)** or flashing **MW**.

#### **To hear your caller's message as it is recorded in your mailbox (i.e., activate the Call Screening mode):**

- Press **SCREEN (SCRN)**.
  - To intercept the call (and stop recording the message):  
Press **ANSWER (ANSW)**, or  
Press **SPK**, or  
Lift the handset, or  
Press **MW**.
  - To continue listening to your caller's message as it is being recorded:  
Do nothing.
  - To exit Call Screening and allow the message to continue recording in private:  
Press **EXIT**.
  - To use another feature or process another call:  
Press any other feature key.

#### **To exit Call Screening and allow the message to continue being recorded in private:**

- Press **EXIT**.

#### **To use another feature or process another call:**

- Lift the handset, or
- Press **SPK**, or
- Press any other feature key.

*Call Screening is only functional while the telephone is on-hook.*

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## New Features in 03.20.07

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### Automatic Call Screening Operation

*When Automatic Call Screening is on, your idle telephone automatically goes into the screen mode while your caller leaves a message.*

*Call Screening is only available while your telephone is idle.*

#### To turn Automatic Call Screening on or off:

1. Super Display Telephone  
Press **PROGRAM + SCREEN**.  
22-Button or 34-Button Display Telephone  
Press **PGM + MORE + MORE + SCRN**
2. Press **ON** to turn Automatic Call Screening on.  
OR  
Press **OFF** to turn Automatic Call Screening off.  
*The top line of the display shows the Automatic Call Screening status.*
3. Press **EXIT** to exit.

#### To intercept the call (and stop recording the message):

- Press **ANSWER (ANSW)**, or
- Press **SPK**, or
- Lift the handset, or
- Press **MW**.

#### To continue listening to your caller's message as it is being recorded:

- Do nothing.

#### To exit Call Screening and allow the message to continue recording in private:

- Press **EXIT**.

#### To use another feature or process another call:

- Press **EXIT** + Lift the handset or press any other feature key.

### Directory Dialing

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach — just their name. Here's how Directory Dialing works:

1. When the Automated Attendant answers, it sends the call to a Directory Dialing Mailbox. (Optionally, the caller may be asked to dial a digit to access Directory Dialing.)
2. The Directory Dialing Mailbox plays the Directory Dialing Message which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. IntraMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1-3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and IntraMail sends the call to that

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## New Features in 03.20.07

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extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 15 characters, A-Z, using upper and lower case letters). Each extension should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and must have their Subscriber Mailbox active (Personal or Group).

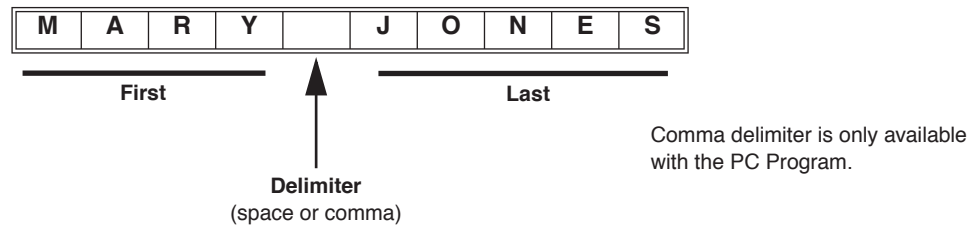
### ***System-Wide Programming***

#### **0201-Name Format**

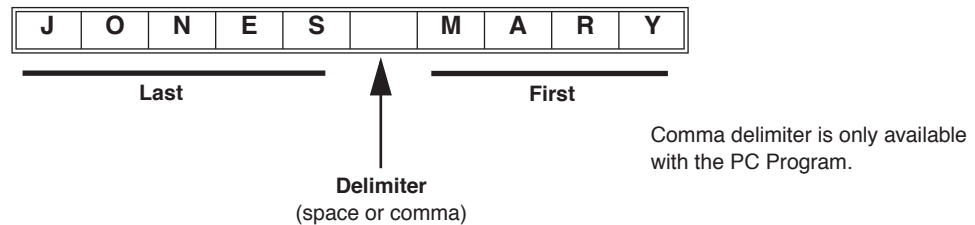
(NAME FMT)

Use this option to determine how extension names should be entered in **1801-Extension Name** or via the telephone. The options are **1** (first-last) and **2** (last-first). By default, this option is **1** (first-last).

If you enter **1** (first-last), the system assumes that all names are entered in the following format:



If you enter **2** (last-first), the system assumes that all names are entered in the following format:



### ***Programming Subscriber Mailboxes***

#### **1801-Extension Name**

(NAME)

Enter the name for each extension (up to 15 characters, A-Z, using upper and lower case letters). **Do not use non-alpha characters.** To separate a first name from a last name, enter a space (by dialing 0) as a delimiter. By default, there are no extension names entered. You can enter names in any of the following formats:

- First
- Last
- First (space) Last
- Last (space) First

You can also use Name Programming from the telephone to enter extension names. For help with programming names, see the Name Programming chart on the next page.

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## New Features in 03.20.07

Name Programming									
Key	Press a key the indicated number of times for desired character								
	1 Time	2 Times	3 Times	4 Times	5 Times	6 Times	7 Times	8 Times	9 Times
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	space	:	0						
#	Not used								
*	Not used								
After selecting a letter, press a key for another letter or wait 2 seconds for the cursor to automatically advance.									
Additional Name Programming Options									
<b>HOLD</b>	Save name. In system programming, HOLD saves and exits name programming.								
<b>CONF</b>	Exit name programming without saving name.								
<b>VOL Up</b>	Scroll the cursor to the left.								
<b>VOL Dn</b>	Scroll the cursor to the right.								
<b>MW</b>	Put the cursor after the last entry.								
<b>LND</b>	Delete the character under the cursor.								
<b>FLASH</b>	Delete the character to the right of the cursor.								
<b>CLEAR</b>	Clear the entire entry.								
<b>CHECK</b>	Restore the previous entry,								

### 1808-Directory List Number

#### (DIRECTORY NUM)

Use this option to specify the Directory List to which the Subscriber Mailbox belongs. When setting up Directory Dialing Mailboxes, you must specify which Directory List you want the Directory Dialing Mailbox to use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that belong to the list it is programmed to use. The entries for this option are **1-8** (lists 1-8), **0** (belongs to no lists), or **\*** (belongs to all lists). By default, Subscriber Mailboxes are not assigned to a Directory List (**0**).

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### ***Programming Master Mailboxes***

An outside caller can route to a Master Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Table's Answer Schedule Override mailbox, Default mailbox, or Routing mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.

### **8005-Extension Number**

(EXTENSION)

Use this option to select the Master Mailbox (**600-607, 700-707**) you want to assign as a Directory Dialing Mailbox. By default, there are no Master Mailboxes assigned as Directory Dialing Mailboxes.

### **8005-Mailbox Type**

(MAILBOX TYPE)

Enter **4** for this option to set the Master Mailbox as a Directory Dialing Mailbox. By default, all Master Mailboxes are type **3** (Subscriber).

### **8005-Mailbox Active**

(MAILBOX ACTIVE)

Use this option to activate (**Y**) the selected mailbox. IntraMail cannot use the Directory Dialing Mailbox unless it is active. By default, all Master Mailboxes are inactive (**N**). If the Directory Dialing Mailbox is not active, IntraMail routes the call to the Default Mailbox.

