



AT&T 555-007-101
Issue 1

FAX Attendant 2.1.1 Planning and Forms

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About This Document

Purpose and Scope

The information in this document is intended to help the System Manager and the AT&T Account Team or AT&T Authorized Dealer plan and administer the AT&T FAX Attendant System™. This document is divided into the following chapters and appendices:

- **Chapter 1: Introduction** presents an overview of FAX Attendant, including features and basic components.
- **Chapter 2: System Planning** describes how to plan your FAX Attendant System. It includes instructions for filling out the necessary forms for setting up FAX Attendant services, and a discussion of the administration requirements for the telephone switch.
- **Appendix A: FAX Attendant Planning Forms** contains forms you can copy and use for planning and administrating your FAX Attendant system.

Intended Audience

This document is intended for the System Manager and for the AT&T Account Team members or AT&T Authorized Dealer involved in the planning process. The information is designed to help these individuals plan and administer the system. Each FAX Attendant feature is described along with information on administration and planning.

Emphasis is placed on planning before implementing. Basic information is offered about connections to, and administration of, telephone switches as they

are affected by the FAX Attendant System. The switch itself, however, requires detailed installation and administrative functions. This *Planning and Forms* document is not intended to replace the documents that accompany the supported switches.

Assistance

If you have questions or problems with FAX Attendant, please try to resolve them by using this document and the other FAX Attendant documents. If you are still unable to resolve the problem, contact your AT&T Account Team Representative or AT&T Authorized Dealer for additional assistance.

How to Use This Document

Initial implementation of the AT&T FAX Attendant System involves setting up both the FAX Attendant system and the telephone switch. Some FAX Attendant parameters depend on the type of switch being used and whether or not the switch and FAX Attendant are integrated.

The System Manager and the implementation team should read this entire document. In addition, the implementation team needs to be familiar with the *AT&T FAX Attendant System™, Release 2.1.1, Implementation and Switch Notes* document for your telephone system, as well as the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*. The implementation tasks are as follows:

1. Plan a system that is realistic in terms of the business needs and capabilities of both FAX Attendant and the switch. (See Chapter 2.)
2. Fill out all necessary planning forms.
3. Administer the switch to work with FAX Attendant. (See the *Implementation and Switch Notes* document for your telephone system.)
4. Test the connections between the switch and FAX Attendant. (See the *Implementation and Switch Notes* document for your telephone system.)
5. Set the switch interface parameters for FAX Attendant. (See the *Implementation and Switch Notes* document for your telephone system.)
6. Enter system-wide parameters for FAX Attendant. (See the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*, Chapter 3.)
7. Enter the FAX Attendant information and administer the voice prompts. (See the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*, Chapters 3 and 4.)

Conventions Used in This Document

The following conventions are used in this guide:

- Commands and text you should type appear in this style of type .
- Values, instructions, and prompts that appear on the screen are .
- Touch-tone keys on the telephone set keypad are enclosed in squares, such as **3** and **#** .

Related Documents

You need to be familiar with the following documents:

- *AT&T FAX Attendant System™, Release 2.1.1, User's Guide*
(Document No. 555-007-102)
- *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*
(Document No. 555-007-100)
- *AT&T FAX Attendant System™, Release 2.1.1, Implementation and Switch Notes*. (Separate documents are provided for each supported telephone system. A copy of the appropriate document is provided with the software.)
- *AT&T FAX Attendant System™, Release 2.1.1, Installation and Maintenance*
(Document No. 555-007-103)

If FAX Attendant is in a co-resident configuration with AUDIX Voice Power, you should be familiar with the *AUDIX Voice Power™, Release 2.1.1, System Manager's Guide* (Document No. 585-310-520).

If you are working in an Integrated Solution III (IS III) environment, you need to be familiar with the Integrated Solution III documents that accompany your system.



Introduction

1

Overview

The *AT&T FAX Attendant System™* is a software application that enhances the capabilities of all fax machines attached to a company's telephone network. The FAX Attendant system is based on the Integrated Voice Power System Software and the FAX Attendant Application Software which run on the 80386, 80386/SX, and 80486/SX family of computers.

The FAX Attendant system interfaces with a local telephone system. It processes fax messages and controls announcements that are stored on disk memory. FAX Attendant prompts internal and external callers to make menu choices by pressing the appropriate touch-tone button.

FAX Attendant System Implementation

The implementation of a FAX Attendant system involves setting up both FAX Attendant and the telephone switch. Some of the FAX Attendant parameters depend on the type of switch being used and whether or not the switch and FAX Attendant are integrated.

The implementation team is responsible for:

- Determining how FAX Attendant will be used to meet a company's business needs and objectives
- Administering the telephone system or providing the necessary information to the Switch Administrator

- Administering the FAX Attendant system
- Arranging training for the system users

The AT&T representative or Authorized Dealer should assign a team member to be responsible for each task. Check with the Account Team to be sure these tasks have been done. The implementation tasks are as follows:

1. Verify the FAX Attendant hardware and software installation.
2. Administer the switch to work with FAX Attendant.
3. Test the connections between the switch and FAX Attendant.
4. Set the switch interface parameters in FAX Attendant.
5. Enter system-wide parameters in FAX Attendant.
6. Enter the FAX Attendant information and administer the voice prompts.

FAX Attendant Services

FAX Attendant includes the following services:

- Fax Call Answer

Fax Call Answer allows FAX Attendant to receive fax messages for subscribers whose fax machines are busy or out of paper. This feature also allows subscribers to use personal fax mailboxes for confidential receipt and remote access to fax messages.

