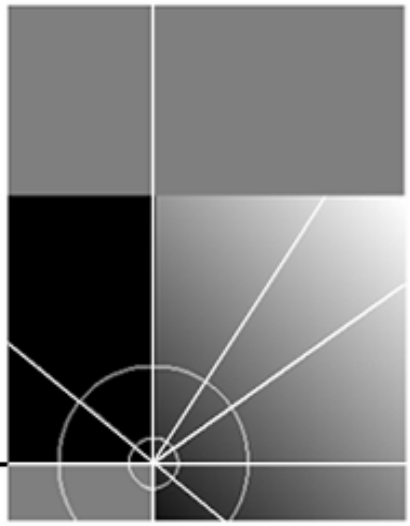
NBX® System Planning Guide

Release 4.3:

- **SuperStack 3 NBX**
- **NBX 100**



http://www.3com.com/

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CONTENTS

PREFACE

This form is designed to help 3Com NBX partners gather information that they can use to plan the installation of the 3Com NBX® SuperStack® 3 Networked Telephony Solution and the 3Com® NBX 100 Communications System. Completing this form may spur questions that enable you and your client to configure the system in the most useful manner for the client. In addition, you can use the completed form as a record for you and the client.

Distribution Medium

This guide is available in both Microsoft Word and PDF format on the *NBX Resource Pack CD*. The free Adobe® Acrobat® Reader for reading the PDF file is on the *NBX Resource Pack CD*.

Comments

Please send your comments about this guide or any of the 3Com NBX documentation and Help systems to:

Voice_TechComm_Comments@3com.com

Contact Information

Customer
Client Name:
Contact Name:
Installation Address:
System Administrator:
Telephone Number:
Fax Number:
E-mail Address:

Dealer
Dealer Name:
Contact Name:
Address:
Telephone Number:
Fax Number:
E-mail Address:

Carrier Information

Local Service
Carrier:
Contact Name:
Telephone Number:
Fax Number:
Billing Number:
Any additional lines being added? Yes ☐ No ☐
Types of lines being added: Loop start ☐ ☐ T1/PRI ☐ E1/PRI ☐ BRI-S/T ☐
New PSTN connection installation date:

Long-distance Service
Carrier:
Contact Name:
Telephone Number:
Fax Number:
Account Number:

Preliminary Information

Number of telephones installed on current telephone system:
Number of telephones being installed on the NBX system:
Number of users anticipated in the near future:
Number of chassis: ☐ NBX 100 ☐ SuperStack 3 NBX
Where will the NBX chassis be located?
How will it be mounted? Wall ☐ Rack ☐
Mode: Key system? ☐ Hybrid/PBX? ☐
Will disk mirroring be installed (SuperStack 3 NBX only)? Yes ☐ No ☐
What range of extensions would you like? (NBX 100 default: 100-449 / SuperStack 3 default: 1000-4999)
Extension that will be assigned to the attendant's telephone:
Power Failure Telephone (PFT) units to be installed? (North America only) Yes ☐ No ☐
Number of PFTs:
UPS available for chassis? (UPS is recommended) Yes ☐ No ☐ Dedicated power outlet available for UPS? Yes ☐ No ☐
Will Ethernet power be used for the telephones? Yes ☐ No ☐ Number of 802.3af-compliant Ethernet power supplies: Number of non-802.3af-compliant Ethernet power supplies (may require the use of a splitter (3C10223) for each powered device):
Will a redundant power supply be used (SuperStack 3 NBX only)? Yes ☐ No ☐ **Note:** One dedicated power outlet is required for each power supply.
Attach a list of frequently dialed telephone numbers for System Speed Dials.

Site Survey

Cable Survey					
Plenum ☐ PVC ☐					Termination:
Data cable: cat./level:	Singles	Dual	Quad		110 ☐
Voice-only cable: cat./level:	Singles	Dual	Quad		Patch ☐
Total number of locations/drops:	Singles	Dual	Quad		66 ☐ Other:
Riser cable: Plenum ☐ PVC ☐ Shielded ☐					
Copper ☐	Number of pairs:			Length:	
Fiber ☐	Armored ☐ Number of strands:			Length:	
Coax ☐	Type:			Length:	
Demarcation for dial tone:					
Feeder: existing ☐ new ☐ Plenum ☐ PVC ☐ Number of pairs: Termination block? Yes ☐ No ☐ Modular jack ☐ RJ-21x (66) ☐ 110 block ☐					
Location of IDFS:					
Drop ceiling height:	Walls:		Number of floors:		

LAN/WAN Survey

Do you have IP networking/Internet access? Yes ☐ No ☐
Fixed IP address to be assigned to the NCP: (Default: 192.168.1.190)
Default Gateway: (Default: 0.0.0.0)
Subnet Mask: (Default: 255.255.255.0)
Host Name: (Default: nbx100/750)
Will you require T-connectors with terminators for additional chassis? Yes ☐ No ☐
Type of Ethernet LAN: 10BASE-T ☐ 100BASE-T ☐
Protocols used on network: IP ☐ IPX ☐ AppleTalk ☐
Do hubs have 10BASE2 connectors? Yes ☐ No ☐
Does your network distribute power over the Ethernet cables (PoE)? Yes ☐ No ☐
If you have Power over Ethernet, is it compliant with the IEEE 802.3af specification? Yes ☐ No ☐
Does your network meet 5-4-3 Ethernet specifications today?
ISP name:
ISP telephone number:
Typical LAN bandwidth utilization:
Will more hub/switch ports be needed? Yes ☐ No ☐ If yes, how many:
Location of phones within the network:
Note: Attach a current network diagram to enable you to connect the NBX phones so that there is minimal impact on the data network.

