

General Questions

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

A: 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. 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, reaching a 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: Can SBX display CallerID name and number to the LCD of a digital phone?

A: Yes.

Q: Is CallerID passed thru to SLT extensions?

A: Yes

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. Two seats of Nomad SP are included with each VOIB sold.

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 VOIP card (VOIB) is required to support IP phones. The Ethernet port exists for programming/maintenance, and ez Phone CTI.

Q: Which IP telephones are supported on the SBX IP 320?

A: The SBX IP 320 supports the following phones: IP7008D, IP7024D, IP7024LD, Nomad IP wireless, Nomad SP Soft Phone for Windows®

These have part numbers 3808-71, 3824-71, 3825-71, 3807-70, and 3818-00.

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

A: No. SBX IP 320 does not support SIP telephones. The support IP phones use H.323 as their voice protocol.

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 Vconnect support portal.

Q: Is the VOIP card required to admin the system over the LAN?

A: No

Q: Why would 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.

Q: Which 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.

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

A: The SBX IP 320 supports the Ranger Digital Cordless handset, part number VC3014-00. It also supports the NomadIP wireless Ethernet phone, p/n 3807-70.

Q: Are DESI telephone labels available for SBX Digital and IP7000 series phones?

A: Yes, go to <http://www.desi.com/> and search in the 'labels' category for 'SBX'

Q: Is the door phone box weatherproof ?

A: No, it is not weatherproof.

Q: Do I have to use any 24-button digital phones?

A: Yes, if you want to program the system by using the phone keypad. Therefore, always install at least one 24-button digital Attendant phone.

Q: Is there extra software I need to install to support networking?

A: For the KSU, no. You need only install the activation code for IP Networking. However, to support BLF across networked sites, you can install the optional BLF Manager program to a Windows PC in the customer's network. There is no additional charge for BLF Manager once networking is purchased.

Q: Is a VPN required for networking or remote IP phones?

A: No, but it is important to understand that voice quality on an Internet connection can never be guaranteed. Support for any audio problems on anything but a private WAN will be best-effort.

In-skin voice mail (VMIB)

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

A: Remote access, Multiple mailbox keys, One-touch call record, Park and Page, Message forward, Time/date stamp, Cell phone notification, LIFO/FIFO setting, Direct mailbox transfer. Extra features provided via the digital 24-button phone soft keys include message Rewind, Append, Forward, and callback to external caller.

Q: Can I use the one-touch record feature from a remote IP extension?

A: Yes

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. Enter your password and [#], then press [1] to listen to any messages you have.

Q: How much storage space is in the VMIB card?

A: The current VMIB card, part number 4000-80, has eight hours' total storage. The previous VMIB, p/n 4000-60, has two hours of storage. This storage is used for AA greetings, mailbox greetings, system prompts, and mailbox messages.

Q: How do I transfer a call directly to someone's mailbox?

A: While on a CO call, press Trans/PGM, Callback, dial station #, hang up. You can also use a DSS key in place of dialing the station number.

Q: Can I add pre-recorded system prompts to the VMIB?

A: Yes, the MOH port can be used for this. You must be on-site to use this option.

Q: Can I centralize the voice mail onto one system if I network two or more together?

A: Only if external analog voice mail is used. The in-skin VMIB card does not support centralized voice mail.

Q: Is there stutter dial tone or MWI lamps on SLT phones for voice mail indication?

A: Stutter dial tone, yes. Message wait LED, no.

Q: Does the VMIB support multiple mailboxes per phone?

A: no

Q: How many mailboxes on the in-skin VMIB?
A: The VMIB has 32 mailboxes, or 48 when a VOIP card is installed.

Q: Is pager notification available?
A: No, only notification to a phone number.

Q: Is Short Message Service (SMS) or email (SMTP) notification available?
A: No.

ez Phone CTI for Windows

Q: Is ez Phone a soft phone?
A: No, it is a companion CTI tool for controlling your SBX phone from a Windows PC

Q: What are the system requirements to use ez Phone?

A:
Client PC
Operating System: Windows 98/ME, 2000, XP
Minimum CPU: Pentium III 300 MHz
Minimum RAM: 256 MB
Hard drive space: 200 MB
Network connection to same LAN as SBX system

SBX IP 320 system
LAN connection with a fixed IP address
Ez Phone activation code or activation of demo mode

Q: Do I need a server?
A: No

Q: Are ez Phone licenses portable? Can I move the license from one KSU to another?
A: No

Q: Do I need to add any hardware to enable ez Phone?
A: No

Q: How is ez Phone licensed?
A: Per system, so when you purchase and activate the ez Phone license, you can enable all digital phones to use the ez Phone client on their PCs.

Q: How does ez Phone communicate with SBX and with my phone?
A: ez Phone on each client PC signals the SBX via the local network

Nomad SP Soft Phone for Windows

Q: What are the system requirements to use Nomad SP?

A:
Client PC
Operating System: 2000, XP, Vista
Minimum CPU: Pentium IV 1.0 GHz
Minimum RAM: 256 MB
Hard drive space: 200 MB
Network connection

SBX system
VOIB card with enough available ports for the desired number of simultaneous Nomad SP connections
For remote access, an IP address for the VOIB card that is reachable from the Internet, WAN, or VPN

Q: Do I need a server?

A: No

Q: Are Nomad SP Phone licenses portable? Can I move the license from one KSU to another?

A: No

Q: Do I need to add any hardware to enable Nomad SP?

A: Yes, a VOIB in the SBX IP 320 system is required.

Q: How is Nomad SP licensed?

A: Per seat, with a floating license mechanism. The KSU counts simultaneous connections against the number of seats licensed on the system

Q: Can I have some for free?

A: Yes, when you install a VOIB in the SBX system, two seats of Nomad SP are automatically included.

Q: How does Nomad SP communicate with SBX?

A: Nomad SP uses a VoIP channel on the VOIB every time it goes off-hook.

Q: What is the system capacity for Nomad SP?

A: The system can have a maximum of sixteen IP phones registered. The IP phones may be any combination Nomad SP, Nomad IP wireless, and IP7000 series phones. The system has a maximum of eight VoIP ports, when the VOIB plus the VoIP expansion unit are installed. If you register more IP phones than IP ports, you will have a blocking configuration.

Session Initiation Protocol (SIP) Trunking

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: How many SIP trunks can I support?

A: One SIP call per VOIB port – either 4 or 8 depending on whether the expansion board for the VOIB is installed.

Q: Can we support Fax over SIP?

A: No

Q: Do SIP trunks require an IP Networking license for SBX?

A: No, only the VoIP card (VOIB) is required for SIP trunking.

Q: Can the VOIP card be placed behind a Network Address Translation (NAT) router or firewall and use SIP trunks?

A: Yes, however the NAT traversal must be one-to-one, without Port Address Translation. The VOIP card must have its own unique public IP address and be reachable from the ITSP's network, even if it is translated to a private address.

Q: Does SBX network using SIP?

A: No, the IP Networking in SBX uses a different VOIP signaling protocol

Q: How many VOIB are supported in an SBX system?

A: One VOIB per system, plus one VOIB daughterboard.

Q: Can you use DID's with SBX if the SIP trunks support DID?

A: Yes