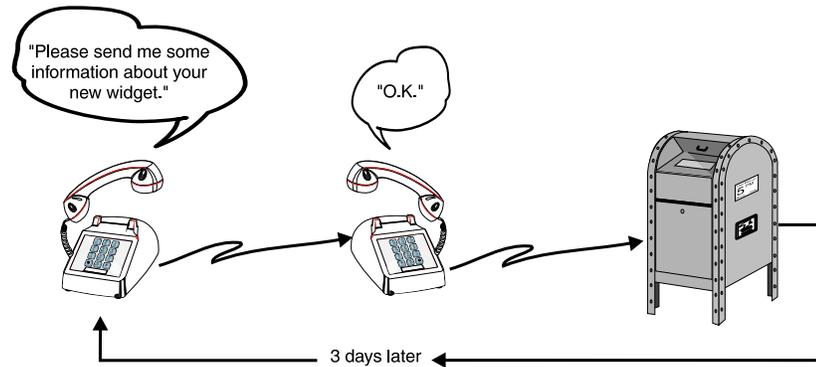
- Fax Mail

Fax Mail allows subscribers to send fax messages to one or more fax numbers or use a distribution list, retrieve fax messages from their mailbox, record personal greetings, change their account passwords, delivery report setting, and autoprint setting, administer outcalling, and create fax distribution lists.

- Fax Response

Fax Response allows you to dedicate a phone number for your prospective customers to call and retrieve information about your products or services, news, or any other hard copy information. Fax Response directs callers through a series of prompts to retrieve information on their fax machines. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to access the information. No more requesting information and waiting for it to arrive in the mail. Fax Response allows interested parties to get their information immediately by fax.

Figure 1-1 illustrates how the Fax Response service works.



The New, Fax Response Way

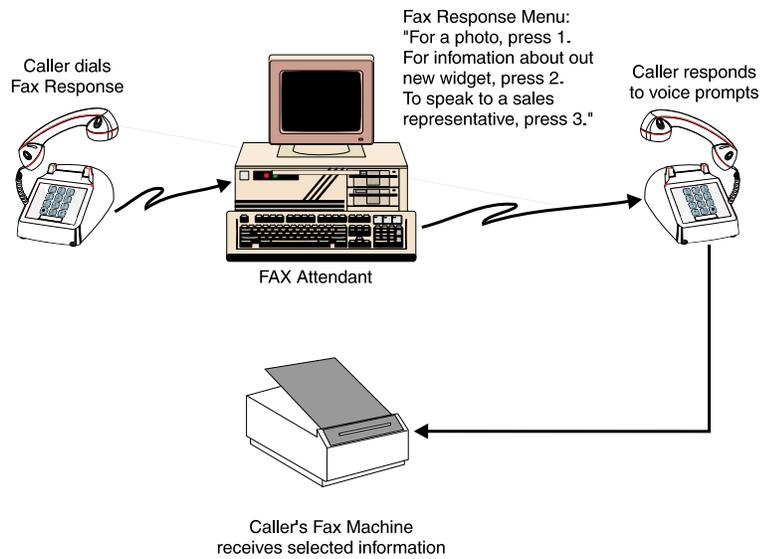


Figure 1-1. Fax Response Service

Also called "Fax on Demand," the Fax Response service allows customers to call in (on a dedicated phone number) and retrieve information (stored faxed) on products or services.

FAX Attendant Features

FAX Attendant includes the following features:

- **Broadcast**

FAX Attendant can broadcast a single fax to up to 1,000 locations. Using the Fax Mail service, a subscriber enters numbers or distribution list numbers, then presses Start on the fax machine. FAX Attendant stores the fax message in memory and sends it using the fax ports administered to distribute fax messages.

- **Intelligent Auto-Retry**

If an outbound fax message is not successfully delivered, FAX Attendant keeps trying to deliver the message until the maximum retry period (an administrable parameter) is reached. When this time period expires, FAX Attendant generates a failed delivery report for the subscriber who initiated the message.

If a fax is interrupted during transmission, FAX Attendant resends the message, sending only the cover page and any previously unsuccessfully transmitted pages.

- **Economy Delivery**

The Economy Delivery option allows a subscriber to defer delivery of a fax until the system administered economy time period; generally, when the telephone rates are lower.

- **Delivery Reports**

FAX Attendant can create a delivery report for every fax. One report is generated regardless of the number of destinations. The report summarizes the status of each delivery.

Each subscriber can choose his or her own delivery report setting. The options for this feature are on or off. If it is turned on, the subscriber receives a delivery report for every fax transmission. The report includes the time the fax was submitted, a reduced image of the cover sheet, and a summary of the delivery status to each destination. If it is turned off, a report is still generated if the system is unable to successfully transmit to any destination.

Additionally, if the delivery report option is turned off, an intermediary delivery report is placed in the subscriber's mailbox after each pass through the list of destinations. At the end of the retry period, FAX Attendant generates a final delivery report.

- **Distribution Lists**

Distribution lists provide a convenient way to send the same fax message to many locations. Each subscriber can have up to 250 distribution lists with up to 250 members in each list. Subscribers can use their own lists or lists of other subscribers, but cannot change lists stored by other subscribers. Subscribers can program their own distribution lists using any touch-tone telephone. Optionally, the System Manager can enter long lists at the system console.

- **Call Accounting Integration**

FAX Attendant can be administered so that information about each call placed by FAX Attendant is collected by the call accounting system on the telephone switch. Account codes can be administered for each subscriber and for the Fax Response service so they can be tracked separately.