Telephone Line Survey

Number of CO (POTS) lines (North America only):
Fax lines:
Modem lines:
Alarm lines:
Other:
ANI? Yes ☐ No ☐

DNIS? (North America only)	Yes ☐ No ☐
DID/DDI?	Yes ☐ No ☐
911/E911? (North America only)	Yes ☐ No ☐
Caller ID?	Yes ☐ No ☐
D4 Channel Bank? (North America only)	Yes ☐ No ☐

No. of T1/DS1 lines:
No. of T1/ISDN PRI lines:
No. of E1/ISDN PRI lines (outside North America only):
No. of ISDN BRI-S/T lines (outside North America only):
Other:
Other:

Electrical Survey

Sufficient power outlets for all telephones and chassis?				Yes ☐	No ☐	
Sufficient amperage?				Yes ☐	No ☐	
Outlet fully grounded or switched?	Outlet 1	Yes ☐	No ☐	Outlet 2	Yes ☐	No ☐
Dedicated power outlet available for redundant power?				Yes ☐	No ☐	

NBX Hardware Required to Complete the Installation
Line cards:
Hubs:
Chassis:

Digital Line Card Provisioning – T1 DS1 and T1 ISDN PRI

Service Provider Value/Service	**T1 DS1**	**T1 ISDN PRI**
Line length (the physical line length)	0-35 ☐ 25-56 ☐ 55-95 ☐ 85-125 ☐ 115-155 ☐ 145-185 ☐ 175-210 ☐	0-35 ☐ 25-56 ☐ 55-95 ☐ 85-125 ☐ 115-155 ☐ 145-185 ☐ 175-210 ☐
Note: Some line length ranges overlap. If neither range is more representative of the length, use either range. Otherwise, use the range with the greatest overlap.		
Framing type	D4* ☐ CSU ESF to D4 conversion ☐ *Recommended/default (Required for ANI)	ESF* ☐ F4 ☐ F12 (D4/SF) ☐ F72 (SLC96) ☐ *Recommended/default
Line code (zero code suppression)	AMI ☐ CSU B8ZS to AMI Conversion ☐	B8ZS ☐ (recommended) AMI ☐
CSU installed? **Note:** The 3Com 3C10165D E1 Digital Line Card and the 3C10116D T1 Digital Line Card each have an onboard CSU.	Yes ☐ No ☐ If No, planned installation date: _____ A CSU is required for both T1 DS1 and T1 ISDN PRI installations.	Yes ☐ No ☐ If No, planned installation date: _____ A CSU is required for both T1 DS1 and T1 PRI installations.
Timing mode	Loop/Internal	N/A
DID/DDI/DNIS Services MSN (Multiple Subscriber Numbering) Services	NBX 100: 3-digit extensions 100-449? Yes ☐ No ☐ SuperStack 3 NBX: 4-digit extensions 1000-3999 Yes ☐ No ☐ If No, extension block available: _____ If the CO cannot provide these extensions for DID/DNIS, dial plan modifications are required. See the *Administrator's Guide*.	
Service being used	DID/DDI/DNIS ☐ MSN ☐	DID/DDI/DNIS ☐ MSN ☐
Signaling	In-band; standard TDM (Time Division Multiplexed)	ISDN PRI

Digital Line Card Provisioning – T1 DS1 and T1 ISDN PRI, continued

Service Provider Value/Service	T1 DS1	T1 ISDN PRI
Start type	All channels must be configured for Wink Start for inbound and outbound calls.	N/A
Caller ID	ANI (Calling Party IE) provided? Yes ☐ No ☐ (required for caller ID)	ANI (Calling Party IE) provided? Yes ☐ No ☐ (required for caller ID)
Line hunting	Available? Yes ☐ No ☐ Starting on channel _____ 3Com recommends starting on channel 1 and hunting up.	
CO switch protocol	E&M robbed bit	4ESS Custom ____ Call-By-Call Service Enabled Yes ☐ No ☐ Carrier Identification Code _____ Default Outbound Service: Standard ____ MEGACOM ____ 5ESS Custom ____ DMS Custom ____ National ISDN NI-1/NI-2 _____