### **8005-Minimum Number of Letters Required**

(MIN NUM LETTERS)

Use this option to specify the minimum number of letters the caller should dial in order to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by **#**. The entries for this option are **1-3**. By default, the minimum number of letters the caller has to dial is **1**.

### **8005-Directory List Number to Use**

(DIRECTORY NUM)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that are in the list specified by this option. The entries for this option are **1-8** (use lists 1-8). By default, the Directory Number is **1** (list 1).

### 8005-Extension Name Match (NAME MATCH)

Use this option to determine which portion of the extension's programmed name Directory Dialing will use to route the call. The options are **1** (first) or **2** (last). By default, this option is **1** (first). The setting you choose in this option depends on how you set up **0201-Name Format**. For example:

0201-Name Format Setting	8005-Extension Name Match	Entered Name	Directory Dialing Routes by:
1 (first-last)	1 (first)	Mary Jones	Mary
	2 (last)		Jones
2 (last-first)	1 (first)		Jones
	2 (last)		Mary

### 8005-Unscreened or Screened Transfer (UTRF OR STRF)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are **1** (Screened Transfer) or **2** (Unscreened Transfer). By default, this is **1** (Screened Transfer).

### 8005-Screened Transfer Timeout (SCRN TRF TIMEOUT)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entry range for this option is **0-255** seconds. A setting of **0** = no recall. By default, this option is **15** (15 seconds).

- The **0401-Transfer Recall** interval has no interaction with this timer.

### 8005-Time Limit for Dialing Commands (DIALING TIMEOUT)

This option determines how long IntraMail will wait for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, IntraMail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox. The entry range for this option is **0-99** seconds. A setting of **0** = no timeout. By default, this option is **5** (5 seconds).

### 8005-Fax Detection (INCOMING FAX DET)

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (**Y**), the Directory Dialing Mailbox will detect incoming fax CNG tone. The fax will then route to the company fax machine according to the settings of **8004-Fax Extension**. If disabled (**N**), the Directory Dialing Mailbox will not detect incoming fax calls. By default, Fax Detection is disabled (**N**).

### 8005-Next Call Routing Mailbox (NEXT CALLRT MBOX)

Use this option to specify the Next Call Routing Mailbox (**000-015**) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following will occur:

- If the caller dials **0** while listening to the Directory Dialing Message, they route to the **0** action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials **#** while listening to the Directory Dialing Message, they route immediately to the Next Call Routing Mailbox and listen to the recorded Instruction Menu Message for that mailbox.

By default, there is no entry for this option (**UND** - entered by pressing **CLEAR**).

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## New Features in 03.20.07

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### ***Programming Routing Mailboxes***

An outside caller can route to a Routing Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Table's Answer Schedule Override mailbox, Default mailbox, or Routing mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.

### **8006-Extension Number**

(EXTENSION)

Use this option to select the Routing Mailbox (000-015) you want to assign as a Directory Dialing Mailbox. By default, there are no Routing Mailboxes assigned as Directory Dialing Mailboxes.

### **8006-Mailbox Type**

(MAILBOX TYPE)

Enter **4** for this option to set the Routing Mailbox as a Directory Dialing Mailbox. By default, Routing Mailboxes 000-007 are Call Routing Mailboxes (**1**) and Routing Mailboxes 008-015 are Announcement Mailboxes (**2**).

### **8006-Mailbox Active**

(MAILBOX ACTIVE)

Use this option to activate (**Y**) the selected mailbox. IntraMail cannot use the Directory Dialing Mailbox unless it is active. By default, all Routing Mailboxes are active (**Y**). If the Directory Dialing Mailbox is not active, IntraMail routes the call to the Default Mailbox.

### **8006-Minimum Number of Letters Required**

(MIN NUM LETTERS)

Use this option to specify the minimum number of letters the caller should dial in order to be routed by the Directory Dialing Mailbox. Callers must dial this minimum number of letters, followed by **#**. The entries for this option are **1-3**. By default, the minimum number of letters the caller has to dial is **1**.

### **8006-Directory List Number to Use**

(DIRECTORY NUM)

Use this option to specify which Directory List the Directory Dialing Mailbox should use. The Directory Dialing Mailbox can only call Subscriber Mailboxes that are in the list specified by this option. The entries for this option are **1-8** (use lists 1-8). By default, the Directory Number is **1** (list 1).

### **8006-Extension Name Match**

(NAME MATCH)

Use this option to determine which portion of the extension's programmed name Directory Dialing will use to route the call. The options are **1** (first) or **2** (last). By default, this option is **1** (first). The setting you choose in this option depends on how you set up **0201-Name Format**. For example:

0201-Name Format Setting	8006-Extension Name Match	Entered Name	Directory Dialing Routes by:
1 (first-last)	1 (first)	Mary Jones	Mary
	2 (last)		Jones
2 (last-first)	1 (first)		Jones
	2 (last)		Mary

### **8006-Unscreened or Screened Transfer**

(UTRF OR STRF)

Use this option to define the action Directory Dialing uses when routing a call. The entries for this option are **1** (Screened Transfer) or **2** (Unscreened Transfer). By default, this is **1** (Screened Transfer).

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## New Features in 03.20.07

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### **8006-Screened Transfer Timeout** (SCRN TRF TIMEOUT)

Use this option to set how long a Screened Transfer (STRF) from the Directory Dialing Mailbox will ring an unanswered extension before recalling. The entry range for this option is **0-255** seconds. A setting of **0** = no recall. By default, this option is **15** (15 seconds).

- The **0401-Transfer Recall** interval has no interaction with this timer.

### **8006-Time Limit for Dialing Commands** (DIALING TIMEOUT)

This option determines how long IntraMail will wait for the caller connected to the Directory Dialing Mailbox to dial before repeating the Directory Dialing Message. If the caller doesn't dial within three repeats of the message, IntraMail routes the call to the Next Call Routing Mailbox for the Directory Dialing Mailbox. The entry range for this option is **0-99** seconds. A setting of **0** = no timeout. By default, this option is **5** (5 seconds).

### **8006-Fax Detection** (INCOMING FAX DET)

Use this option to enable or disable Fax Detection for the Directory Dialing Mailbox. If enabled (**Y**), the Directory Dialing Mailbox will detect incoming fax CNG tone. The fax will then route to the company fax machine according to the settings of **8004-Fax Extension**. If disabled (**N**), the Directory Dialing Mailbox will not detect incoming fax calls. By default, Fax Detection is disabled (**N**).

### **8006-Next Call Routing Mailbox** (NEXT CALLRT MBOX)

Use this option to specify the Next Call Routing Mailbox (**000-015**) for the Directory Dialing Mailbox. If a Next Call Routing Mailbox is specified, the following will occur:

- If the caller dials 0 while listening to the Directory Dialing Message, they route to the 0 action programmed into the Dial Action Table associated with the Next Call Routing Mailbox.
- If the caller dials # while listening to the Directory Dialing Message, they route immediately to the Next Call Routing Mailbox and listen to the recorded Instruction Menu Message for that mailbox.

By default, there is no entry for this option (**UND** - entered by pressing **CLEAR**).