- **Fax Machine Call Coverage**

FAX Attendant can act as a coverage point for fax machines that are either busy, broken, or out of paper. *This feature operates only in a switch-integrated system.* The diagram in Figure 1-2 shows how a fax call is handled when it receives Fax Call Coverage.

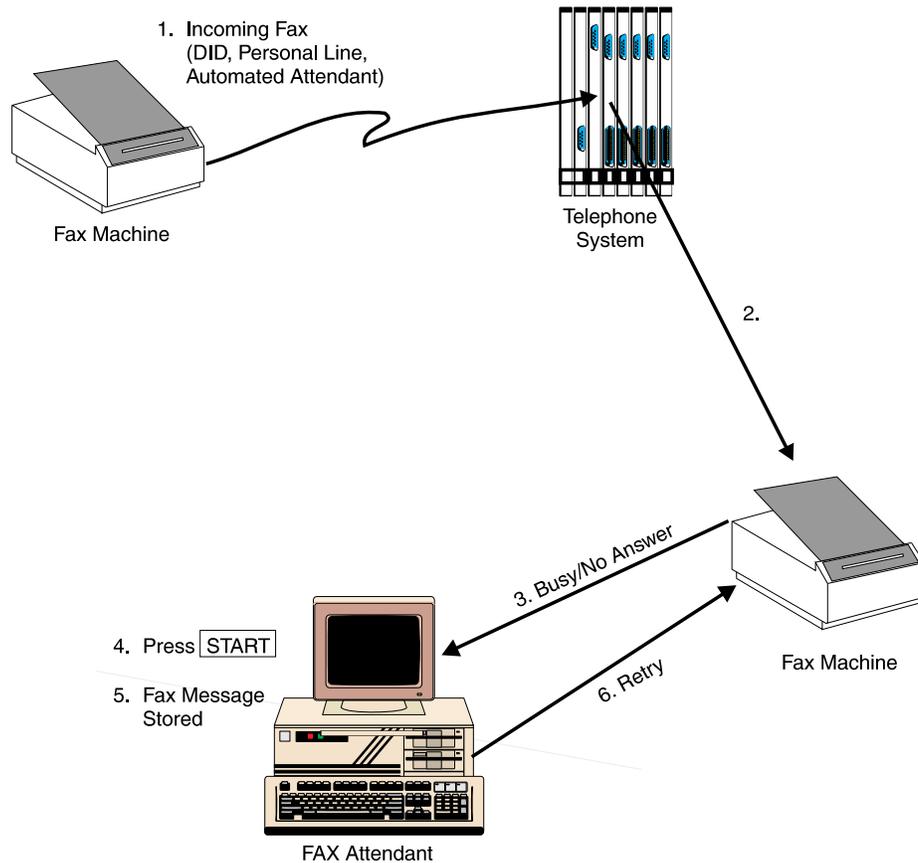


Figure 1-2. Fax Call Coverage

Figure 1-2 illustrates how when a fax message comes into the switch, it is routed to the fax machine (either via DID, personal line, or CNG fax tone recognition on Automated Attendant [1 and 2]). If the fax machine is busy or out of service, FAX Attendant routes the call to coverage (3). The caller is prompted to press **START** (4) to transmit the fax message. FAX Attendant stores the fax message (5), then begins the retry function (6) to the fax machine. When the fax machine becomes available, FAX Attendant sends the message. If the retry period expires before FAX Attendant can send the message, it goes to the system general mailbox.

■ **Personal Fax Extensions**

Provided through Direct-Inward-Dial (DID) or Personal Lines and PBX integration, FAX Attendant subscribers can have their own fax extensions, which are routed directly to FAX Attendant. *This feature operates only in a switch-integrated system.* If the subscriber does not have a personal DID extension, FAX Attendant prompts senders to enter the subscriber's voice extension to identify the recipient's mailbox. If no extension is entered, FAX Attendant sends the fax message to the group administrator's mailbox. Figure 1-3 illustrates how FAX Attendant handles Personal Fax Numbers.