Digital Line Card Provisioning – E1 ISDN PRI and ISDN BRI-ST

Service Provider Value/Service	E1 ISDN PRI	ISDN BRI-S/T
Line length (the physical line length)	0-35 ☐ 25-56 ☐ 55-95 ☐ 85-125 ☐ 115-155 ☐ 145-185 ☐ 175-210 ☐	0-35 ☐ 25-56 ☐ 55-95 ☐ 85-125 ☐ 115-155 ☐ 145-185 ☐ 175-210 ☐
Note: Some line length ranges overlap. If neither range is more representative of the length, use either range. Otherwise, use the range with the greatest overlap.		
Terminal endpoint identifier	N/A	☐ Automatically assign TEI ☐ Use this TEI: _____
Framing type	Multiframe with CRC4 ☐ Double Frame ☐	N/A
Line code (zero code suppression)	B8ZS ☐ HDB3 ☐	N/A
DID/DDI/DNIS Services MSN (Multiple Subscriber Numbering) Services	NBX 100: 3-digit extensions 100-449? Yes ☐ No ☐ SuperStack 3 NBX: 4-digit extensions 1000-3999? Yes ☐ No ☐ If No, extension block available: _____ If the CO cannot provide these extensions for DID/DNIS, dial plan modifications are required.	
Service being used	DID/DDI/DNIS☐ MSN ☐	DID/DDI/DNIS☐ MSN ☐
Signaling	ISDN PRI	ISDN BRI-S/T interface type
Multipoint Mode	N/A	Yes ☐ No ☐ If Yes, list other devices to be attached.
Caller ID	ANI (Calling Party ID) provided? Yes ☐ No ☐ Required for Caller ID	ANI (Calling Party ID) provided? Yes ☐ No ☐ Required for Caller ID
Calling Line Identification (CLI)	Yes ☐ No ☐	Yes ☐ No ☐
Calling Line Restriction (CLIR)	Yes ☐ No ☐	Yes ☐ No ☐
Line Hunting	Available? Yes ☐ No ☐ Starting on channel _____ 3Com recommends starting on channel 1 and hunting up.	
CO Switch Protocol	ETSI	ETSI

Digital Lines

Line	Board Name	Location	Chassis	Slot	Card Type
1					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
2					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line.	Board Name	Location	Chassis	Slot	Card Type
3					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
4					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
5					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
6					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
7					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
8					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Digital Lines

Line	Board Name	Location	Chassis	Slot	Card Type
9					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
10					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line.	Board Name	Location	Chassis	Slot	Card Type
11					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
12					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
13					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
14					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
15					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Line	Board Name	Location	Chassis	Slot	Card Type
16					

T1, E1, or 10BT Uplink Port	Group	Spans	Channel	MAC Address

Digital Line Spans

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Digital Line Spans, continued

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Span ID	Span Name	Interface Type	CO Switch Protocol	Framing Type

Line Code	Line Length	MAC Address	

Digital Line Groups

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Digital Line Groups, continued

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Group Name	Channel Protocol	E&M Direction	Start Type	Digit Collection

Called Party Digits (DID/DNIS)	Calling Party Digits (ANI)	Trunk to Trunk

Class of Service

☒ = Default

Default Route Point Group				
Internal	Open ☒	Closed ☒	Lunch ☒	Other ☒
Local	Open ☒	Closed ☒	Lunch ☒	Other ☒
Long Distance	Open ☒	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☒	Closed ☒	Lunch ☒	Other ☒
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☒	Closed ☒	Lunch ☒	Other ☒
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☒	Closed ☒	Lunch ☒	Other ☒
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☒	Closed ☒	Lunch ☒	Other ☒
Emergency (911 and E911)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Default User Group				
Internal	Open ☒	Closed ☒	Lunch ☒	Other ☒
Local	Open ☒	Closed ☒	Lunch ☒	Other ☒
Long Distance	Open ☒	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☒	Closed ☒	Lunch ☒	Other ☒
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☒	Closed ☒	Lunch ☒	Other ☒
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☒	Closed ☒	Lunch ☒	Other ☒
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☒	Closed ☒	Lunch ☒	Other ☒
Emergency (911 and E911)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Class of Service, continued

☒ = Default

Default Super User Group				
Internal	Open ☒	Closed ☒	Lunch ☒	Other ☒
Local	Open ☒	Closed ☒	Lunch ☒	Other ☒
Long Distance	Open ☒	Closed ☒	Lunch ☒	Other ☒
International	Open ☒	Closed ☒	Lunch ☒	Other ☒
Toll Free	Open ☒	Closed ☒	Lunch ☒	Other ☒
Toll/Premium	Open ☒	Closed ☒	Lunch ☒	Other ☒
WAN	Open ☒	Closed ☒	Lunch ☒	Other ☒
CO/Phone Exchange Code	Open ☒	Closed ☒	Lunch ☒	Other ☒
Trunk to Trunk	Open ☒	Closed ☒	Lunch ☒	Other ☒
Alternate Carrier (Equal Access #)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☒	Closed ☒	Lunch ☒	Other ☒
Diagnostics	Open ☒	Closed ☒	Lunch ☒	Other ☒
Other	Open ☒	Closed ☒	Lunch ☒	Other ☒
Emergency (911 and E911)	Open ☒	Closed ☒	Lunch ☒	Other ☒
Off-site Notification	Enabled ☒			
CLIR Features	Enabled ☒			