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## New Features in 03.20.07

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<b>Directory Dialing Mailbox Name Entry Options</b> (Options available while entering a name)		
<b>Dialed Digit</b>	<b>8006-Next Call Routing Mailbox Setting</b>	<b>Action</b>
<b>1-9</b>	N/A	Interprets the digit as a letter and waits 6 seconds for additional input (i.e., more letters or a # to conclude name entry). If no additional digits are dialed, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.
<b>0</b>	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
	000-015 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox's Dial Action Table.
<b>*</b>	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
<b>#</b>	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	000-015 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox's Instruction Menu.
<b>Timeout</b>	UND (Not assigned)	Repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

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## New Features in 03.20.07

Directory Dialing Mailbox Routing Options (Options available after a name is entered)		
Dialed Digit	8006-Next Call Routing Mailbox Setting	Action
1-3	N/A	Route to the respective extension from the list of up to three announced matches.
4	N/A	If more than three matches for the entered name are found, provides access to the next set of three matches.
5-9	N/A	Plays “ <i>That is an invalid entry</i> ” and repeats the list of announced matches each time the caller dials the digit.
0	UND (Not assigned)	Plays “ <i>That is an invalid entry</i> ” and repeats the list of announced matches each time the caller dials the digit.
	000-015 (valid Call Routing Mailbox)	Caller routes according to the 0 action of the Next Call Routing Mailbox’s Dial Action Table.
*	N/A	Repeats the Directory Dialing Message (to make a new name entry) each time the caller dials the digit.
#	UND (Not assigned)	Routes to the Automated Attendant (i.e., back to the Call Routing Mailbox that initially answered the call).
	000-015 (valid Call Routing Mailbox)	Routes to the Next Call Routing Mailbox and plays that mailbox’s Instruction Menu.
Timeout	UND (Not assigned)	Repeats the list of announced matches (up to three times). If no response, repeats the Directory Dialing Message (to make a new name entry) up to three times and then hangs up.

# DS1000 03.20.07 Release Notes

## New Features in 03.20.07

### Operation

<b>Recording a Directory Dialing Message</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox			
<b>SA (72)</b>	Access System Administrator options [SYS ADMIN] - [N/A]		
	<b>I (4)</b>	Select Instruction Menus [INSTRUCTION] - [INST]	
		Enter the Directory Dialing Mailbox number	
		<b>L (5)</b>	Listen to the current Directory Dialing Message (if any) [LISTEN] - [LSTN]
		#	Exit listen mode
		<b>R (7)</b>	Record a new Directory Dialing Message [RECORD] - [REC]
			Record message
		*	Pause or restart recording [RESUME] - [RESUME] [PAUSE] - [PAUSE]
		<b>E (3)</b>	Erase recording [CANCEL] - [CNCL]
		#	Exit recording mode [DONE] - [DONE]
		<b>E (3)</b>	Erase the Directory Dialing Message [ERASE] - [ERASE]
		#	Go back to the System Administrator options [EXIT] - [EXIT]
		#	Go back to the System Administrator options [EXIT] - [EXIT]
<b>0</b>	Plays Help message		

<b>Using Directory Dialing</b>	
<b>To use Directory Dialing:</b>	
<ol style="list-style-type: none"> <li>1. After the Automated Attendant answers, wait for the Directory Dialing Message.               <ul style="list-style-type: none"> <li>- The Automated Attendant may ask you to dial a digit for Directory Dialing.</li> </ul> </li> <li>2. Dial the letters that correspond to the name of the person you wish to reach + #.               <ul style="list-style-type: none"> <li>- The Directory Dialing Message will tell you how many letters you need to dial, and whether you should enter the person's first name or last name.</li> <li>- To exit Directory Dialing without selecting a name, just dial #.</li> </ul> </li> <li>3. The Automated Attendant will announce the name matches, and tell you which digit to dial (1-3) to reach each of the announced names.               <ul style="list-style-type: none"> <li>- To hear additional name matches (if any), dial 6 instead.</li> </ul> </li> <li>4. Once you make your selection, the Automated Attendant will route your call to the name you select.</li> </ol>	

### Group Mailboxes

A Group Mailbox is a Subscriber Mailbox shared by a group of co-workers. If a caller leaves a message at any extension within the group, the system stores the message in the Group Mailbox. The Ring/Message lamp at all keyset extensions in the group flashes to indicate that there is a new voice mail message waiting. Any extension user in the group can log onto their mailbox to hear and process the shared message. The message count on all keyset displays increments and decrements as group messages are received, listened to, or deleted.

Group Mailboxes are helpful in both residential installations and larger business workgroups, since extensions share a common voice mailbox. Messages in the Group Mailbox can be listened to, forwarded, deleted, and otherwise processed by any member of the group.

Group Mailbox uses Ring Group programming. You can separately set up Ring Group members to have the same Group Mailbox. Since the system provides 8 Ring Groups, there are a total of 8 Group Mailboxes available.

### Programming

#### 1802-Ring Group Number

Enter the Ring Group to which the extension belongs (1-8). The Ring Group assignment determines which Master Mailbox the system uses as the Group Mailbox. By default, this entry is 0 (no Ring Group assigned).

Ring Group Assignments for Group Mailboxes		
1802-Ring Group Entry	Ring Group Master Number	8005-Master Mailbox
1	600	600
2	601	601
3	602	602
4	602	603
5	604	604
6	605	605
7	606	606
8	607	607

Note: If **1808-Mailbox Type** = 2 (Group) and there is no Ring Group assignment, the extension has no mailbox, just as if **1808-Mailbox Type** was 0 (None).

#### 1808-Mailbox Type

For each extension that should share the Group Mailbox, enter 2. The other options are 1 (Personal Mailbox) and 0 (no mailbox enabled). By default, this option is 1 (Personal Mailbox).

This option replaces **1808-Mailbox Active** in prior software versions.

#### 8005-Mailbox Type

Use this option to set the mailbox type for Master Mailbox used as the Group Mailbox. The entries are 1 (Call Routing), 2 (Announcement), 3 (Subscriber), and 4 (Directory Dialing). By default, this option is 3 (Subscriber).

# DS1000 03.20.07 Release Notes

## New Features in 03.20.07

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### **If the Group Mailbox is a Call Routing Mailbox (1):**

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *"Your call cannot go through. Goodbye."* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded Instruction Menu message and can dial options allowed by the associated Dial Action Table.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear, *"That mailbox does not exist."*
- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, *"That mailbox does not exist."* They then return to the Automated Attendant.

### **If the Group Mailbox is an Announcement Mailbox (2):**

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *"Your call cannot go through. Goodbye."* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the prerecorded announcement and can use all other Announcement Mailbox features.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear: *"That mailbox does not exist."*
- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, *"That mailbox does not exist."* They then return to the Automated Attendant.

### **If the group mailbox is a Subscriber Mailbox (3):**

- The Group Mailbox has all the features of any other personal Subscriber Mailbox.

### **If the group mailbox is a Directory Dialing Mailbox (4):**

- A co-worker attempting to leave a message at an extension assigned to the Group Mailbox hears: *"Your call cannot go through. Goodbye."* IntraMail then hangs up.
- An outside caller attempting to leave a message at an extension assigned to the Group Mailbox hears the Directory Dialing message and can use any of the options programmed for the Directory Dialing Mailbox.
- If the Group Mailbox user presses **MW**, they are asked to enter their mailbox number. After entering the number, they hear: *"That mailbox does not exist."*
- An Automated Attendant caller attempting to leave a Quick Message or do a Remote Logon at an extension assigned to the Group mailbox hears, *"That mailbox does not exist."* They then return to the Automated Attendant.

### **8005-Mailbox Active**

Enter Y to enable each Master Mailbox used as a Group Mailbox. By default, this option is N (disabled).