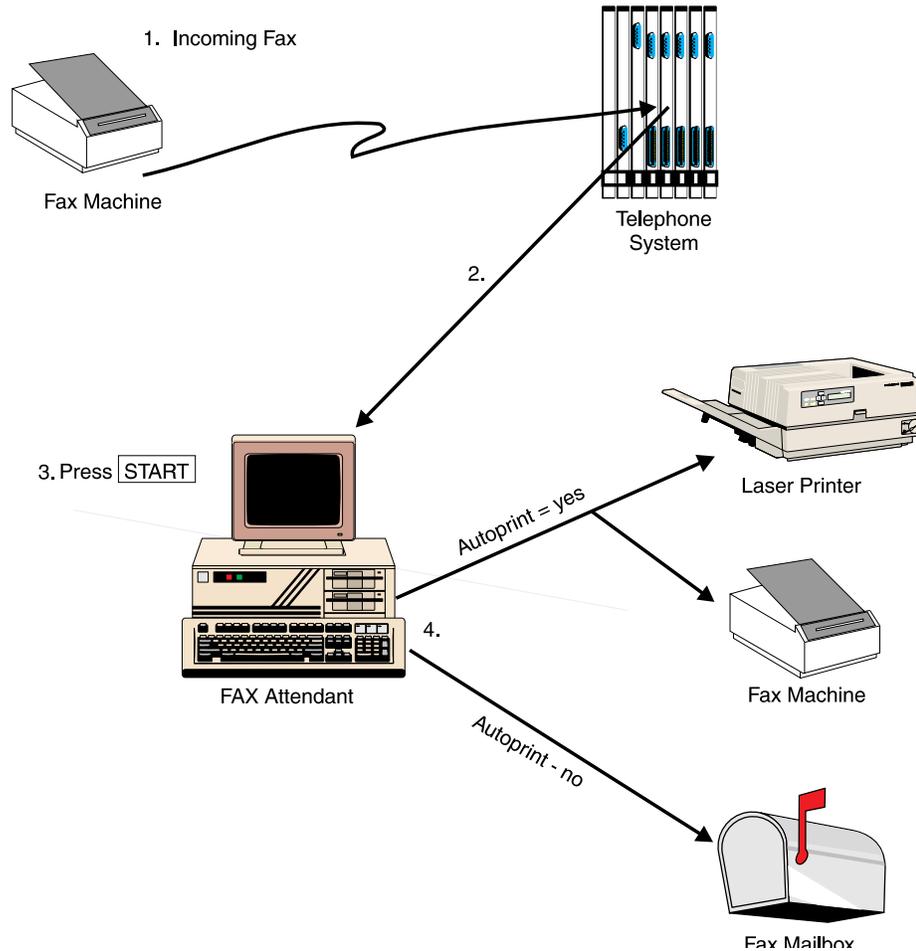


Figure 1-3. Personal Fax Numbers

As Figure 1-3 illustrates, personal fax numbers are set up so that FAX Attendant can provide immediate coverage for the personal fax number, as follows: The call to the personal fax number of the intended recipient comes into the switch (1). FAX Attendant answers the call (2). The caller is prompted to press **START** (3) to transmit the message. FAX Attendant either prints or stores the fax message (4). The decision to print or store is based on the autoprint setting, which each subscriber sets for his or her own messages.

 **NOTE:**

The default destination can be a laser printer, an internal fax machine, or some external destination.

■ **Group Fax Numbers**

A group fax number is a fax telephone number that is assigned to a group of FAX Attendant subscribers. The number allows group members to use inbound fax features, such as receiving fax messages confidentially or from a remote location. Figure 1-4 illustrates how FAX Attendant handles calls to a group fax number.

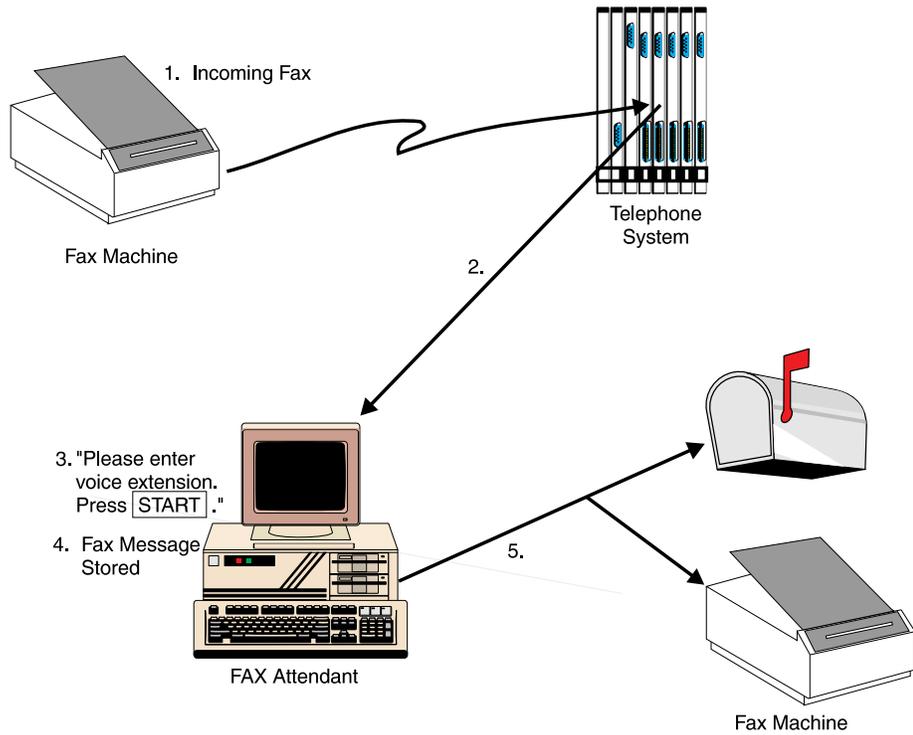


Figure 1-4. Group Fax Number

As shown in Figure 1-4, the caller reaches the group fax number (either via DID, personal line, transfer from operator, or Automated Attendant [1]). FAX Attendant answers the call (2). The Fax Call Answer service prompts the caller to enter the mailbox number (the *voice extension*) of the person to whom the fax is being sent, and to press **[START]** (3). FAX Attendant stores the fax message (4). The mailbox owner can hold the fax message in his or her mailbox, print it at a fax machine inside the system, or direct it to be printed elsewhere (5).

- **Receiving Fax Messages Confidentially**

This feature refers to the system's capability of holding fax messages until the subscriber is ready to print them.

- **Remote Retrieval/Hold Fax Messages**

FAX Attendant's capability of storing all received fax messages allows subscribers to call in from any location to retrieve their faxes. Fax messages can be delivered to a remote site either on the same call (if calling from a fax machine), or to a specified fax number.

