



The ICONnect AA VM is an automated attendant voice mail system developed by ICON Voice Networks to work with the Iwatsu Enterprise-CS and Alcatel-Lucent OXO Connect phone systems. It provides comprehensive automated attendant and voice mail feature support and an expandable port capacity.

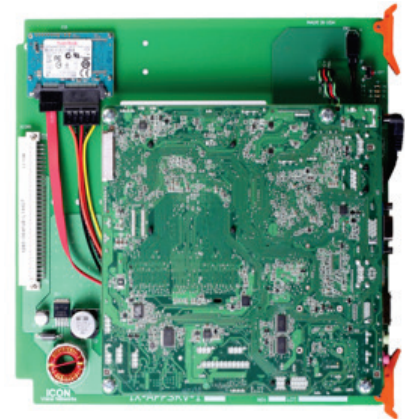
## ICONnect AA VM Platform

There are three main components to the ICONnect AA VM platform:

- ICONnect AA VM software
- ICONnect web programming interface
- ICONnect SIP interface

The ICONnect AA VM is offered in three configurations:

- Turn Key PC provided by ICON
  - 2.0GHz Quad Core Processor
  - LAN - 1x GB (10/100/1000)
  - Memory - 4 GB DDR3 1333MHz RAM
  - Hard Drive - 1.0TB SATA 6.0Gb/s 7200RPM 64MB 3.5" - WD Blue
  - Power Supply - 400W Power Supply
  - Operating System Linux CentOS 6.10 32-bit
  - Warranty - One-Year ICON Hardware Warranty
- Turn Key ICON APP SRV-1 card
  - Intel NM10 / 1.86Ghz Processor
  - Memory – 4GB
  - Flash Drive – 32GB
  - Power - ECS Motherboard
  - Operating System Linux CentOS 6.10 32-bit
  - Warranty - One-Year ICON Hardware Warranty
- VMWare Open Virtualization Appliance (.ova) image file.
  - ESXi Hypervisor Version 5.1 or later
  - 1 - V-CPU
  - 2 - GB RAM
  - 32 - GB Hard Drive
  - ICONnect AA / VM .ova file



ICONnect AA VM w/ ICON APPSRV-1

## Capacity

- 4-Port Base Package
- Expandable to 32 Ports
- 1024 Voice Mail Boxes
- 100 Attendant Menus
- Software Image Size: 32 GB
- Storage Capacity
  - 277 hours of message storage per system
  - 100 messages per mailbox

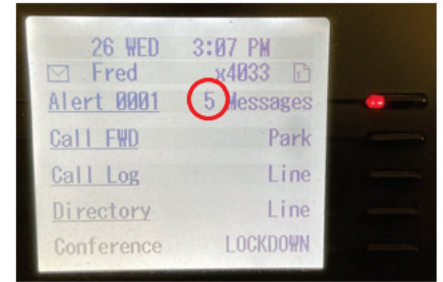
## Voice Mail Features

The following voice mail features are supported:

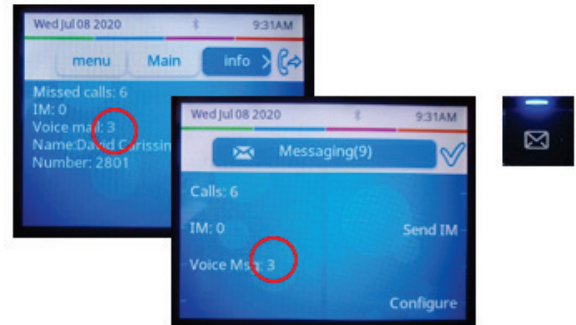
- Message count and message waiting indication of Iwatsu ICON series and Alcatel-Lucent Premium Desk Phone Display telephones
- Unavailable and temporary greetings.
- Telephone Message Waiting Indication and Message Count
  - CSTA integration with ECS
  - SIP Notify Message with OXO

- Programmable Message Length
  - Minimum message length of 1 second
  - Maximum message length
    - No entry = Limited by HDD space
    - Default is 180 seconds
- Voicemail message forward to email
  - Message attached as mp3 file
  - Individual mailboxes can be configured to delete the message after it is sent
- Dial-by-name directory
  - First or Last Name
  - Mailboxes can be hidden from the directory
- Call Forking
  - Incoming calls routed through ICONnect AA VM programmable to ring the user's extension and another number such as a mobile phone. Specify second number to notify
  - Notification can be in parallel with the primary number or cascading
  - Requires user confirmation before the call is connected
- Call Deflection to Voice Mail
  - Iwatsu ECS - Press Voice Message key while station is ringing
  - OXO Connect – With Rainbow provides option to deflect call to voice mail from an incoming call screen pop on the PC or smartphone.
- Call Record
  - Press “Record” key on phone while in conversation to record call to voice mailbox. Call recorded supported on Iwatsu ECS only.
- Web-based management of messages
  - Listen to messages
  - Download wav file of message to PC
  - Delete messages
  - Click and drag to copy to another mailbox

Message Waiting Indication / Message Count



Iwatsu ICON-Series 5810/5910/5930 Phone



OXO Connect Premium Desk Phone

## Automated Attendant Features

The following automated attendant features are supported:

- Calendars
  - Used for holiday scheduling
- Greeting Files
  - Upload recording through web interface
  - Record greetings using telephone by dialing into menu
  - Assign one or more sound files to create custom announcement
- Dial-By-Name Directory
  - Automatically generated based on programmed mailboxes
  - Individual mailboxes can be hidden
  - Search by first or last name
- Call Routing
  - Routing used to point calls to IVR menus, mailboxes, extensions and external phone numbers
  - Route based on incoming CO call on analog trunks without Caller ID
  - Route by DID number



