Q: What's size configurations will the DSX handle?
A: The DSX-40 has up to 34 total ports, including 24 digital station ports.
The DSX-80/160 has up to 144 total digital ports and up to 32 VoIP ports.

Q: What features are available for the DSX telephones?
A: Telephones are available with backlit display and illuminated dial pad, and all phones are equipped with a large display, a hands-free speakerphone and built-in wall mount/adjustable desk stand. In addition, all Key Telephones have a modular headset jack, eliminating the need for a separate adapter.

Q: Does the DSX have Voice Over Internet Protocol (VoIP) capabilities?
A: Yes, the DSX offers two models of VoIP Telephones, for on or off-premise applications.

Q: Does the DSX offer full-duplex speakerphone capability?
A: Yes, one of the digital telephone models, the new DSX Super Display Telephone (1090023 & 1090028), is equipped with a full-duplex speakerphone. The two DSX VoIP telephones are also full-duplex.

Q: Are there color options for DSX Telephones?
A: Yes, phones are available in Black or White.

Q: Is there an Automated Attendant (AA) available?
A: There is a two port automated attendant <u>built into</u> every DSX system. Use this AA to answer and route calls to extensions or departments in Day mode, Night Mode or Overflow. There is nothing extra to purchase for basic AA operation.

Q: Is Voice Mail (VM) available?
A: The ability to add VM is built into every DSX and only requires an IntraMail compact flash card to activate. IntraMail is a full-featured VM/AA system that will transfer callers and record VM messages. There are two versions of IntraMail. The standard version is available in (3) sizes: 2-Port/8-Hour, 4-Port/8-Hour, and 8-Port/16-Hour. The enhanced IntraMail Pro is available in (2) sizes: 4-Port/16-Hour and 8-Port/32-Hour.

Q: What are some of the advanced features of the DSX IntraMail and the enhanced IntraMail Pro?
A: *Conversation Record*; record a call into a predetermined mailbox.
Message on Hold; record your own on hold company message.
Directory Dialing; dial a name instead of a number to reach your party.
Caller ID; CID information is audibly provided with a voice mail message.
Message Notification; you can receive a call when new messages arrive.
Call Screen; listen as live callers leave messages and pick up only the calls you want to answer.
Message Center Key; notify groups of extensions that important voice messages are waiting for responses. Visual indication will alert everyone in the group of a new message, the first one to retrieve the new message will automatically extinguish the message center key.
Multiple Company Greeting; up to 8 unique company greetings can be recorded.
Personal Greeting; up to 3 personal greetings can be recorded per mailbox.

Our DSX IntraMail Pro is an enhanced version, which offers the following additional voice mail features:
Email Notification sends an email notice that a voice message has been left in the user's mailbox. The message can be attached to the email message as a .wav file.
Larger storage capabilities, 16 and 32-hours
Cascading Message Notification, IntraMail Pro will try to reach a user at up to (5) numbers.
Find Me Follow Me, helps an Automated Attendant caller locate an extension user who is not at their desk.

Q: Can the DSX-40 be used in residential applications?
A: Yes, the DSX-40 is FCC class B for residential use.
Residential features include: Room Monitor, Group Caller ID (all phones show caller ID even phones that don't ring), Group Mailbox (single mailbox shared by multiple phones), Message Center Keys (centralize voicemail boxes to one phone, and give mailboxes to guests/nanny, etc.), 2 built-in doorbox ports on DSX-40 KSU w/ relays, 2 built-in analog ports on DSX-40 for standard analog telephone equipment (fax, standard cordless, etc).

Q: **Is Caller ID (CID) Supported?**
A: CID support is built into every DSX system. Since every DSX Key Telephone has a large 3-line display, CID number and name (if available) can be viewed pre or post answer in addition to maintaining soft display key functions.

Q: **Is Call Waiting Caller ID supported?**
A: Yes, this is a new feature of the DSX.

Q: **Is Caller ID sent to analog station ports?**
A: Yes, CID information (name, number, & time/date) for external and intercom calls is sent to analog station ports, for use with customer provided CID accessories.

Q: **Is there a Caller ID log?**
A: Yes, the CID information for each outside call that rings an extension can be viewed.
This information can be saved and easily redialed.

Q: **Does DSX support T1/PRI?**
A: Yes, support for T1/PRI is available on the DSX-80/160.

Q: **Do I need a CSU for the T1/PRI?**
A: We recommend it, and in some areas, a CSU may be required by the carrier. We recommend the Kentrox Satellite 932 CSU, or equivalent.

Q: **How is DSX programmed?**
A: There are two ways to program: by telephone or PC. PC programming is via built-in USB and/or Ethernet ports and can be accessed locally or remote over IP.

Q: **Do any of the DS1000/DS2000 components operate on the DSX?**
A: Yes, many of the current DS components can be used on the DSX.

Q: **Can I reuse my existing DS1000/DS2000 Telephones on the DSX?**
A: Yes, the DS2000 16-Port Digital Station Card can be installed in the DSX-80/160 system. DS1000/2000 telephones cannot be used in the DSX-40 system.

Q: **Is there an integrated cordless phone?**
A: Yes, there are two integrated cordless phones that connect directly to a digital station port:
The Cordless DECT and the Cordless Lite II.
Both have displays that will show CID and have function keys (with LEDs) that can be programmed the same as the function keys on the DSX key telephones, i.e. line, DSS/BLF, park orbit, record, etc.

Q: **Must I be certified to install the DSX?**
A: No, certification is not mandatory but it is recommended.
Certification is required for the Channel Reseller to qualify for rebate.

Q: **How can I become certified?**
A: Easy. Visit www.necdsx.com, for the self paced on-line narrated certification course. The first module should take approximately 90 minutes and will provide the information and test necessary for certification.

Q: **How do I determine which system I need between the DSX-40, 80, & 160?**
A: First you need to determine the current system capacity requirements (lines, digital stations, VoIP stations, and analog stations). Then you need to determine the growth you want to allow while staying in the initial KSU.
Typical configuration guidelines: (Up to 32 VoIP stations can be added to each configuration.)

- DSX-40: Maximum of 8 CO Lines (T1/PRI not offered on the DSX-40);
  Maximum of 26 analog/digital stations (2 of the 26 must be analog).
- DSX-80: Maximum of 16 CO Lines or 1 T1/PRI circuit with maximum of 32 digital stations.
- DSX-160: Maximum of 32 CO Lines or 2 T1/PRI circuits with maximum of 96 digital stations.
  More CO lines can be added, if less that 96 stations are used.

Q: **Where can I get more information?**
A: Visit www.necdsx.com or call NEC Sales Support at 800-365-1928.
An easy to use DSX system configurator is available on the DSX Website: www.necdsx.com

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