### Message On Hold

Message On Hold allows you to record a message that will play to callers while they wait on Hold. For example, you can record a message summarizing available services or hours of operation. This message will play to callers as soon as you put them on Hold, and continually repeat as long as they remain on Hold. Message On Hold recording is only available from the System Administrator's Mailbox. IntraMail provides a single Message On Hold. Any number of callers can simultaneously listen to the Message On Hold recording.

#### Programming

##### 1003-MOH Source

To enable Message On Hold, enter **4**. By default, all trunks are set to 1 (external source).

##### 8004-Subscriber Message Length

The Message On Hold cannot exceed the setting of **8004-Subscriber Message Length** (1-4095 seconds). By default, this interval is 120 seconds.

#### Operation

Recording Message On Hold [Super Display Soft Key] - [Keyset Soft Key]			
Log onto System Administrator's mailbox			
<b>SA (72)</b>	Access System Administrator options [SYS ADMIN] - [N/A]		
<b>1</b>	Select Message On Hold [MSG ON HOLD] - [N/A]		
<b>L (5)</b>	Listen to the current Message On Hold (if any) [LISTEN] - [LSTN]		
<b>#</b>	Exit listen mode		
<b>R (7)</b>	Record a new Message On Hold [RECORD] - [REC]		
	Record message		
<b>*</b>	Pause or restart recording [RESUME] - [RESUME] [PAUSE] - [PAUSE]		
<b>E (3)</b>	Erase recording [CANCEL] - [CNCL]		
<b>#</b>	Exit recording mode [DONE] - [DONE]		
<b>E (3)</b>	Erase the Message On Hold [ERASE] - [ERASE]		
<b>#</b>	Go back to the System Administrator options [EXIT] - [EXIT]		
<b>0</b>	Plays Help message		
<b>#</b>	Go back to the Main Menu options [EXIT] - [EXIT]		
<b>0</b>	Plays Help message		

# DS1000 03.20.07 Release Notes

## New Features in 03.20.07

### Super Display Telephone Programmable Idle Menu Soft Keys

#### Programmable Idle Menu Soft Keys Introduced

The Super Display Telephone idle menu soft keys are customizable in system programming. You can tailor the idle mode display to meet the needs of each Super Display Telephone user. The first chart below shows the default idle menu soft key assignments. The second chart shows all the available idle mode soft keys, their definitions, and the related programming codes.

Super Display Telephone Default Idle Menu Soft Key Assignments			
Key	Display	Display	Key
1	<b>DIRECTORY</b>	(BLANK)	7
2	<b>PROGRAM</b>	(BLANK)	8
3	<b>V-MAIL --</b>	(BLANK)	9
4	<b>CALLS --</b>	<b>SP DIAL 1</b>	10
5	<b>PAGE</b>	<b>SP DIAL 2</b>	11
6	(BLANK)	(BLANK)	12

Super Display Telephone Idle Menu Soft Key Options		
Entry	Display	Description
00	<b>UNDEFINED</b>	The key has no function and the idle menu display is blank.
01	<b>DIRECTORY</b>	Press to access additional soft keys for Intercom, System Speed Dial, and Personal Speed Dial Directory Dialing.
02	<b>INTERCOM</b>	Press to directly access Intercom Directory Dialing.
03	<b>PERSONAL</b>	Press to directly access Personal Speed Dial Directory Dialing.
04	<b>COMPANY</b>	Press to directly access System Speed Dial Directory Dialing.
05	<b>PROGRAM</b>	Press to program the following: <ul style="list-style-type: none"><li>• Call Forwarding</li><li>• Call Screening</li><li>• Distinctive Ringing</li><li>• Handsfree Reply</li><li>• Intercom Voice Announce and Forced Intercom Ringing</li><li>• Language Selection</li><li>• Name Programming</li><li>• Speed Dial</li><li>• Volume for Ringing, Off-Hook Ringing, and Page</li></ul>
06	<b>V-MAIL</b>	Press to call your Voice Mail mailbox. This soft key also shows the number of new messages in your mailbox.
07	<b>CALLS</b>	Press to review your Caller ID log. This soft key also shows the number of new calls you have not yet reviewed.
08	<b>PAGE</b>	Press to initiate a Page announcement.
09	<b>SP DIAL 1</b>	Press to access Personal Speed Dial bins 701-710. The display shows the Speed Dial numbers (or names - if programmed).

# DS1000 03.20.07 Release Notes

## New Features in 03.20.07

Super Display Telephone Idle Menu Soft Key Options		
Entry	Display	Description
10	SP DIAL 2	Press to access Personal Speed Dial bins 711-720. The display shows the Speed Dial number (or name - if programmed).
11-30	PERS SPDL BIN 1-20	Press to access the associated Personal Speed Dial bin (701-720). The display shows the Speed Dial number (or name - if programmed).

### ***1705 Program Entry***

1705 - Soft Key Configuration	
<b>ICM + ### + Password (372000) + HOLD + 1705 + HOLD.</b>	
<b>EXTENSION</b>	
(Key selection)	<b>KEY NUMBER?</b> (1-12) [1]
(Key data entry)	<b>Key data</b> (00=UNDEFINED, 01=DIRECTORY, 02=INTERCOM, 03=PERSONAL, 04=COMPANY, 05=PROGRAM, 06=V-MAIL, 07=CALLS, 08=PAGE, 09=SP DIAL 1, 10=SP DIAL 2, 11-30=Personal bins 1-20)
<b>Press this:</b>	<b>To do this:</b>
When entering key data, your entry is automatically accepted after you enter the key code.	
<b>VOL ▲ or Vol ▼</b>	(Key selection) Scroll to the soft key you want to program. (Key data entry) Saves the key data and goes to the next (or previous) entry.
<b>HOLD</b>	(Key selection) After scrolling to the soft number key you want to program, press <b>HOLD</b> to enter key data. (Key data entry) When scrolling through available entries, press <b>HOLD</b> to accept the displayed entry.
<b>CONF</b>	Back up to the previous prompt level. Pressing <b>CONF</b> <i>does not</i> cancel your entry.
<b>ICM + HOLD + VOL ▲ or Vol ▼</b>	Scroll through the available entries (instead of entering a code). <b>ICM</b> flashes fast while scrolling.
<b>CLEAR</b>	Make the entry undefined (the same as entering 00).

### ***User Programmable Feature (Super Display Telephone Only)***

**#SM (#76)** + Press the soft key your want to program (or press **Vol Up** or **Vol Down** to scroll through the keys) + **HOLD + ICM + Vol Up** or **Vol Down** to select key option + **HOLD + CONF + SPK** to exit.

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

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### Directory Dialing

#### Interactive Soft Keys Relabeled

The Interactive Soft Keys for Directory Dialing are relabeled for clarity as follows.

22- and 34-Button Display Telephone	
<b>Software version 03.20.07</b>	
<b>DIR</b>	Press to access Directory Dialing.
<b>EXT</b>	Press to select from a directory of extension names.
<b>PERS</b>	Press to select from a directory of Personal Speed Dial names.
<b>CMPY</b>	Press to select from a directory of System Speed Dial Names
<b>EXIT</b>	Exit to previous menu.
<b>Software versions prior to 03.20.07</b>	
<b>DIR</b>	Press to access Directory Dialing, Paging, and Meet Me Conference.
<b>INT</b>	Press to select from a directory of extension names.
<b>EXT</b>	
<b>PERS</b>	Press to select from a directory of Personal Speed Dial names.
<b>CMPY</b>	Press to select from a directory of System Speed Dial names.
<b>PAGE</b>	Press to access Paging and Meet Me Conference (This option is not available in software version 03.20.07.)

