

IWATSU KEEPS ADIX ON CUTTING EDGE WITH NEW PROCESSOR

Iwatsu of America released their 32 Bit processor with a host of new features. This new processor is the foundation of the next generation of software releases and replaces the 16-bit processor (in the past, the ADIX only used a 32 bit Processor if there was a special application - such as ACD - on the system). The new Processor is required to operate release 6.20 Software or newer.

Bell-Haun has clients that have been using the ADIX since it was released in 1991. The philosophy behind the ADIX has allowed clients to stay as current as they desire through software upgrades. The next step is here with the new central processor!

Feature Highlights and Benefits

Alphanumeric Speed Dial By Name-Allows a user to search for a specific speed dial number by scrolling through alphabetically after entering the beginning name. The system stores up to 900 numbers and the time saved looking for the number is amazing.

Answering Machine Emulation -for voice mail call screening. This allows you to finish that project and not miss important calls by being able to screen the calls once they are in voice mail. It also allows you to get that important call you almost missed because you stepped out of your office for a minute.

Automatic Reset Operation- Enables the system to reset itself at a programmed time. This is important when the system has had some programming changes that require a reset, but not during business hours.

Call Logging - (All Call/Abandoned Call Storage) on Caller ID Lines and ANI. Wondering how many calls came in today? Trying to figure out if callers are on hold too long and hanging up? Get the stats!

Campus APS Networking Software- Campus APS provides the full power of the ADIX APS feature set to all networked systems over point-to-point T-1 lines. Does your company have two or more locations? Think of the time and money you could save if you only had to have one centralized voice mail system, one operator attendant, and transparent call handling between locations. This is an application with many levels of savings through shared allocation of voice and data applications over a network.

Enhanced 911 Capability – Operator notified of any extension that calls 911 for location assistance. Someone in your office called 911, but didn't tell the front desk – how important could it be that when help comes through the door, the front desk has already called the extension, verified the need and knows where the emergency is. This feature will soon be mandatory for some companies.

Flexible Call Forwarding – Enables users to call forward to either internal or external destinations (using Personal Speed Dial numbers) and to set separate destinations for intercom calls versus Outside Line Incoming calls. Maybe you don't want all calls forwarded to your cell phone, but it would be great for someone in your office to be able to intercom you and you get the call on your cell phone. By the way, your 2:00pm canceled and the temporary operator doesn't know your cell phone number, but she does know your extension number. By the way, want to change you call forwarding status? We'll give you access to do so.

Hunt Group Delayed Ringing- This allows a hunt group to be programmed as the delayed ringing assignment for an outside line. Example: you have two departments with the same knowledge but they take calls from different lines. Instead of having your caller go to a voice mailbox because Customer Support is busy, keep that level of customer satisfaction and have a less busy department take the call!

ISDN Caller Name ID – ADIX can now receive Caller Name ID information from an incoming ISDN trunk. Caller ID is great, but the name is better – don't guess and try and remember numbers, get the name displayed and be prepared when you answer your calls.

Monitoring Enhancements- Feature enhancement has been modified so it no longer conflicts with Whisper Page, Off-Hook Signaling and Off-Hook CO Ringing. With ACD agents or call centers it's important to be able to monitor calls, but you hated having to give up the ability to Whisper Page people. You just got it back.

Network Enhancements- The Networking feature has been enhanced to implement Centralized SMDR, improve Centralized Voice Mail/Auto-Attendant, and add the ability to access network stations from a DISA line. You travel between several offices and never knew which office to check for voice mail – you had a box set up at all three! How nice to have only one voice mail system for all office and know when you checked it you got all your messages?

Off-System Transfer- This allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code. The ADIX ensures that you can get that important call anywhere, anytime!

Omegatrek Wireless- Make your office wireless with the NEW Omegatrek In-Building Wireless System for the ADIX. This brand new feature is available as part of the 7.0 software release. Omegatrek is a 1.9GHz unlicensed PCS Multi-Cell/Multi User Wireless System that allows you to make and answer calls and access system features from anywhere in your facility by using the Omegatrek PS6 Portable Station. Enjoy wireless freedom within your office building with a full-featured digital set that has a three row LCD Display, handsfree answer back on intercom, and eight programmable keys. Save money by eliminating bulky key telephones and improve your call handling at the same time!

Station Based Recall, Camp-On, Forward Timers- This feature enables users to customize their telephone timing parameters instead of using the system wide timers. Tired of only having a call on hold for 30 seconds before it's ringing you back? Customize your phone, but keep the integrity of the "system-wide" hold to the original 30 seconds.

Whisper Page- Allows you contact another user on the telephone without the outside caller hearing you. Your voice is heard in the handset of the person you called. The feature has been further enhanced to enable use in conjunction with Text Messaging and can now be used during a Call Transfer. No more time wasted slipping a note to someone - with Whisper Page and Text Messaging you will increase productivity and minimize frustration at the same time.

TIP: Want to know your software version? Go to the main telephone and with handset on the cradle press FEAT # 12349. When it prompts for class of service, enter "01" – Your software version will be displayed. To clear just lift the handset and hang it up.

For more information, please contact your Client Care Consultant.

Brian Bagley – 882-4040 Ext.188

Aprile Gay – 882-4040 Ext.150

Dean Kehres – 882-4040 Ext.161