Customer Defined Group 1				
Internal	Open ☐	Closed ☐	Lunch ☐	Other ☐
Local	Open ☐	Closed ☐	Lunch ☐	Other ☐
Long Distance	Open ☐	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☐	Closed ☐	Lunch ☐	Other ☐
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☐	Closed ☐	Lunch ☐	Other ☐
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☐	Closed ☐	Lunch ☐	Other ☐
Emergency (911 and E911)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Class of Service, continued

☒ = Default

Customer Defined Group 2				
Internal	Open ☐	Closed ☐	Lunch ☐	Other ☐
Local	Open ☐	Closed ☐	Lunch ☐	Other ☐
Long Distance	Open ☐	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☐	Closed ☐	Lunch ☐	Other ☐
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☐	Closed ☐	Lunch ☐	Other ☐
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☐	Closed ☐	Lunch ☐	Other ☐
Emergency (911 and E911)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Customer Defined Group 3				
Internal	Open ☐	Closed ☐	Lunch ☐	Other ☐
Local	Open ☐	Closed ☐	Lunch ☐	Other ☐
Long Distance	Open ☐	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☐	Closed ☐	Lunch ☐	Other ☐
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☐	Closed ☐	Lunch ☐	Other ☐
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☐	Closed ☐	Lunch ☐	Other ☐
Emergency (911 and E911)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Class of Service, continued

☒ = Default

Customer Defined Group 4				
Internal	Open ☐	Closed ☐	Lunch ☐	Other ☐
Local	Open ☐	Closed ☐	Lunch ☐	Other ☐
Long Distance	Open ☐	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☐	Closed ☐	Lunch ☐	Other ☐
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☐	Closed ☐	Lunch ☐	Other ☐
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☐	Closed ☐	Lunch ☐	Other ☐
Emergency (911 and E911)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Customer Defined Group 5				
Internal	Open ☐	Closed ☐	Lunch ☐	Other ☐
Local	Open ☐	Closed ☐	Lunch ☐	Other ☐
Long Distance	Open ☐	Closed ☐	Lunch ☐	Other ☐
International	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll Free	Open ☐	Closed ☐	Lunch ☐	Other ☐
Toll/Premium	Open ☐	Closed ☐	Lunch ☐	Other ☐
WAN	Open ☐	Closed ☐	Lunch ☐	Other ☐
CO/Phone Exchange Code	Open ☐	Closed ☐	Lunch ☐	Other ☐
Trunk to Trunk	Open ☐	Closed ☐	Lunch ☐	Other ☐
Alternate Carrier (Equal Access #)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Operator Assisted	Open ☐	Closed ☐	Lunch ☐	Other ☐
Wireless	Open ☐	Closed ☐	Lunch ☐	Other ☐
Diagnostics	Open ☐	Closed ☐	Lunch ☐	Other ☐
Other	Open ☐	Closed ☐	Lunch ☐	Other ☐
Emergency (911 and E911)	Open ☐	Closed ☐	Lunch ☐	Other ☐
Off-site Notification	Enabled ☐			
CLIR Features	Enabled ☐			

Business Hours (Time of Day Service Modes)

Open			
Open?		**From**	**To**
☐	Monday	H: M:	H: M:
☐	Tuesday	H: M:	H: M:
☐	Wednesday	H: M:	H: M:
☐	Thursday	H: M:	H: M:
☐	Friday	H: M:	H: M:
☐	Saturday	H: M:	H: M:
☐	Sunday	H: M:	H: M:

Lunch			
Open?		**From**	**To**
☐	Monday	H: M:	H: M:
☐	Tuesday	H: M:	H: M:
☐	Wednesday	H: M:	H: M:
☐	Thursday	H: M:	H: M:
☐	Friday	H: M:	H: M:
☐	Saturday	H: M:	H: M:
☐	Sunday	H: M:	H: M:

Other			
Open?		**From**	**To**
☐	Monday	H: M:	H: M:
☐	Tuesday	H: M:	H: M:
☐	Wednesday	H: M:	H: M:
☐	Thursday	H: M:	H: M:
☐	Friday	H: M:	H: M:
☐	Saturday	H: M:	H: M:
☐	Sunday	H: M:	H: M:

Service Mode Notes

Hunt Groups

The NBX 100 supports 50 Hunt groups and Calling groups. The SuperStack 3 NBX system supports 100 Hunt groups and Calling groups.

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Hunt Groups, continued

The NBX 100 supports 50 Hunt groups and Calling groups. The SuperStack 3 NBX system supports 100 Hunt groups and Calling groups.

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

Name	Type (Linear/Circular)	Password	Extension
			☐ Assign automatically ☐ Use:

Call Coverage			Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	Total Per device:

TAPI Route Points

A TAPI Route Point is an extension with a voice mailbox in the normal extension range. A SuperStack 3 NBX system can support 100 route points; an NBX 100 system can support 48 route points.