Super Display Telephone	
<b>Software version 03.20.07</b>	
<b>DIRECTORY</b>	Press to access Directory Dialing.
<b>EXTENSION</b>	Press to select from a directory of extension names.
<b>PERSONAL</b>	Press to select from a directory of Personal Speed Dial names.
<b>COMPANY</b>	Press to select from a directory of System Speed Dial Names
<b>EXIT</b>	Exit to previous menu.
<b>Software versions prior to 03.20.07</b>	
<b>INTERCOM</b>	Press to select from a directory of extension names.
<b>PERSONAL</b>	Press to select from a directory of Personal Speed Dial names.
<b>COMPANY</b>	Press to select from a directory of System Speed Dial Names
<b>EXIT</b>	Exit to previous menu.

### IntraMail

#### Forwarding A List Of Message Simplified

When a subscriber forwards a list of messages, they automatically listen to the next message in the list once forwarding completes. In prior software versions, they would always return to the top of the message list. This required the subscriber to listen to the messages that had already been forwarded before being allowed to forward the next message in the list.

#### Group Ring Overflow Follows Master Mailbox Type

When setting up Group Ring Overflow, an unanswered Automated Attendant Unscreened Transfer (UTRF) will route to the Master Mailbox. If the Master Mailbox is a Subscriber Mailbox, the caller can leave a message. If it is an Call Routing, Announcement, or Directory Dialing Mailbox, the caller can use whatever options are programmed for that mailbox.

#### Guest Mailbox Enhancements

You can set up a Guest Mailbox by activating the Subscriber Mailbox at any uninstalled extension. In **1808-Mailbox Type**, set up the mailbox as Personal (1) or Group (2). A Screened Transfer (TRF) or Unscreened Transfer (UTRF) from the Automated Attendant goes directly to the Subscriber Mailbox, even though there is no extension installed.

Software version 03.20.07 enhances this type of Guest Mailbox as follows:

- An Intercom call to the uninstalled extension goes directly to the Subscriber Mailbox.
- A transferred call to the uninstalled extension also goes directly to the Subscriber Mailbox.

Note that if the transferring extension leaves a message before hanging up, the system will record two separate messages. One message will be from the transferring extension; the other from the transferred caller. Each message has the correct Caller ID assigned.

#### Mailbox Active Option Changed

To accommodate the new Group Mailbox feature, program **1808-Mailbox Active** is changed to **1808-Mailbox Type**. The new entries are Personal (1), Group (2), or None (0). To deactivate a mailbox in current software, enter 0.

#### Master and Routing Mailbox Programming Simplified

##### Master Mailboxes

All Master Mailboxes are enabled by default in software version 03.20.07. In addition, the **8005-Mailbox Active** prompt is moved down in the programming hierarchy to simply data entry. See the following chart.

8005 - Master Mailbox Options Program Entry (Entry Range) [Default Setting]	
<b>ICM + ### + Password (372000) + HOLD + 8005 + HOLD.</b>	
	<b>EXTENSION</b> (Master Mailbox number 600-607 or 700-707)
	<b>MAILBOX TYPE</b> (1 = Call Routing, 2 = Announcement, 3 = Subscriber, 4 = Directory Dialing, 0 = Undefined) [Subscriber]
	For Call Routing Mailboxes (Type 1)
	<b>MAILBOX ACTIVE</b> (Yes/No) [Yes]
	<b>DIAL ACTION TABLE</b> (1-16) [1]
	<b>SCRN TRF TIMEOUT</b> (0-255 seconds) [15]

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

8005 - Master Mailbox Options Program Entry (Entry Range) [Default Setting]		
		DIALING TIMEOUT (0-99 seconds) [5]
		INCOMING FAX DET (Yes/No) [No]
	For Announcement Mailboxes (Type 2)	
		MAILBOX ACTIVE (Yes/No) [Yes]
		NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
		NUM REPEATS (0-10) [0]
		HANG-UP (Yes/No) [No]
	For Subscriber Mailboxes (Type 3)	
		MAILBOX ACTIVE (Yes/No) [Yes]
		NUMBER OF MSGS (0-99) [20]
		MESSAGE PLAYBK (3=FIFO, 5=LIFO) [FIFO]
		MESSAGE OPTION (3=Erase, 7=Save)[Save]
		MSG RETENTION (1-90 Days, CLEAR = IND) [IND]
		REC CONV BEEP (Yes/No) [Yes]
		UPDATE MW LAMP (Yes/No) [Yes]
		AUTO-ATT DND (Yes/No) [No]
		FORCE UTRF (Yes/No) [No]
		AUTO TIME STAMP (Yes/No) [No]
		SYSTEM ADMIN (Yes/No) [No]
		DIALING OPTION (Yes/No) [No]
		NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]
	For Directory Dialing Mailboxes (Type 4)	
		MAILBOX ACTIVE (Yes/No) [Yes]
		MIN NUM LETTERS (1-3) [1]
		DIRECTORY NUM (1-8) [1]
		ALPHA NAME TOKEN (1 or 2) [1]
		UTRF or STRF (1=STRF, 2=UTRF) [STRF]
		SCRN TRF TIMEOUT (0-255 seconds) [15]
		DIALING TIMEOUT (0-99 seconds) [Y15]
		INCOMING FAX DET (Yes/No) [Yes]
		NEXT CALLRT MBOX (000-015, CLEAR = UND) [UND]

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

<b>8005 - Master Mailbox Options Program Entry</b> (Entry Range) [Default Setting]	
Press this:	To do this:
<b>HOLD</b>	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
<b>CONF</b>	Cancel your entry and back up to the previous prompt level.
<b>VOL ▲ or Vol ▼</b>	Scroll to the next prompt on the same prompt level.
<b>LND</b>	Erase the entry to the left of the cursor.
<b>CHECK</b>	Restore the previous entry.
<b>CLEAR</b>	Clear the entry from the display (unless otherwise noted).

### **Routing Mailboxes**

To simplify data entry, the **8006-Mailbox Active** prompt is moved down in the programming hierarchy. See the following chart.

<b>8006 - Routing Mailbox Options Program Entry</b> (Entry Range) [Default Setting]	
<b>ICM + ##** + Password (372000) + HOLD + 8006 + HOLD.</b>	
	<b>EXTENSION</b> (Routing Mailbox number 000-015)
	<b>MAILBOX TYPE</b> (1 = Call Routing, 2 = Announcement, 4 = Directory Dialing, 0 = Undefined) [Subscriber]
For Call Routing Mailboxes (Type 1)	
	<b>MAILBOX ACTIVE</b> (Yes/No) [Yes]
	<b>DIAL ACTION TABLE</b> (1-16) [1]
	<b>SCRN TRF TIMEOUT</b> (0-255 seconds) [15]
	<b>DIALING TIMEOUT</b> (0-99 seconds) [5]
	<b>INCOMING FAX DET</b> (Yes/No) [No]
For Announcement Mailboxes (Type 2)	
	<b>MAILBOX ACTIVE</b> (Yes/No) [Yes]
	<b>NEXT CALLRT MBOX</b> (000-015, CLEAR = UND) [UND]
	<b>NUM REPEATS</b> (0-10) [0]
	<b>HANG-UP</b> (Yes/No) [No]
For Directory Dialing Mailboxes (Type 4)	
	<b>MAILBOX ACTIVE</b> (Yes/No) [Yes]
	<b>MIN NUM LETTERS</b> (1-3) [1]
	<b>DIRECTORY NUM</b> (1-8) [1]
	<b>ALPHA NAME TOKEN</b> (1 or 2) [1]
	<b>UTRF or STRF</b> (1=STRF, 2=UTRF) [STRF]
	<b>SCRN TRF TIMEOUT</b> (0-255 seconds) [15]
	<b>DIALING TIMEOUT</b> (0-99 seconds) [Y15]
	<b>INCOMING FAX DET</b> (Yes/No) [Yes]
	<b>NEXT CALLRT MBOX</b> (000-015, CLEAR = UND) [UND]

