

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

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

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

A: The SBX IP is capable of 12 analog CO lines and 48 stations. Alternatively, the SBX IP can support 1 T1/PRI and 6 analog CO and 48 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. Alternatively, a T1/PRI board can be installed in the basic KSU which provides 1 T1/PRI circuit and 8 hybrid stations. An expansion KSU can be added to the basic KSU. The expansion KSU starts at 3 CO lines and 16 digital stations and can expand by an additional 3 CO lines and 8 stations or 3 CO lines and 16 digital stations for a maximum of 6 CO lines and 24/32 stations providing the maximum capacity of 12x48 or 30x48 with a T1/PRI.

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

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

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

A: The SBX IP 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 IP?

A: You can view the SIP providers certified with SBX IP 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?

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

Visit www.sbxip.com or see the *SBX IP Features and Operation Guide* for more details

For more information contact Vertical Inside Sales at **877-VERTICAL, Option 2**

Q. How is the system administered?

A. Programming can be accomplished in three ways:

- Online via the SBX IP PC Admin program
- Offline via the SBX IP PC Admin program
- From a digital keyset

You can download the latest version of the SBX IP PC Admin Online and Offline programs from Vertical's V-Connect Partner Portal at <http://vconnect.vertical.com>

Q: What products on the SBX IP 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 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.

At the maint prompt enter: q k start_demo_mode

Press [ENTER]

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Q: What cordless phones does the SBX IP support?

A: Currently, the SBX IP supports the DECT Cordless telephone. This telephone integrates via a digital station interface and provides 5 fixed and 4 flexible buttons.

In addition, the NomadIP WiFi mobile handset is supported via the optional VOIB board.

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

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: Listen to new messages, listen to saved messages, listen to urgent messages, save and play next message, delete current message, replay message, forward current message, call back sender of message, transfer to attendant, return to main mailbox menu

Q: What are the voice mail options available?

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

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

A: Listen new/saved/urgent, replay, delete, reply, save, forward (w-w/o pre-ambler), call back sender and transfer to operator, record/reply to message and mark normal/urgent.

Q: Can the four-port eight-hour voice mail be used as a centralized voice mail in networked SBX IP arrangements?

A: No. You must use a separate analog voice mail to provide centralized voice mail functionality.

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