



## Aastra CMG NOW 2007

### **A multi-featured attendant system increasing switchboard productivity**

The attendant console Aastra NOW offers efficient support through a large number of integrated functions securing high quality attendant performance. The logical structure and design makes it easy to get started and is at the same time an instant tool for the advanced attendants to handle high volumes of traffic and continuously increase productivity.

In NOW, the Call Handling and the Presence and Availability systems are integrated into one application.

### Quick answers, swift connections

CMG NOW is designed for attendants to manage high volumes of calls, internal and external, in a highly efficient way. In the automatic pop-up window the attendant can see activity and contact profile of the extension being called. Since the system is integrated with the Aastra CMG directory and the continuously updated CMG activity database, attendants can give correct information on the spot about thousands of employees: availability, ongoing activities, when to be reached, organizational belongings, if a colleague is free to take the call etc.

### Easy access to necessary information

With NOW, attendants will always have access to correct Presence and Availability information for all employees and can easily search for any directory information. The attendant has full control over the activities and forwarding for everyone registered in the CMG database. For an attendant it is also important to be able to send quick and brief messages to employees. NOW can use all message systems supported by the CMG Server, e.g. e-mail or sms.

To quickly support attendants and users with easy access to necessary information, there is the Quick Info database. It is a part of the CMG Server and can be accessed through a web-based interface in NOW. Quick Info can be used to store different types of company specific information that is outside the scope of the CMG directory, e.g. important external phone numbers, product lists and information about suppliers.

### Design defined by attendant demands

The logic design and screen layout of NOW is based on continuous development in interaction with attendants working in all kinds of corporations. Usage and commands are made easy to learn and operate. NOW allows attendants to do the switching solely by using a few keys – no need for tiring work with the mouse. Call handling time decreases, time to answer can be shortened and the attendants maintain a firm control over all calls!

The information in this datasheet is valid for the PBX systems listed below.

#### Aastra CMG NOW 2007 for:

- Aastra MX-ONE TSE
- Aastra MX-ONE TSW\*
- Cisco Unified Communications Manager (CUCM)
- Alcatel-Lucent OmniPCX Enterprise (OXE)
- Alcatel-Lucent MAC 4059
- Siemens AC-Win
- NEC Philips Supervisor 60E
- Nortel Meridian/CS-1000 M2250
- Telia Centrex
- Avaya
- Digimat 2000
- BusinessPhone

\* Note: successor to the Convergence Communication System MD110.

The screenshot shows the CMG NOW 2007 attendant console interface. It features a menu bar with options like File, Edit, Telephone, Extra Functions, Search/View, Activity, Messages, Window, and Help. Below the menu, there are tabs for Recall, Internal ACS, External ACS, and Park. A call list table is visible, showing columns for Queue, Caller, Callee, Status, Prio, and Time. A call log entry for Jones, Sarah is shown with extension 20351. Search fields for Name/Telephone number, Keyword, Organization, Room, Field1, and Field3 are present. A status bar at the bottom shows the name Karen, date W11 m8 2009-03-09, and time 09:59:06.

**Call Control (A/B) fields for incoming/outgoing calls with best possible information about the call and the caller.**

**Call list with extensive call information. Calls can be retrieved by the attendant in any order at any time.**

**Call Queues for different types of calls.**

**Directory list with extension number, organizational belonging, availability information incl. real time line state information.**

**Search fields. The attendant can make directory search based on up to six different criterias.**

**Search fields. The attendant Extended information field.**

Example of the CMG NOW 2007 attendant console.<sup>1</sup>

<sup>1</sup> Note that the screen layout can differ depending on applicable PBX type.