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

<b>8006 - Routing Mailbox Options Program Entry</b> (Entry Range) [Default Setting]	
Press this:	To do this:
<b>HOLD</b>	Enter (accept) data you entered, advance to the next prompt without changing your entry, or navigate to the next prompt level.
<b>CONF</b>	Cancel your entry and back up to the previous prompt level.
<b>VOL ▲ or Vol ▼</b>	Scroll to the next prompt on the same prompt level.
<b>LND</b>	Erase the entry to the left of the cursor.
<b>CHECK</b>	Restore the previous entry.
<b>CLEAR</b>	Clear the entry from the display (unless otherwise noted).

### Multiple Greetings

The mailbox subscriber can record up to three separate greetings and make any one of the three active. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record separate greetings for work hours, after work, and during vacation. Instead of rerecording their greeting when they leave the office, they can just activate the "after work" greeting instead.

If the active greeting has not been recorded, a caller leaving a message in the subscriber mailbox will hear, "At the tone, you can leave your message for (extension number or name)."

Multiple Greetings requires IntraMail Voice Prompts version 1.2 or higher.

### Operation

<b>Recording a Greeting and Setting Up Auto Attendant Do Not Disturb</b> [Super Display Soft Key] - [Keyset Soft Key]			
Log onto Subscriber Mailbox			
<b>G (4)</b>	Access the Mailbox Greeting options <b>[GREETING] - [GREET]</b> IntraMail does the following: <ul style="list-style-type: none"> <li>• Plays a summary of your current settings</li> <li>• Displays the status of your active Greeting (1-3)  <b>[GREETING n: RECORDED] - [GREETING n: RECORDED]</b>, or  <b>[GREETING n: NOT REC] - [GREETING n: NOT REC]</b></li> <li>• Shows the Auto Attendant Do Not Disturb status  <b>[AUTO-ATT DND:OFF] - [N/A]</b>, or  <b>[AUTO-ATT DND:ON] - [N/A]</b></li> <li>• Provides soft keys for each of the 3 greetings  <b>[GREETING 1] - [GR1]</b>  <b>[GREETING 2] - [GR2]</b>  <b>[GREETING 3] - [GR3]</b></li> </ul>		
Select a Greeting (which also makes it active)			
			(1) <b>[GREETING 1] - [GR1]</b> (2) <b>[GREETING 2] - [GR2]</b> (3) <b>[GREETING 3] - [GR3]</b>
		<b>L (5)</b>	Listen to the active greeting (if recorded). <b>[LISTEN] - [LSTN]</b>
		<b>R (7)</b>	Record a new greeting (if not recorded), or rerecord the current greeting <b>[RECORD] - [REC]</b>
			Record at the tone, then press # when done

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

Recording a Greeting and Setting Up Auto Attendant Do Not Disturb [Super Display Soft Key] - [Keyset Soft Key]					
				*	Pause or restart recording [RESUME] - [RESUME] [PAUSE] - [PAUSE]
				E (3)	Erase the greeting [CANCEL] - [CNCL]
				#	End the recording [DONE] - [DONE]
					Erase the currently recorded greeting (if any) [ERASE] - [ERASE]
			#		Go back to the Mailbox Greeting options [EXIT] - [EXIT]
Change Auto Attendant Do Not Disturb					
		O (6)			Turn Auto Attendant Do Not Disturb off or on [DND ON] - [N/A] [DND OFF] - [N/A]
	#				Go back to mailbox Main Menu [EXIT] - [EXIT]
	0				Plays Help message.

## Paging

### Ring Over Page Volume Adjustment

Use **0202-Page Ring Volume** to adjust the volume of ringing over the External Paging system. The options are **5** (low), **6** (medium) and **4** (high). The default setting for this option is **6** (medium). The setting of **0202-Page Ring Volume** does not affect Background Music or Door Chime volume.

## Voice Mail

### Conversation Record Key for a Co-worker's Mailbox

Your extension can have a Conversation Record key for a co-worker's mailbox. While on a call, you can press the key to record your conversation directly into your co-worker's mailbox. You can set up the key to record into any valid Subscriber Mailbox (including Group Mailboxes and Master Mailboxes programmed as Subscriber Mailboxes). This could help a dispatcher, for example, that wants to record a conversation with a client right into the responsible technician's mailbox.

Your extension can have multiple Conversation Record keys, each associated with a different mailbox.

Setting up a Record key for a co-worker's mailbox is also available on DSS Consoles.

#### User-Programmable Feature

**#KP** + Press key you want to program + **HOLD** + Dial 17 + Enter mailbox number or 0 for your own mailbox + **HOLD** + **CONF** + **SPK** to exit.

#### Programming

#### 0101-Conversation Record

Enable (Y) Conversation Record in an extension's Class of Service. By default, Conversation Record is disabled (N).

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

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### 1701-Programmable Function Key Assignments

Assign a programmable key on an extension as a Voice Mail Conversation Record key (code 17 + Mailbox number). The mailbox number can be your own, a co-worker's, or any valid Subscriber Mailbox. By default, there are no Conversation Record keys assigned.

### Personal Answering Machine Emulation Operation Changed

The operation of personal Answering Machine Emulation is changed to match the operation of Call Screening, as follows.

#### When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

*While you are listening to the broadcast, **SPK** flashes and **MW** lights steadily on.*

- Do nothing to have the caller's voice automatically recorded in your mailbox.
- Press **SPK** or lift the handset to intercept the call.  
*If your extension is in the headset mode, you can only press **SPK**.*
- Press **MW** to switch to the Call Screening mode.

#### After switching to the Call Screening mode. . .

##### To intercept the call (and stop recording the message):

- Press **ANSWER (ANSW)** or flashing **MW**.

##### To screen your caller's message as your mailbox records it:

- Press **SCREEN (SCRN)**.
  - To intercept the call (and stop recording the message):  
Press **ANSWER (ANSW)**, or  
Press **SPK**, or  
Lift the handset, or  
Press **MW**.
  - To continue listening to your caller's message as it is being recorded:  
Do nothing.
  - To exit Call Screening and allow the message to continue recording in private:  
Press **EXIT**.
  - To use another feature or process another call:  
Press any other feature key.

##### To exit Call Screening and allow the message to continue being recorded in private:

- Press **EXIT**.

##### To use another feature or process another call:

- Lift the handset, or
- Press **SPK**, or
- Press any other feature key.  
*Call Screening is only functional while the telephone is on-hook.*

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## Voice Mail

### Conversation Record Display Change

If a display keyset user initiates a Conversation Record, they see **RECORDING MAILBOX XXX** (where XXX is the number of the mailbox into which the conversation is recording). In prior software versions, they would see **CONFERENCE** instead.

# DS1000 03.20.07 Release Notes

## Enhanced Features in 03.20.07

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### **Transferring to Mailbox Restarts Greeting**

If a caller is transferred to an extension and Voice Mail picks up, the caller will hear the entire greeting for the called extension's mailbox. The greeting will restart as soon as the system connects the caller to the Transfer destination's mailbox. In prior software versions, the caller would hear a partial greeting (depending on the timing of the transfer).