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

TAPI Route Points, continued

A TAPI Route Point is an extension with a voice mailbox in the normal extension range. A SuperStack 3 NBX system can support 100 route points; an NBX 100 system can support 48 route points.

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Name	Password	Class of Service		Extension	
		☐ Default Route Point Group	☐ Use:	☐ Assign automatically	☐ Use:

Call Coverage				Timeout
☐ Voice Mail	☐ Auto Attendant Menu:	☐ Phone No.	☐ Disconnect	

Calling Groups

The NBX 100 can support a total of 50 Hunt groups and Calling groups. The SuperStack 3 NBX system can support 100 Hunt groups and Calling groups.

Group Name	Description	Authorization Code/Password (if any)

Call Pickup Groups

You can create up to 32 Call Pickup groups on the NBX 100; up to 100 on the SuperStack 3 NBX system.

Group ID	Group Name	Allow Non-Member Pickup
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐
		Yes ☐ No ☐

Dial Plan

Extension Ranges		
Default Extension Range		**New Extension Range**
Telephones	**NBX 100:** 100-449 **SuperStack 3 NBX:** 1000-3999	
Call Park	**NBX 100:** 601-609 **SuperStack 3 NBX:** 6000-6099	
Auto Attendant	**NBX 100:** 500, 501, 500-599 **SuperStack 3 NBX:** 500, 501, 5500-5599	
Hunt Groups	**NBX 100:** 450-499 **SuperStack 3 NBX:** 4000-4099	
External	**NBX 100:** 600-799 **SuperStack 3 NBX:** 6000-7999	
Paging	**NBX 100:** 620, 621, and 622 **SuperStack 3 NBX:** 6200, 6201, and 6202	

Notes:

- The extensions used for Call Park must be included in the External range. If they are not, the Park features do not work.
- Do not change the reserved Auto Attendant extension numbers 500 and 501.
- TAPI Route Point extensions are within the extension range for telephones.
- See the Dial Plan chapter in the *Administrator's Guide* for more information.
- The NBX 100 uses a default 3-digit dial plan. If you decide to import any 4-digit dial plan, you must manually modify any extension ranges not updated by the imported dial plan.
- The SuperStack 3 NBX uses a default 4-digit dial plan. If you decide to import any 3-digit dial plan, you must manually modify any extension ranges not updated by the imported dial plan.

Dial Plan, continued

Routes			
Destination Routes		**New Route**	**Route Name**
Route 1	Local CO		
Route 2	Local CO no strip		
Route 3	Voice application		
Route 4	Auto Attendant		
Route 5	H.323 Gateway		
Route 6	Virtual Tie Lines		
Route 8	Dial 8 Pool		

By default, destination Route 2 is used for 911 and E911.

Destination Operations				
Route	**Entry**	**Operation**	**Op ID**	**Value**

Notes:

- Operation and Extension Entry numbers must correspond.
- An asterisk (*) must be used before Destination extension numbers.

Destination Extensions		
Entry No.	**Route**	**Extension**

Dial Plan, continued

Timed Routes - Descriptions		
Route ID	**Destination**	**Description**

Timed Routes - Entries					
Route ID	**Entry ID**	**Start**	**End**	**Days**	**Destination Route**

Notes:

- To omit a day of the week, replace Day with a period (.)
- Days are listed in SMTWTFS order.

Timed Routes - Operation				
Route ID	**Entry ID**	**Operator ID**	**Operation**	**Value**

Pretranslators				
Description		**Translation Entries**		
ID No.	**Translate these items**	**ID No.**	**Entry**	**Digits**

Dial Plan, continued

Pretranslator ID No.	**Entry**	**Operation. ID**	**Operation**	**Value**

Table ID	**Entry ID**	**Digits**	**Minimum Digits**	**Maximum Digits**	**Class of Service**	**Priority**	**Route**

Peripheral Devices

External Paging/Alerts				
Paging Amplifier:	Yes ☐	No ☐	Make:	Model:
Paging Port ☐	Line Port ☐			
Adapter required:				
External alerts?	Yes ☐	No ☐	Make:	Model:

Ringers/Music on Hold (MOH)				
Door Telephone?	Yes ☐	No ☐	Make:	Model:
Will MOH be implemented?	Yes ☐	No ☐		
MOH source:				
Connector cable being supplied? (1/8 in. phone jack cable)				Yes ☐ No ☐

Peripheral Devices Notes

CO/Telephone Exchange Lines

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

CO/Telephone Exchange Lines, continued

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

No.	Location or Demarcation	Telephone Number	Hunt Sequence	Chassis	Slot

Port	Ext.	Pool	MAC Address
PFT (North America only)			

Button Mapping Groups, 3102 Business Telephone

Default 3102 Business Group

Feature		Headset	
Transfer to VMail			
Call Park			
System			
System			
System		Release	