Send ringing calls directly to voice mail

- Route to default IVR if no custom route configured or DID provided
- Supports multi-level routing
- Route based on day of week
- Route based on time of day
- Route based on calendar schedules (Holiday Calendar)
- Menus
  - Supports up to 100 IVR menus each with custom announcement
  - DTMF
    - 0-9, # and \*
    - Transfer to other menu
    - Transfer to extension / virtual extension
    - Transfer to Groups
    - Transfer to external number
    - Transfer to another IVR
    - Record greeting
- Routes
  - Handle routing for inbound public numbers
  - Assign calendar for holiday destination
  - Assign time/day exception destination
  - Assign normal operation destination
  - Assign default destination



ICONnect AA VM w/ ICONnection PC

### ICONnect AA VM Software

- Provided as an OVA file for virtual deployments.
- Provided as an appliance preinstalled on the ICON APPSRV-1 Card or ICONnection 2 Server.

### Iwatsu ECS Requirements

- Software Version 12
- MBU Card Installed in the system
- One ECS System Port License for each ICONnect AA VM voice mail port
- One SIP station port license for each ICONnect AA VM voice mail port
- CSTA license enabled in the Iwatsu ECS system

### Alcatel-Lucent OXO Connect Requirements

- Software Version 4.x
- One Open SIP Port License for each ICONnect AA VM voice mail port
- One UTL license for each ICONnect AA VM voice mail port

### Virtual Machine Requirements

- ESXi Hypervisor Version 5.1 or later
- 1 vCPU
- 2 GB RAM
- 32 GB hard drive
- ICONnect AA / VM OVA file

### ICON ICONnection 2 Server Specification

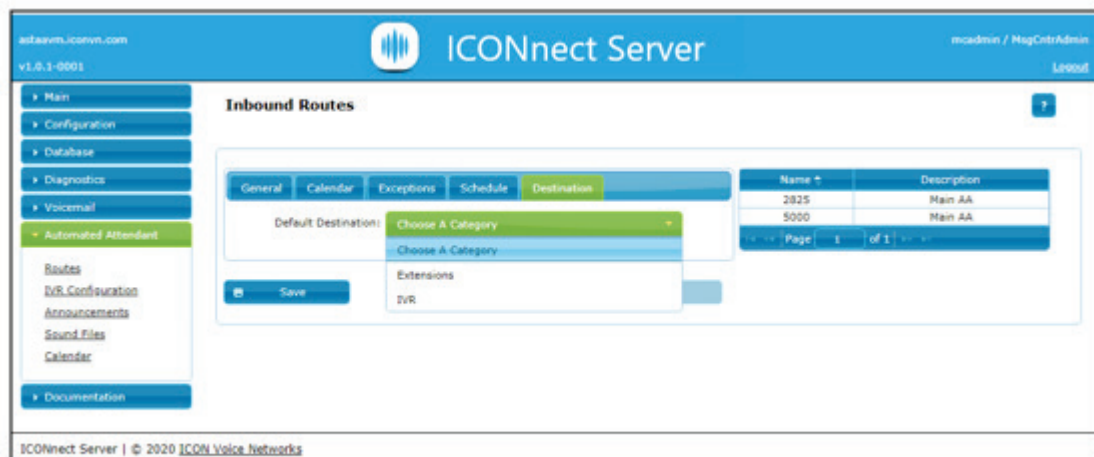
- 2U Rack Mount Industrial PC / Depth: 15.35", Max Card Depth: 9.00"
- Intel Celeron SoC and Intel Celeron J1900 Processor (2.0GHz Quad Core, Burst 2.42GHz) TDP 10W
- 1 - PCIe x16 Low Profile Slot
- 2 - PCIe x1 Low Profile Slot
- LAN: 1x GB (10/100/1000)
- Video: VGA + HDMI + DVI-D
- Audio: 5.1 channel by Realtek ALC662

## ICONnect AA VM Data Sheet

- 5x USB 2.0 Ports ( 2 Front, 3 Rear )
- 1x USB 3.0 Port ( 1 Rear )
- 1x COM Port (Headers)
- 1x Parallel Port (Headers)
- Operating Temperature: 0°C to 50°C (32°F to 122°F)
- Memory: 4 GB DDR3 1333MHz RAM
- Hard Drive: 1.0TB SATA 6.0Gb/s 7200RPM 64MB 3.5" - WD Blue
- Power Supply: 400W Power Supply
- Operating System: CentOS 6.10 32-bit
- Warranty: One-Year ICON Hardware Warranty

## ICONnect AA VM System Administration & Programming

- System Administration
  - Web Browser access for System programming and User mailbox access.
  - Administrators can access, program and modify system and user settings
  - System status, usage stats and call log access
  - Default system, import/export database



ICONnect AA VM WebProgrammer

## ICONnect AA VM Network Requirements

### Network Address

- ICONnect AA VM to the PBX via SIP station ports so the IP address must be on the same network as the PBX or routable to the PBX.
- The ICONnect AA VM is configured with a default static IP Address (172.30.30.63) to provide access for initial setup.

### Browser Programmer / Configurator

- A PC or laptop with network access to the ICONnect AA VM built-in web server is required to change the IP address to a permanent Static IP.

The products and features described are for illustrative purposes only and are subject to change. Equipment performance and capacities may be affected by system configuration. Interoperability with third-party products and/or services may be subject to limitation. Consult your authorized ICON Voice Networks reseller to design a system that meets the specific needs of your business.

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