# DS1000 03.20.07 Release Notes

## Software Corrections in 03.20.07

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### Account Codes

#### Cannot Use System Speed Dial With Forced Account Codes

Software version 03.20.07 corrects an incompatibility with System Speed Dial and Forced Account Codes in prior 03.\*\*.\*\* versions. When Forced Account Codes are enabled in these prior versions, an extension user cannot enter an Account Code after dialing a System Speed Dial number. This is now corrected.

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### Call Forwarding Off Premise

#### Call Forwarding Off Premise With Account Codes And IntraMail May Reset System

Software version 03.20.07 corrects the following reset problem that occurred in prior 03.\*\*.\*\* software versions:

1. In Class of Service, enable (Y) **0101-Forced Account Codes, 0101-Forced Account Codes for Toll Calls Only**, and **0101-Off Premise Call Forward**.
2. Set up Call Forwarding Off Premise at extension 304 to use Personal Speed Dial bin 701 and line 2.
3. Program line 1 as Key Ring with day overflow to the IntraMail master number (700).
4. When a call rings line 1, is unanswered, and overflows to the IntraMail Automated Attendant, the caller dials 304.
5. The system eventually resets.

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### Central Office Calls, Answering/Placing

#### Quickly Retrieving Call From Hold Can Lock Up Trunk

Software version 03.20.07 corrects a problem in prior versions in which hanging up a trunk call and then quickly retrieving another call from Hold can cause the trunks to lock up. Either trunk could remain in the talk state after disconnect, depending on the exact timing of the user action.

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### Door Box

#### Chimes Over External Page Don't Follow Programmed Tone

When setting up External Paging to broadcast Door Box chime tones (**0202-Door Chime Over External Page = Y**), paging will broadcast whichever tone is programmed in **1801-Door Chime**. In prior software versions, External paging would always broadcast chime tone 1 (regardless of which tone was programmed.)

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### Hotline

#### Hotline Keys To Ring Group Or UCD Masters Don't Function

Software version 03.20.07 does not allow you to program Hotline keys for Ring Group or UCD Hunting Group master numbers (e.g., 600-607 and 700-707). Master numbers are not valid Hotline destinations. In prior software versions, however, you could make the assignments in **#KP** User Programmable Features but they would not function.

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### Intercom

#### Ring Soft Key Shuts Off Talk Path

Software version 03.20.07 corrects the following problem what would shut off the Intercom talk path in prior 03.\*\*.\*\* versions:

1. Place an Intercom call from one display keyset to another.
2. Quickly press the **RING** soft key.
3. The talk path is shut off and the called extension does not ring.

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### IntraMail

#### External Transfer

When setting up an External Transfer, at least one of the trunks involved in the transfer must have **1003-Tandem Trunk** enabled (Y). In software version 03.14.00, External Transfer would work even if **1003-Tandem Trunks** was disabled (N).

#### Long Greetings Cut Off During Record

Software version 03.20.07 corrects a problem in prior 03.\*\*.\*\* versions where a Greeting longer than 16 seconds could be cut off during recording.

#### Make Call And Message Notification Callout May Cause System Reset

Software version 03.20.07 corrects a problem in prior 03.\*\*.\*\* versions that could cause a system reset during a Make Call or Message Notification callout to an outside party. Although more prevalent with T1 trunks providing answer supervision, the reset could also occur with analog trunks.

#### Message Notification Callout Interferes With Subscriber Mailbox Operation

Software version 03.20.07 corrects the following problem in prior versions 03.10.08 and above:

1. Subscriber dials **L** to listen to a message.
2. While listening, a Message Notification callout begins.
3. When the notification callout ends, IntraMail immediately hangs up on the subscriber.

#### Outgoing Message Record Problems when CompactFlash Card Full

If a subscriber tries to record an outgoing message (such as a Mailbox Name or an Instruction Menu) while the IntraMail CompactFlash card is full, they will hear an error message warning them that no space is available. Recording is not allowed. In prior 03.\*\*.\*\* versions, the recording procedure was allowed but the outgoing message was not recorded.

#### Remote Logon Prompt Won't Play

In software version 03.14.00, the voice prompt "*Please enter your mailbox number*" would not play

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## Software Corrections in 03.20.07

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for a **8008-Dial Action Table #** key depression when the *Action* = LOGON and *Data* = N. In addition, pressing # three times in succession could cause a system reset. This is corrected in software version 03.20.07.

Note that by default the # key depression for Dial Action Table 1 *Action* = LOGON and *Data* = IXXX, so the prompt will not play.

### System Administrator Cannot Record Subscriber Names

In prior 03.\*\*.\*\* software versions, the System Administrator could only re-record names for other Subscriber Mailboxes if:

- The administrator's name had already been recorded.  
OR
- The administrator first deleted the Subscriber Mailbox name.

This is corrected in software version 03.20.07.

### System Administrator Doesn't Hear Help Message

If the System Administrator tries to listen to an Instruction Menu, Announcement, or Music on Hold message that has not been recorded, they hear, "*The greeting has not been recorded*" followed by a help message explaining their options. In prior 03.\*\*.\*\* software versions, the help message would not play.

### Time and Date Cuts Replaces Top Line of Display

In prior 03.\*\*.\*\* software versions, the Time and Date display would occasionally replace the IntraMail prompts during certain feature operations. This no longer occurs in version 03.20.07.

### Voice Prompts Affected By User's Voice

In prior 03.\*\*.\*\* software versions, a user could speak near their phone while a voice prompt was playing and the voice prompt volume would decrease. This was because the telephone microphone would pick up their voice and affect the volume of the playing prompt. This interaction no longer occurs in software version 03.20.07.

### Time And Date Stamp Doesn't Play Caller's Number

If a trunk call is transferred to an extension's mailbox using **ICM** + Extension number + **MW**, the user can dial **TI** while listening to the message to hear the following:

- The date the message was sent.
- The time the message was sent.
- With Caller ID installed, the number of the outside caller that left the message.

In prior versions of 03.\*\*.\*\* software, **TI** would announce the extension number of the receiving trunk rather than the outside caller's number.

### Voice Prompts Stop After Listening To Recorded Name

In software versions prior to 03.20.07, the voice prompt help messages would stop after a user pressed **L** to listen to their recorded mailbox name. In version 03.20.07, the voice prompt help messages play normally as soon as IntraMail plays the recorded name.

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## Language Selection

### Class of Service Doesn't Turn Off Soft Keys

When **0101-Allow Language Programming** and **0101-Allow Name Programming** are disabled (N), the **NAME** and **LANGUAGE** soft keys do not appear on the Super Display Telephone. In prior

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## Software Corrections in 03.20.07

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software versions 03.10.08 and above, these soft keys would appear but were not functional unless these Class of Service options were enabled (Y).

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### Name Programming

#### Entering Long Name Aborts Name Programming

Software version corrects a problem in version 03.10.08 and above where the system could exit programming while the installer was entering a long name. In version 03.20.07, the system will wait approximately 30 seconds after the last character is entered before aborting the programming mode.

#### Flash Key Operation

When programming names, press **FLASH** to delete the character to the right of the cursor. In prior software versions 03.10.08 and above, **FLASH** key operation when editing a name was not consistent.