# Functions

## Call handling (see also next section: Specific PBX dependent Call handling functionality)

- Answer call
- Transfer call
- Dial destination
- Toggle active party
- Disconnect one or both parties
- Call parking
- Camp on busy
- Call forwarding
- Incoming calls are displayed as they appear on the screen (pop-up)
- Greeting phrase in highlighted text is displayed on incoming call. Organization units can have different greeting phrases
- Shortcut for repeating previous called number
- Support for automatic selection of current CMG server on incoming call/screen pop-up
- Application on top on incoming call on/off
- Shortcut for repeating previous called number
- Information displayed for each call; extension, name, when the person is expected back, contact profile etc.
- Support for automatic selection of current CMG server on incoming call/screen pop-up
- Support for flexible function keys
- Break in on busy
- Break through on forward
- Tone signaling (not for SIP)
- Auto answer
- Auto extend/transfer
- Display of call waiting while the attendant is busy
- Direct drop to Voice Mail (Requires Aastra CM Voice 6.1 and ACS 1.1)

## Specific PBX dependent Call handling functionality

- Monitoring  
**MX-ONE TSE, MX-ONE TSW and Telia Centrex.**
- Serial call  
**MX-ONE TSE, MX-ONE TSW, BusinessPhone, Alcatel-Lucent OmniPCX Enterprise (OXE), Alcatel-Lucent MAC 4059, Siemens AC-Win, NEC Philips Supervisor 60E, Nortel Meridian CS-1000 M2250, Telia Centrex and Digimat 2000.**
- Call meter  
**MX-ONE TSW.**
- Conference call  
**MX-ONE TSE, MX-ONE TSW, BusinessPhone, Alcatel-Lucent OmniPCX Enterprise (OXE), Alcatel-Lucent MAC 4059, Siemens AC-Win, NEC Philips Supervisor 60E, Nortel Meridian CS-1000 M2250, Telia Centrex, Avaya and Digimat 2000.**
- Support for screen pop-up for incoming calls via CMG Speech  
**MX-ONE TSE, MX-ONE TSW, BusinessPhone, Cisco Unified Communications Manager, Alcatel-Lucent OmniPCX Enterprise (OXE), Alcatel-Lucent MAC 4059, Siemens AC-Win, NEC Philips Supervisor 60E, Nortel Meridian CS-1000 M2250 and Avaya.**
- Mute (attendant microphone) manually  
**MX-ONE TSE, MX-ONE TSW and Avaya.**
- Acknowledge alarm  
**NEC Philips Supervisor 60E and Nortel Meridian CS-1000 M2250.**
- Calls can be picked up in any order from the queue list and forwarded, put on hold etc, as the situation requires  
**Cisco Unified Communications Manager.**
- Message waiting  
**MX-ONE TSE, MX-ONE TSW, BusinessPhone, Alcatel-Lucent OmniPCX Enterprise (OXE), Alcatel-Lucent MAC 4059, Siemens AC-Win, NEC Philips Supervisor 60E, Nortel Meridian CS-1000 M2250, Telia Centrex and Digimat 2000.**
- On hold (locally)  
**Nortel Meridian CS-1000 M2250.**
- Pause on/off  
**Telia Centrex.**
- Private call parking queue  
**Cisco Unified Communications Manager and NEC Philips Supervisor 60E.**
- Queue list: Information displayed for each call; extension, name, call status, time in system, call priority, queue name etc.  
**Cisco Unified Communications Manager.**
- Support for NAS  
**Nortel Meridian CS-1000 M2250.**

## Messages

- Send messages via e-mail to a person or selected group of persons registered in the CMG database (optional system connection required)
- Send messages via other CMG supported message systems to a person registered in the CMG database (optional system connection required)
- Update or delete messages
- List view of messages
- List view of not distributed or unacknowledged messages
- Printout of unacknowledged messages
- Printout of messages to a selected group of persons

## Activities and forwarding

- Enter, change and delete activities and contact profile for a single or selected group of extensions
- Advanced time zone support
- Each activity is mapped to a contact profile that defines the system behavior during the activity, e.g. call forwarding
- Support for forwarding of extension to arbitrary phone number.  
Note: Applicable for MX-ONE with personal number support, Siemens, Cisco, NEC-Philips, Avaya, Alcatel-Lucent, Business-Phone and Digimat PBX systems.

