

SBX IP 320 Frequently Asked Questions

Q: What Vertical digital telephones operate on the SBX IP 320?

A: Only the SBX IP 320 8 button (4008-00), 24 button (4024-00), DSS console (4010-00), and door phone (3560-08) function on the SBX IP 320 system.

Q: What is the maximum capacity of the SBX IP 320?

A: The SBX IP 320 is capable of 12 CO lines and 32 stations. The basic KSU starts at 3 CO lines and 8 stations and can expand by an additional 3 CO lines and 8 stations for a maximum of 6 CO lines and 16 stations. An expansion KSU can be added to the basic KSU. The expansion KSU starts at 3 CO lines and 8 stations and can expand by an additional 3 CO lines and 8 stations for a maximum of 6 CO lines and 16 stations providing the maximum capacity of 12x32.

Q: Is CallerID standard or do I need additional equipment?

A: The SBX IP 320 provides CallerID as a standard feature. No additional hardware or software is required.

Q: What is the VoIP capability of the SBX IP 320?

A: The SBX IP 320 supports IP telephones, IP system networking, and SIP trunks. Note that IP Networking and the Nomad SP soft phones require license activation.

Q: Which SIP providers are supported with the SBX IP320?

A: You can view the SIP providers certified with SBX here: <http://www.vertical.com/partners-itsp.html>

Q: Can I operate an IP phone from the system's built-in Ethernet interface?

A: No, the VOIB card is required to support IP phones. The Ethernet port exists for programming/maintenance and voice mail to email notification.

Q: Can I use standard SIP telephones on the SBX IP 320?

A: No. The SBX IP 320 only supports the Vertical 3808-71, 3824-71, 3825-71, 3818-00, 3817-00 IP endpoints.

Q: How is the system administered?

A: Programming can be accomplished in three ways: Online via the SBX PC Admin program, offline via the SBX PC Admin program, or from a digital keyset. You can download the latest versions of the SBX PC Admin Online and Offline programs from Vertical's CCC.

Q: What products on the SBX IP 320 require activation licenses for proper operation?

A: Nomad SP soft phone, System IP networking, and EZ Phone require software licenses. These licenses are purchased and then entered into the system for product activation. Two connections of Nomad SP are included without charge with every KSU.

Q: How do I activate the demonstration period for the optional programs?

A: Three interfaces are available for Lock Key Installation. They are Serial (RS-232C), Modem, and LAN interfaces.

Through any interface, you can access to the system by pressing [ENTER] key after connection is made.

The following is an example.

```
SBX IP 320 System
Version GS88P-1.0Cc FEB/08
Dsp Version: 3.0(06/06/29)
DATE: 2/29/08
TIME: 09:44:03
SITE NAME   :
ENTER PASSWORD: *****
maint>
```

At this moment, the necessary password is "jannie" that is for Lock Key Installation. (Please, ignore quotation mark in real situation)

At the maint prompt enter: q k start_demo_mode

Press [ENTER]

Q: What cordless phones does the SBX IP 320 support?

A: Currently, the SBX IP 320 supports the NomadIP WiFi mobile handset. The optional VOIB board is required to support the NomadIP.

Q: How do I access my voicemail from an external location on the SBX IP 320?

A: Your mailbox greeting must be setup and a password must be assigned to your mailbox. Once that is done you simply access your extension and let the call go to your voicemail. When you hear your greeting simply dial * and you will be prompted for your password. Once you enter your password press [1] to listen to any messages you have.

Q: What voicemail commands are available while listening to my message from an external location?

A: [1] Listen to current message again, [2] Listen to the next message, [3] Delete current message, [4] Delete all messages

Q: What are the voice mail options available?

A: The most cost-effective option is the four-port, two-hour SBX voice mail card. You can also use a separate analog voice mail.

Q: What features are available in the SBX voice mail?

A: Listen, replay, delete, save, forward (w-w/o pre-amble)

Q: Why do trunk to trunk transfer calls sound loud or garbled?

A: In certain cases, the CO lines may be at a high level from the phone company. You can adjust for this by entering administration programming area 404. Press flexible button 5 and enter 26 on the dial pad. Save the entry and then reset the system.