Customer Defined 1

System			
System			
System			

Customer Defined 2

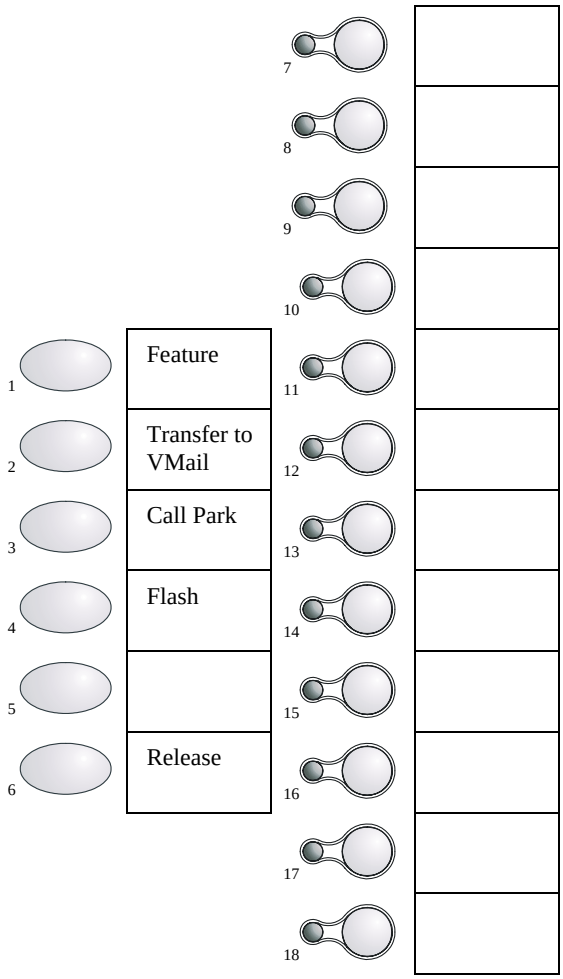
System			
System			
System			

Customer Defined 3

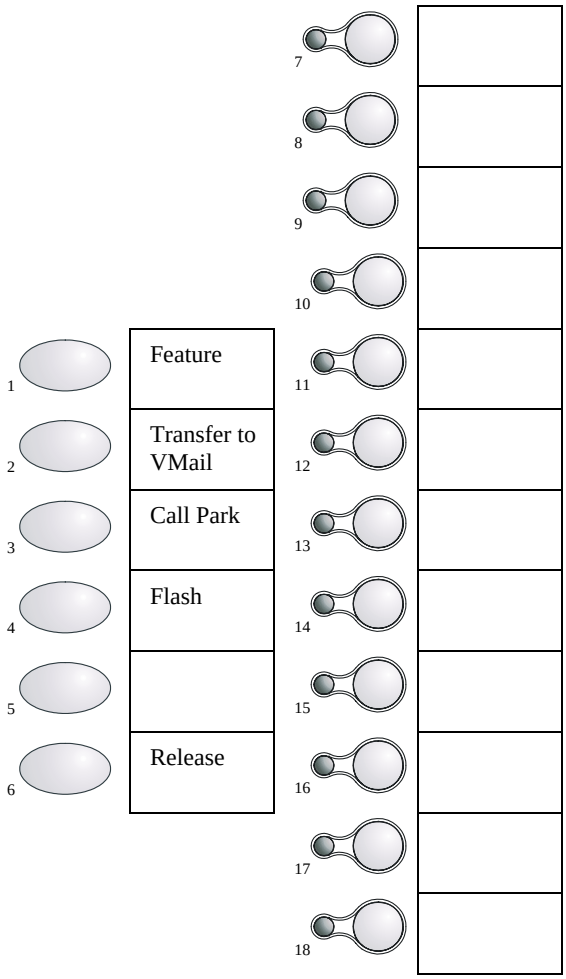
System			
System			
System			

Button Mapping Groups, 2102 and 1102 Business Telephones

Default Attendant

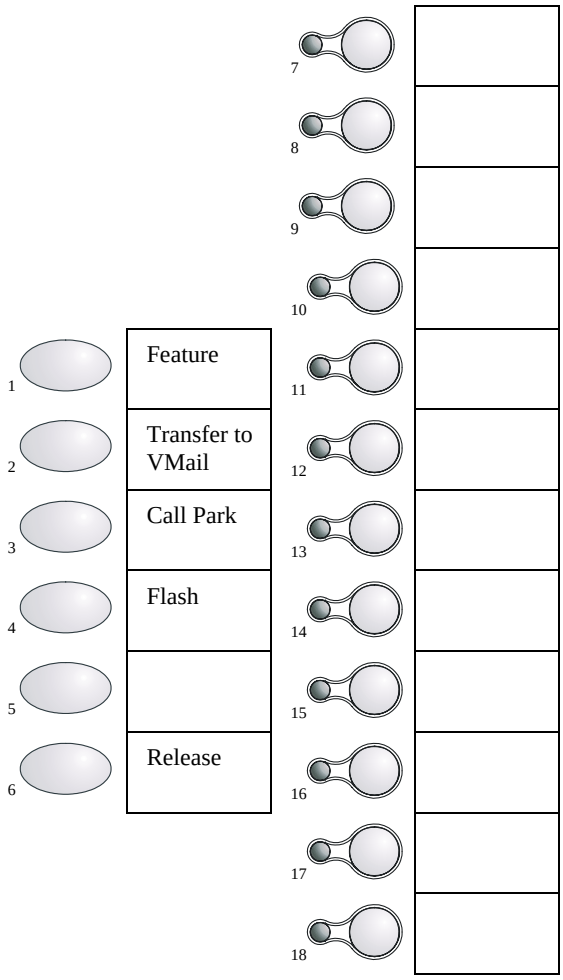


Default User

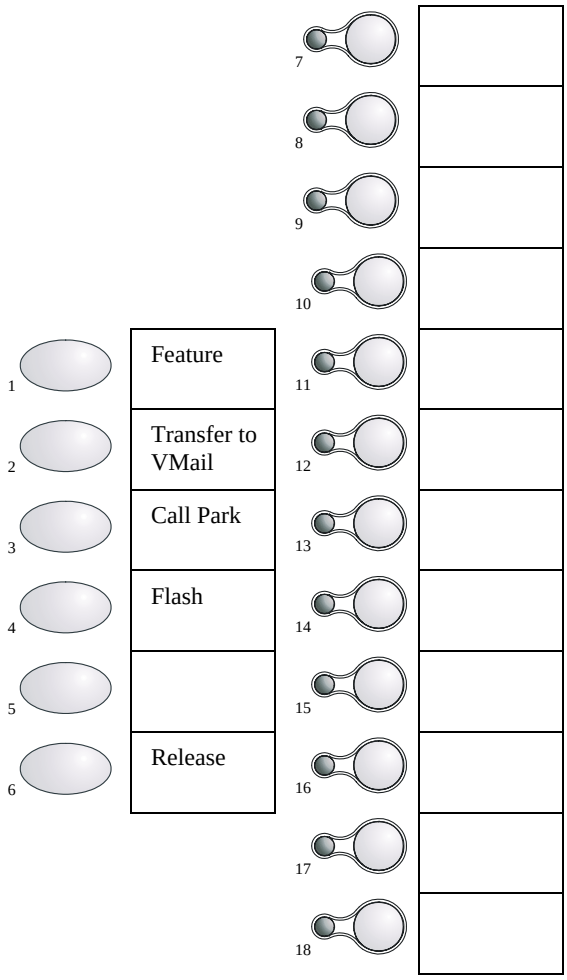


Button Mapping Groups, 2102 and 1102 Business Telephones, continued

Default Super User

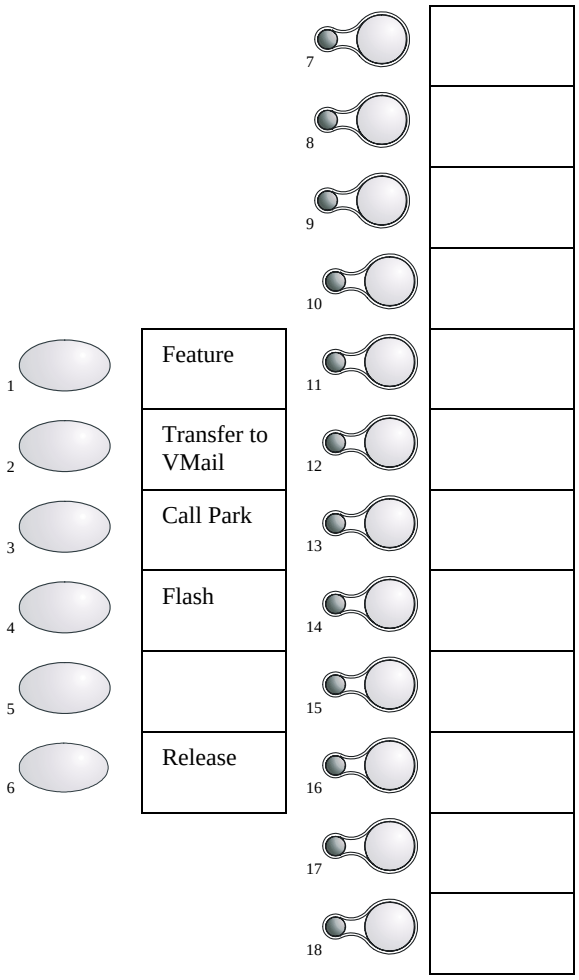


Customer Defined 1

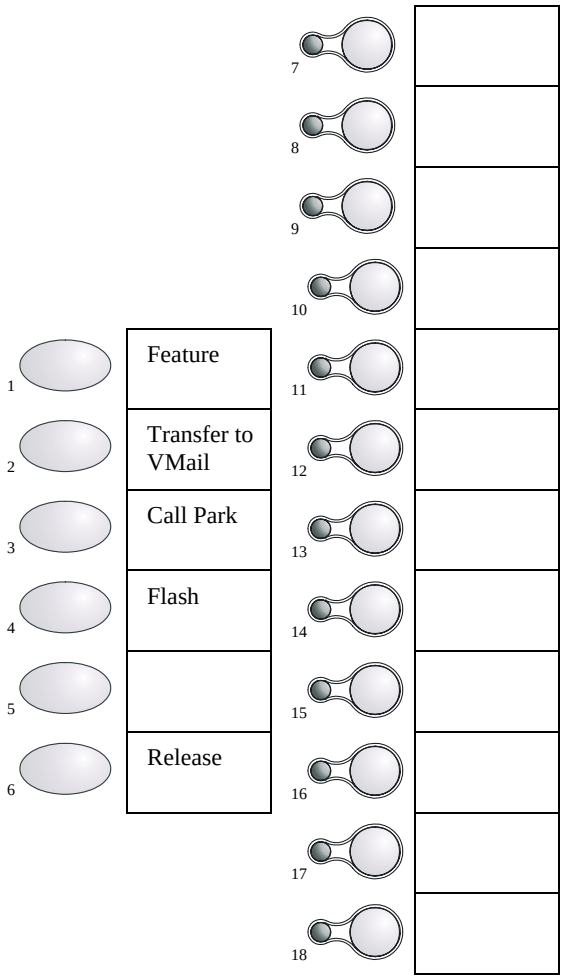


Button Mapping Groups, 2102 and 1102 Business Telephones, continued

Customer Defined 2:



Customer Defined 3:



Button Mapping Groups, 3101 and 3101SP Basic Telephones

Default 3101 Basic Telephone Group

System	System	Feature	Transfer

Customer Defined 1

Customer Defined 2

Customer Defined 3

Customer Defined 5

Customer Defined 5

Customer Defined 6

Button Mapping Groups, 2101 Basic Telephone

Default Basic Telephone Group

Feature	Call Toggle	Transfer

Customer Defined 1

Customer Defined 2

Customer Defined 3

Customer Defined 4

Customer Defined 5

Customer Defined 6

User Configuration

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

User Configuration, continued

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

User Configuration, continued

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

User Configuration, continued

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

No.	Last Name	First Name	Ext.	Room Location	Class of Service Group

Button Mapping Group	Hunt Group	Calling Group	Call Pickup Group