Subscribers can administer their own Fax Mail IDs to do one of three things with incoming fax messages: print on a common laser printer, print to a fax machine, or save to the subscriber's FAX Attendant mailbox. When a subscriber logs in, FAX Attendant announces how many voice messages are present (if AUDIX Voice Power is co-resident) and how many fax messages are being held or have been autoprined.

- **Autoprinting**

Subscribers have the option to have their messages printed automatically at the system's default destination. The default destination is set by the System Manager and can be either a fax machine or the system's laser printer. When autoprinting is on, FAX Attendant automatically forwards messages to the default destination. When autoprinting is off, FAX Attendant holds messages in the subscriber's mailbox, so they can be printed confidentially or at a remote location.

- **Message Waiting Lamp (MWL) Notification**

Use of this feature depends on whether FAX Attendant is operating in a standalone or co-resident system, as follows:

- MWL with a Co-resident System:

In a co-resident application, where FAX Attendant is operating with AUDIX Voice Power, the MWL is lit for both voice and fax messages. When a subscriber notices that the MWL is lit, that person calls the Voice Mail telephone number to hear how many and what kind of messages are waiting. For example, "You have six voice messages and two held fax messages." The summary message also notes any autoprined fax messages that have been received. If autoprined fax messages exist, these faxes only appear in the summary message one time; so that if the same subscriber were to call the system back immediately, no auto printed fax messages would be noted in the summary message.

— MWL with a Standalone System:

When FAX Attendant serves as an adjunct to AUDIX, subscribers still get notification of both fax and voice messages in the same summary message. When a fax message arrives, FAX Attendant sends a Leave Word Calling message to the switch. AUDIX intercepts this message, turns it into a Voice Mail message, and lights the message waiting lamp. When the subscriber calls AUDIX, the summary message notes how many voice messages have been received. Some of these messages may say, "Leave Word Calling message from FAX Attendant," which indicates a fax message has been received. After listening to the rest of the voice messages, the subscriber can log into Fax Mail and pick up the fax messages.

■ **Outcalling**

FAX Attendant can provide outcalling notification of received fax messages to a telephone number on a pager or to a telephone that has no MWL. Subscribers can administer their own outcalling numbers, decide when outcalling will be active (24-hours per day, or during system administered hours, such as 8 a.m. to 6 p.m.), and turn outcalling on or off.

■ **Plain Paper Printing**

FAX Attendant can print fax messages on an optional system laser printer or plain paper fax machine. The printer can be used to print system reports and can be used as the default destination for a group of subscribers. It is not recommended that you use this printer to print everyone's fax messages because you can attach only one laser printer to FAX Attendant, and printing fax messages on the laser printer takes longer than printing on a fax machine.

New Features for Release 2.1.1

FAX Attendant Release 2.1.1 offers the following enhancements to Release 1.0:

- co-residency and compatibility with Integrated Solution III (IS-III) and the System 25 Communications System, Rel. 3.0
- consolidated delivery reports
- outbound channel limitations
- customizable system cover sheet for Fax Response
- improved component/port level diagnostics

Additional new features incorporated into the user interface include:

- **Name Addressing:** Provides FAX Attendant users with the ability to address fax messages to subscribers by dialing the last name of the subscriber rather than an extension number. This feature can be used wherever addressing is done in the Fax Mail, Fax Call Answer, and Fax Response services.
- **Fax CNG Tone Recognition:** Provides detection of the fax calling (CNG) tone of certain autodialing fax machines. The CNG tone recognition allows Fax Call Answer to bypass any prompts and deliver the incoming fax message to the appropriate address.
- **Move Subscriber:** Allows the System Manager to move a subscriber's profile from one extension to another. Previously, extension changes necessitated deleting the subscriber record at the old extension, and then reentering the same information.
- **Administrable Fax Mailbox Size:** Allows the System Manager to define the fax mailbox capacity in units of pages for each subscriber.
- **Subscriber Name Administration:** Allows the Fax Mail service administrator to record multiple subscriber names without having to log on as each subscriber. This feature is especially useful since it is desirable to have a recorded name for each subscriber to take advantage of the name addressing feature. Individual subscribers still have the option of recording their own names in their own voices.
- **Message Overflow to General Mailbox:** Provides a system-wide option that sends new Fax Call Answer messages to a general mailbox if a subscriber's mailbox becomes full. The System Manager can define the profile parameters of the general mailbox so that overflow messages will or will not autoprint.

Telephone Switch Interface

Telephone switches that can support FAX Attendant include System 75 R1V1-R1V3, DEFINITY Generic 1 and Generic 3, System 85, DEFINITY Generic 2 (standalone configuration only), and System 25 R3.0 Communications System. Signaling information from FAX Attendant to the telephone switch can be provided over analog voice channels as well as digital lines, and includes switch-hook flashing to transfer calls, plus in-band tone signaling to control message waiting lights.

FAX Attendant can operate in either switch-integrated or non-switch-integrated mode. In both modes, spoken information is transferred over analog voice channels.

Switch-Integrated Mode

In switch-integrated mode, caller and called party identification information is transferred from the switch. As a result, callers generally do not have to enter extension numbers upon reaching the Fax Call Answer service. However, Fax Attendant can be programmed to prompt callers to enter their information for the Group Fax Number feature. In this mode, subscribers are not required to enter extension numbers when logging into FAX Attendant from their own extensions.

Non-Switch-Integrated Mode

In non-switch-integrated mode, the interface between the telephone switch and FAX Attendant does not include caller or called party identification information. As a result, a caller who reaches the Fax Call Answer service is requested to re-enter the extension number of the person to whom the caller wishes to send a fax. In non-switch-integrated mode, subscribers must enter an extension number when logging in to FAX Attendant from their extension, because the extension called from is not transmitted by the switch.