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### Programming

#### Program 0301 Data Entry Errors

Software version 03.20.07 corrects the following program entry problem that occurred when programming **0301-Modem Installed** in prior 03.\*\*.\*\* versions:

1. Enter programming mode and select program 0301.
2. Press **HOLD** or **Vol Up** repeatedly until you see **MODEM INSTALLED**.
3. You cannot change the setting for **0301-Modem Installed** until you press **Vol Up** to bypass the option, then **Vol Down** to return to it.

#### Program 0501 Data Entry Errors

Software version 03.20.07 corrects the following program entry problem that occurred when programming **0501-Single Digit Access** in prior 03.\*\*.\*\* versions:

1. Enter programming mode and select program 0501.
2. For digit 2, set **FUNCTION** Type to **3** (Line Group) + **Vol Up**.
3. Change the setting of **SINGL DGT ACCESS** for the digit 2 (9=Yes, 6=No) + **HOLD**.
4. Press **CONF** to exit.
5. Repeat steps 1-3 to check your entry. The programmed value has not changed.

*To save your entry in prior software versions, press **Vol Up** in step 3 instead of **HOLD**.*

#### Program 1704 Data Entry Errors

Software version 03.20.07 corrects a data entry problem in prior 03.\*\*.\*\* versions in which using **Vol Up** and **Vol Down** to quickly scroll through **1704-DSS Console Key Assignments** will cause programming to freeze. Pressing **CONF** will release the freeze.

#### Program 8003 Data Entry Errors

Software version 03.20.07 corrects an out-of-range data entry error in prior 03.\*\*.\*\* versions when programming **8003-Trunk Number**. For example, in DS2000 the first trunk number could display as 240 instead of 1. This is now corrected.

#### Program 9903 Allows ATRU PCB In Slot 1

In prior versions of 03.\*\*.\*\* software, the system would auto-ID an ATRU PCB plugged into slot 1, even though slot 1 is reserved for a 16DSTU PCB. In addition, program **9903-Set Up Trunks** would recognize the installed PCB. In software version 03.20.07, an ATRU PCB plugged into slot 1

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## Software Corrections in 03.20.07

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is ignored by the system, will not auto-ID, and will not be recognized by program 9903.

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### Speed Dial

#### 4-Digit System Speed Dial Bin Displays Wrong Name

Software version 03.20.07 corrects a problem with 4-digit System Speed Dial numbers in prior 03.\*\*.\*\* versions in which names would be assigned to the wrong bins in **1101-System Speed Dial Numbers**.

#### Pressing Super Display Soft Key When No Block Assigned Resets System

In prior software versions, if a Super Display Telephone user pressed **SP DIAL 1** or **SP DIAL 2** and their extension had no Speed Dial block assigned in **1802-Speed Dial Block**, the system would reset. This is corrected in software version 03.20.07.

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### Station Message Detail Recording

#### Abbreviated Caller ID Status Messages

Software version 03.20.07 corrects the following Caller ID Status Messages on the SMDR report:

Prior 03.**.** Versions	03.20.07
Priv	Private Number
Out	Out of Area Number

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### T1 Trunking

#### Out Of Frame Sync Recovery Improved

Software version 03.20.07 incorporates enhancements that improves the ability of the T1 PCB to recover from an Out of Frame Sync condition.

# **DS100003.20.09/03.21.00 Release Notes**

## **New Features in 03.20.09/03.21.00**

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**There are no New Features in this release.**

## **DS1000 03.20.09/03.21.00 Release Notes**

### **Enhanced Features in 03.20.09/03.21.00**

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**There are no Enhanced Features in this release.**

# DS1000 03.20.09/03.21.00 Release Notes

## Software Corrections in 03.20.09/03.21.00

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### Caller ID

#### ANI/DNIS Entry Disables Caller ID

In software versions prior to 03.20.09/03.21.00, making an entry in **1001-ANI/DNIS** for a non-T1 trunk would disable Caller ID. This occurred in both DS1000 and DS2000. In software version 03.20.09/03.21.00, the entry for **1001-ANI/DNIS** is ignored for non-T1 trunks and will not disable Caller ID for those types of trunks.

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### Handsfree and Handsfree Answerback

#### RING Soft Key Intermittent Operation

Software version 03.20.09/03.21.00 corrects the intermittent operation of the **RING** soft key in software version 03.20.07. After a keyset user placed a voice-announced Intercom call to another keyset in version 03.20.07, pressing the **RING** soft key did not always initiate Forced Intercom Ringing (i.e., Intercom ringing).

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### IntraMail

#### Digital Pager Dialing Delay Fixed at 30 Seconds

The delay that occurs before IntraMail dials the Digital Pager Callback Number is determined by the setting of **8004-Delay in Dialing Digital Pager Callback Number**. In software version 03.20.07, the delay was fixed at 30 seconds, regardless of the setting of this option. This is corrected in version 03.20.09/03.21.00.

#### EG From Admin Mailbox Doesn't Erase All Greetings

The System Administrator can use the Subscriber Maintenance **EG** (34) option to simultaneously erase all recorded greetings in a subscriber mailbox. Additionally, the active greeting is reset to 1. In software version 03.20.07, the **EG** option only erased the active greeting. This is corrected in version 03.20.09/03.21.00.

#### Pressing # Doesn't Complete Message On Hold Recording

After the System Administrator records a Message on Hold (and presses **DONE** or dials # to complete the recording), they can exit the Message on Hold feature by dialing #, pressing **EXIT**, or hanging up. In software version 03.20.07, hanging up would cause the message to not be recorded. This is fixed in software version 03.20.09/03.21.00.

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### Paging

#### Intercom Speed Dial Key Leaves Extension Connected to Page Zone

Software version 03.20.09/03.21.00 corrects the following problem that occurred in prior 03.\*\*.\*\* versions:

1. Keyset user places or answers an outside call.

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## Software Corrections in 03.20.09/03.21.00

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2. User presses **HOLD**, then a Speed Dial bin one-touch key (or soft key) programmed with Paging code \*10.
3. The keyset goes into the handsfree mode, and remains in the handsfree mode after the user hangs up the handset.
4. The user must hang up again or press **SPK** to clear the handsfree mode and go idle.

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### Speed Dial, Personal

#### Pressing Bin Key Quickly After Hang Up Can Cause System Reset

In prior 03.\*\*.\*\* software versions, if an extension user quickly pressed a Personal Speed Dial bin (one-touch) key *immediately* after hanging up an outside call, the system could reset. This is corrected in software version 03.20.09/03.21.00.

#### System Programming Cannot Set Up Soft Keys For Bins 706-720

In software version 03.20.07, program **1705-Soft Key Configuration** could not set up soft keys for Personal Speed Dial bins 706-720. The program executed correctly, but the soft keys did not work. This is corrected in software version 03.20.09/03.21.00.

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### Trunk (Line) Queuing / Trunk Callback

#### Analog Station Cannot Dial After Callback

Software version 03.20.09/03.21.00 corrects a problem in prior 03.\*\*.\*\* versions in which a toll restricted analog station could not dial after a Trunk Callback. The following would occur:

1. Analog station user dials a code for an outside line and hears busy tone.
2. User dials 2 and hangs up.
3. When the trunk becomes free, the analog station rings.
4. The user lifts the handset, hears dial tone on the outside line, and dials their number.
5. The dialed number does not go through.

Another symptom of this same problem is that a toll restricted analog station could not dial any digits after an internal Callback to a co-worker.

This is corrected in software version 03.20.09/03.21.00

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September 27, 2004  
Printed in U.S.A.