911/E911 User Configuration

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

911/E911 User Configuration, continued

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

911/E911 User Configuration, continued

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

911/E911 User Configuration, continued

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

No.	Last Name	First Name	Extension

Room Location	DID Number

Automated Attendant

Will a receptionist be the primary answering point? Yes ☐ No ☐

Morning Greeting (1 minute)

Start time:

Afternoon Greeting (1 minute)

Start Time:

Evening Greeting (1 minute)

Start Time:

Automated Attendant, continued

Main Menu Greeting (4 minutes)

Telephone Button	Action	Telephone Number or Extension
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
Timeout		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant — Closed/Holiday Hours

Main Menu Greeting (4 minutes)

Telephone Button	**Action**	**Telephone Number or Extension**
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
Timeout		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant Sub Menus

Sub Menu 1 Greeting

Telephone Button	Action	Telephone Number or Extension
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
T/O		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant Sub Menus, continued

Sub Menu 2 Greeting

Telephone Button	Action	Telephone Number or Extension
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
T/O		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant Sub Menus, continued

Sub Menu 3 Greeting

Telephone Button	Action	Tel. No./Ext.
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
Timeout		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant Sub Menus, continued

Sub Menu 4 Greeting

Telephone Button	Action	Tel. No./Ext.
1		
2		
3		
4		
5		
6		
7		
8		
9		
*		
#		
Timeout		

If you press the button listed in the first column, the NBX system either performs the action listed in the *Action* column or routes the call to the extension listed in the *Telephone Number or Extension* column.

Automated Attendant Sub Menus, continued

Time-Dependent Greetings

Greeting Name:

Time of Day Dependent

Start Time: Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun ☐

Hour: _____ Min.: _____ A.M. ☐ P.M. ☐

Date Range Dependent

Start Day (MM/DD/YYYY):	End Day (MM/DD/YYYY):
Start Time:	End Time:
Hour: _____ Min.: _____ A.M. ☐ P.M. ☐	Hour: _____ Min.: _____ A.M. ☐ P.M. ☐

Automated Attendant Notes (special greetings required, for instance)

Voice Mail

NBX 100 System

4 ports x 30 min (standard) ☐	Number of minutes per user class:	Phantom mailboxes? Yes ☐ No ☐
4 ports x 4 hr* (upgrade) ☐	Max. number of messages: (1-512)	If yes, how many?
6 ports x 20 hr* (upgrade) ☐	New message retention: (1-255 days)	
12 ports x 80 hr* (upgrade) ☐	Max. incoming message length: (1-10 minutes)	
*Requires license key code for activation		

SuperStack 3 NBX System

12 ports (standard) ☐	Number of minutes per user class:	Phantom mailboxes? Yes ☐ No ☐
24 ports* (upgrade) ☐	Max. number of messages: (1-512)	If yes, how many?
48 ports* (upgrade) ☐	New message retention: (1-255 days)	
72 ports* (upgrade) ☐	Max. incoming message length: (1-10 minutes)	
100 ports* (upgrade) ☐		
*Requires license key code for activation		

Notes