Basic Telephone Switch Administration

For FAX Attendant to work properly with the telephone switch, certain features must be present and enabled at the switch:

- Station lines must be compatible with industry standard tip/ring analog telephones (AT&T 2500 or equivalent).
- The switch must recognize a 500-millisecond on-hook interval (switch-hook flash) as a request to transfer a call. After a switch-hook flash, FAX Attendant sends the digits of the selected extension using touch-tone signaling.
- Each analog voice channel on the Integrated Voice Power (IVP4/6) boards must be associated with an extension number or Direct Group Calling (DGC) hunt group administered on the switch. The switch is responsible for transferring the calls to FAX Attendant as part of a coverage path when no answer or busy is detected.
- A FAX Attendant service may be assigned to one or several channels, depending on the number of uses that can be made of that service.

Co-Resident vs. Standalone Configurations

There are two ways your system can be configured, as co-resident or standalone. In the co-resident configuration, FAX Attendant operates with AUDIX Voice Power, allowing you to administer both AUDIX Voice Power and FAX Attendant features at one time using the same software.

In the standalone configuration, FAX Attendant operates without AUDIX Voice Power, and all AUDIX Voice Power options appearing in the FAX Attendant menus are disabled. When FAX Attendant is in a standalone configuration, you can administer only FAX Attendant features.

This document explains in detail only those features that apply specifically to FAX Attendant. For information about features specific to AUDIX Voice Power, consult the *AT&T AUDIX Voice Power™ System Manager's Guide*.

⇒ NOTE:

Software screens depicted throughout this manual assume you have a co-resident configuration. If you have a standalone configuration, the actual screens your system displays will show some minor differences.

Hardware and Software Components

A basic understanding of the hardware and software components is needed to administer FAX Attendant.

Hardware Configuration for an Integrated Solution III Environment

The FAX Attendant hardware consists of:

- 80386/SX or 80486/SX microprocessor-based computer with keyboard and monitor. The following processors can be used:
 - AT&T Master Controller II - 16 MHz 80386/SX processor, small footprint desktop configuration
 - AT&T Master Controller II+ - 20 MHz 80386/SX processor, small footprint desktop configuration
 - AT&T Master Controller III - 20 MHz 80486/SX processor, floor model
- Hard disk for storage of data and digitally-encoded voice and fax messages and system prompts. The following capacities are supported on hard disk: 200MB; 500MB
- Special circuit boards (IVP4/6 boards) containing interface hardware for analog voice channels. Each IVP4 board provides four analog voice channels. Each IVP6 board provides six analog voice channels. A maximum of 12 channels can be included in the system.
- One or more Integrated Fax Processing boards (IFP2/IFP4)
- Floppy disk drive for loading the system software and making backup copies of files
- Optional AT&T Application Printer or compatible printer for printing reports and the HP® LaserJet® Series II or compatible printer for printing fax messages and reports
- A cartridge tape drive for making backup copies of files and upgrading the system

The number of analog voice channels, the size of subscriber mailboxes, the number of fax boards, and the size of the hard disk control the maximum practical number of users of the system.

Hardware Configuration for a Dedicated System

The FAX Attendant hardware consists of:

- AT&T 6386 WorkGroup System (WGS) or 80486/SX-based computer with keyboard and monitor. The following processors can be used:
 - 6386/25 WGS-25 MHz processor, desktop configuration
 - 6386E/33 WGS-33 MHz processor, floor model
 - AT&T Master Controller III - 20 MHz 80486/SX processor, floor model
- Hard disk for storage of data and digitally-encoded voice and fax messages and system prompts. The following capacities are supported on hard disk: 135MB; 200MB; 300MB; 500MB; 300MB (dual).
- Special circuit boards (IVP4/6 boards) containing interface hardware for analog voice channels. Each IVP4 board provides four analog voice channels. Each IVP6 board provides six analog voice channels. A maximum of 12 channels can be included in the system.
- A special (modified DCP) circuit board containing interface hardware for the telephone system *may* be necessary for *integrated* systems.
 - For the System 75, DEFINITY G1 and G3, System 85, and DEFINITY G2 switches that use the AT&T Digital Communications Protocol (DCP), a modified DCP (modified PC-PBX) board is necessary. The telephone system must also have an available digital port.

Please see the *Implementation and Switch Notes* document for your switch to determine exact requirements.

- One or more Integrated Fax Processing boards (IFP2/IFP4)
- Floppy disk drive for loading the system software and making backup copies of files
- Optional AT&T Application Printer or compatible printer for printing reports or the HP® LaserJet® Series II or compatible printer for printing fax messages and reports
- A cartridge tape drive for making backup copies of files and upgrading

The number of analog voice channels, the size of subscriber mailboxes, the number of fax boards, and the size of the hard disk control the maximum practical number of users of the system.

Software Configuration

The software configuration has four major components:

- **UNIX Operating System**

The UNIX Operating System provides multi-tasking, file access, external communication, and interprocess communication facilities to the application software. It includes one of the following interfaces:

- On systems where a separate processor is used, system administration is done by selecting choices from menus and filling in blanks on forms. This is commonly the case on larger telephone systems.
- On systems where a single processor is used for switch administration and also for applications packages such as FAX Attendant, the Integrated Solution III environment allows both switch administration and application administration to be done by selecting choices from menus and filling in blanks on forms. This is commonly the case on smaller telephone systems.