## Directory search

- Swift directory search
- Configurable search fields for directory search
- Phonetic name search functionality
- Support for manual sorting of search results
- Toggle search mode (extension/name).
- Availability/activity information in form view, list view or graphic view
- Directory information in form view or list view.
- Organization list view with zooming function
- Make call from list view
- Make call to alternative extension
- Make call to any phone number in the database record for an extension (e.g. mobile)
- Shortcut-keys for persons with same extension, same organization, same room and same keyword
- Shortcut for repeating previous search command

## Quick info

- List view of Quick Info records in a selected Quick Info directory
- Form view of a selected Quick Info record
- Web-linked fields in the Quick Info records
- Make call from phone-linked fields in the Quick Info records
- Built in web-browser for internet and intranet access

## Visitor management

- Search for visitors (all, logged in, expired)
- Visitor information in form view and list view (visitor name, visitor company, visitor status, host, host's extension and two customizable fields)
- Make call to visitor host

## General functions

- Support for multi CMG server configurations
- Support for customer groups and multiple databases in Aastra CMG Server
- Customizable workspace
- Personal login
- Support for single sign on.
- Disabling of cursor marker in input fields.
- Built in web-browser.
- Support for showing presence status from Microsoft Live Communication Server
- Support for hosted IP telephony.

Note: Applicable for Cisco PBX system.

## Support For Visually Disabled

- CMG NOW is compatible with the Jaws products for visually disabled. Please contact your local Jaws distributor.
- CMG NOW can display icons as text symbols. In this way, a standard Jaws can recognize the symbols.
- CMG NOW has extensive settings for font sizes and colors
- CMG NOW can interface Mixtracom's dot matrix equipment through the serial port

## System Requirements

### Important information:

For the latest up to date software compatibility and hardware requirements, please refer to the latest Customer Product Information available via your applicable sales representative and the product release notes.

See also further PBX documentation from the applicable PBX vendor.

### Client

- Intel based PC with minimum 1GB RAM
- Monitor min 17", recommended resolution 1024x768
- Windows XP
- Windows Vista  
**Note:** Applicable for MX-ONE, Siemens, Cisco, Nortel Meridian, Avaya, BusinessPhone and Alcatel-Lucent PBX systems.
- Internet Explorer 5.5, 6.0, 7.0 and 8.0
- Network interface.

### CMG system

- Aastra CMG Server 2007

### MX-ONE TSE (Server based)

- MX-ONE Version 2 or later
- Handset
- Open Opi Media Kit

### MD110 and MX-ONE TSW

- MD110 BC 9, BC10, BC11, BC12 and
- MX-ONE TSW
- CT adapter release 5A or later incl. serial cable
- Handset
- ELU28 card
- Open Opi Media Kit

### Cisco Call Manager

- Cisco Call Manager requirements according to the ACS. For more detailed system requirements, please see:
  - Product Specification for Aastra ACS 1.1
  - Product Specification for Aastra CMG Server 2007

### Alcatel-Lucent OmniPCX Enterprise and Alcatel-Lucent MAC4059

- Alcatel-Lucent Omni PCX Enterprise (A4400) R6, R7 and R8

### Siemens AC-Win

- Enhanced Attendant Console AC-Win 4.0 or AC-Win 5.0
- Integrated Interface card (Up0E) to the telecommunication system

### NEC Philips Supervisor 60 (hlips iS3000)

- ISDN DIVA card
- Philips Supervisor 60 version 2.5 or later

### Nortel Meridian/CS-1000 M2250

- M2250 switchboard console or Console Interface Unit
- Serial cable, null modem, female 9 – male 25
- Recommendation: The PBX should be configured to view busy indication in the console (-1, -2, etc.)

### Telia Centrex

- Telia Operator interface “Telefonistplats Maxi” incl. ISDN card and drivers

### Supported Avaya platforms

- Definity Prologix (G3csi)
- Definity G3si, G3r
- Mediaserver S8300, S8500, S8700
- Communication Manager R1.3 or higher

For further requirements on the Avaya system, see Aastra CMG Server 2007.

### Digmat

- Digmat generation 21
- NNG version 1.4
- OWWS version 9

### BusinessPhone

- BusinessPhone 8.1 Power Pack
- BusinessLink V.3.2.0.50
- BusinessPhone Operator Terminal

### Supported Languages

English, Danish, Finnish, French, German, Norwegian, Swedish, Dutch, Spanish, Italian, Portuguese (Brazilian) and Portuguese (European)

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