- **Integrated Voice Power™ System Software**

The Integrated Voice Power (IVP) System Software provides software for communication with the analog voice channels on the IVP4/6 circuit boards.

- **FAX Attendant Application Software**

The FAX Attendant Application Software is the application package that provides the FAX Attendant services. If FAX Attendant is co-resident with AUDIX Voice Power, the AUDIX Voice Power software and switch software is already present in your system.

- **Switch Integration Software**

The Switch Integration Software provides software for communication of caller identification and call type from the switch to FAX Attendant. This software is not provided for non-switch-integrated operation.

If FAX Attendant is co-resident with AUDIX Voice Power, then the AUDIX Voice Power Application Software is also present in the system.



Introduction to System Planning

This chapter describes the planning process that determines how you should configure the FAX Attendant system to meet a company's needs. Prior to planning the system, you should become familiar with the system's hardware, features, and operation.

Use this chapter to help you fill out the forms that will describe this unique FAX Attendant system. To complete the planning process, you need the following:

- information about the FAX Attendant system this company has ordered
- direction from management about communication needs and restrictions
- knowledge of the requirements of individuals and groups in the company who will be using FAX Attendant

Regardless of the switch you use with your system, you should use the forms that accompany this manual. FAX Attendant forms are located in Appendix A and must be copied for use in system planning. Following the planning process, you will use the information on these forms to complete the procedures found in Chapters 3 and 4 of the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*. Be sure to deliver copies of all the completed forms to your implementation team. You should also store the completed forms in a safe place. Whenever you make a change to your system, record the change on your forms.

Planning on the Switch Side

Some of the functions that comprise a complete FAX Attendant system are implemented on the switch. These include setting up Call Coverage groups, hunt or Direct Group Calling groups, and Class of Restriction assignments. The necessary planning for the switch is discussed in general terms here, and in more specific terms in the *Implementation and Switch Notes* for your telephone system.

Call Coverage Paths

The Fax Call Answer service is used to receive faxes sent directly to a personal or group fax number, or to provide coverage for calls that are not answered by the fax machine at a called extension. To provide this coverage, the switch must direct the call to the Fax Call Answer Service when the switch detects the telephone is busy or the maximum number of rings has occurred. The designation of one or more places to direct a call is known as the call coverage path.

The Fax Call Answer service may be the first or second point of coverage, depending on the capabilities of the switch and the requirements of the business, as explained next:

- For personal and group fax numbers, calls should go directly to the Fax Call Answer service without first ringing at a fax machine. In this case, the Fax Call Answer service is the first point of call coverage.
- If FAX Attendant is used to cover busy, broken, or out-of-paper fax machines, the call is transferred to the Fax Call Answer Service as the second point of call coverage.

You must plan a call coverage path for each subscriber. The FAX Attendant System Manager needs to work closely with the Switch Administrator to coordinate this effort.

Here are some additional planning factors that may be present, depending on the types of telephones and the switch being used:

- Since fax machines are typically single-line, calls will generally go directly to coverage when the line is busy.
- Some telephones and switches have a call coverage feature that allows the subscriber to signal that all calls should go directly to coverage and not ring at the actual extension. Use of this feature speeds call answering when the actual extension is unattended because the switch does not wait for a possible answer.
- Some switches allow you to set the number of rings before sending calls to coverage. A good value is two to four rings. A value of two is recommended for most fax machines, as long as they are programmed to answer on the first ring.

- Calls to personal fax numbers should go directly to coverage.

Hunt or DGC Groups

A hunt group assigns a single number that rings at any available extension within the group. On some switches, hunt groups are called Direct Group Calling (DGC) groups.

On non-switch-integrated configurations and on some switch-integrated configurations (depending on the switch and the service being used), it is necessary or desirable to set up hunt groups for the channels assigned to a single service. If your switch requires hunt groups, you should assign separate groups for the following services (if more than one channel is used):

- Fax Response
- Fax Call Answer service on non-switch-integrated configurations
- Fax Mail service on non-switch-integrated configurations



NOTE:

On integrated switches that use the Digital Communications Protocol (DCP), all calls come in on the digital channel and are transferred by FAX Attendant to an available channel. Hunt groups are not required on these switches for Fax Call Answer and Fax Mail.

See your *Implementation and Switch Notes* document for more information on this subject.

Class of Restriction

If your switch has provisions for Class of Restriction (COR), you should establish the following conditions:

- The Fax Mail and Fax Call Answer channels should be restricted so they cannot call themselves.
- The DCP extension should be restricted so it cannot call itself or subscribers.
- Subscribers should be restricted so they cannot call Fax Call Answer ports.
- Any other Class of Restriction groups should be restricted so they cannot call Fax Call Answer or Fax Mail ports.
- All users of the telephone switch must be restricted from calling the fax board extensions. Only Fax Mail and Fax Call Answer voice channels should be allowed to call into them.
- Assign one extension for use with a modem (remote maintenance device).

Planning the FAX Attendant System

Assigning Services to Voice Channels

Each FAX Attendant system has from four to twelve analog voice channels to which specific services must be assigned. When a call is received from the switch, the channel that carries the call determines what service is provided to the call. The number of channels with the same service assignment determines how many simultaneous calls can be processed by that service.

All voice channels should be assigned a service. On some systems you must assign a service to channel 0; otherwise, the message waiting lights may not operate properly. If a call reaches a channel that has not been assigned a service, one or more error messages will result.

To use both the Fax Call Answer and Fax Mail services in a standalone switch-integrated system, only the Fax Mail service should be assigned to all voice channels providing these services. The actual service provided is determined by both the caller's and the called party's identifications, as well as how the call came into FAX Attendant. The Fax Response service can only be provided on dedicated voice channels; therefore, the Fax Response service must be assigned to all voice channels that provide this service.

In a co-resident, switch-integrated configuration, only the Voice Mail service should be assigned to all channels providing the Voice Mail, Voice Call Answer, Fax Mail, and Fax Call Answer services. The actual service provided is determined by both the caller's and the called party's identification information, together with how the call came into FAX Attendant. Subscribers calling Voice Mail can access Fax Mail by pressing **8** from the Voice Mail Activity Menu. Fax Response, Message Drop, and Information Service can only be provided by dedicated voice channels. Therefore, these services must be assigned separately to specific channels.

In addition to the type of service assigned to each channel, it is necessary to know the extension number assigned to each channel and the hunt or calling group access codes assigned to any groups.

During system implementation, the AT&T implementation team enters the channel assignments into the FAX Attendant system. Form A, therefore, should already contain extension numbers for each voice channel, fax channel, and hunt or calling group, as well as the type of service that is assigned to each voice channel. If these extensions are not listed on Form A, obtain them from the Switch Administrator and enter them.

Assigning Services to Fax Channels

Fax channels are shared among all fax-related services; therefore, no assignment of services for fax channels is necessary.

Entering Channel Assignments

Instructions for entering channel assignments into the FAX Attendant system are in the *Implementation and Switch Notes* for your telephone system.

FORM A

Voice Channel Assignments

Voice Channel	Service Type	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Fax Channel Assignments

Fax Channel	Extension
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	

Switch Interface Parameters

Switch interface parameters for FAX Attendant vary, depending on the type of switch being used. The specific values are entered during system implementation and should not be changed. The specific values needed for your switch are discussed in the *Implementation and Switch Notes* for your telephone system.



NOTE:

The switch interface parameters should be entered on Form B (see Appendix A in this document).

General Fax Parameter Administration

Certain parameters control overall system performance. These parameters must be initially set for each system and are rarely changed. Form C contains the parameters for controlling the Fax Mail and Fax Response services, so you only need to fill out one form for the entire system.

Form C consists of the following two sections:

- Fax Mail Parameters
- Fax Response Parameters

The remainder of this section discusses the function and range of each parameter presented on Form C. Make a copy of Form C from Appendix A and enter the values you want for each parameter of the Fax Mail and Fax Response services.

FORM C

General Fax Parameters Administration

Fax Mail Parameters

Economy Time Period Begins: _____
 Economy Time Period Ends: _____
 Dial String for Outside Call: _____
 Fax Mail Telephone Number: _____
 Length of Time to Retry Fax Transmission: _____ hours
 Maximum Time to Keep Fax in System: _____ days
 Is "1" ever used to dial in this area code?: _____
 Maximum Number of Fax Channels to use for Fax Delivery: _____

Fax Response Parameters

Attendant Extension: _____
 Destination for Printing: _____
 Main Menu Plays: _____
 Number of Entries in Fax Response Usage Report: _____
 Touch-Tone Gate Active?: _____
 Delivery to Alternate Destination Allowed?: _____

Fax Mail Parameters

Fax Mail parameters control the Fax Mail service for all subscribers. The following parameters are provided:

- **Economy Time Period Begins** specifies the time at which the economy time period begins. All fax messages that are set for economy delivery will be transmitted at this time. Set this time to be the beginning of the most inexpensive calling period. Use a 24-hour clock when entering digits, for example, 2300. The default is 2300.
- **Economy Time Period Ends** specifies the time at which the economy time period ends. Any fax messages that are set for economy delivery will not be transmitted after this time. Use a 24-hour clock when entering digits, for example, 0700. The default is 0700.
- **Dial String for Outside Call** specifies the dial string required for FAX Attendant to get an outside line.
- **Fax Mail Telephone Number** is the 10-digit telephone number for your Fax Mail service. This number identifies FAX Attendant to calling fax machines.
- **Length of Time to Retry Fax Transmission** specifies the amount of time (in hours) FAX Attendant will continue trying to transmit a fax message. If the fax message is not transmitted by the length of time specified, FAX Attendant stops trying to transmit the message. Initially, it's recommended that you leave the default of 3 hours as the setting.

- **Maximum Time to Keep Fax in System** specifies the maximum amount of time FAX Attendant can hold a message in a subscriber's mailbox. When this limit is exceeded, FAX Attendant prints the messages on the default fax printer and removes the message from the subscriber's mailbox. An amount of 30 days is recommended. The default is 30 days.
- **Is "1" ever used to dial in this area code?** specifies whether FAX Attendant needs to add a "1" when dialing outside, non-local numbers located within the area code. The default is No.
- **Maximum Number of Fax Channels to use for Fax Delivery** specifies the maximum number of fax channels that can be used to send a fax out of the system at any one time. The minimum number of fax channels is 1; the maximum is the number of fax channels installed on the system. When choosing a number of channels to be used for outbound calls, be sure to leave enough channels for fax administration as well as for incoming calls.

Fax Response Parameters

The Fax Response parameters control the Fax Response service. The following parameters are provided:

- **Attendant Extension** specifies the extension to which FAX Attendant transfers calls if the caller either does not respond to the touch-tone gate or does not respond to the main menu within the specified number of plays. If you do not have an attendant, leave the default setting "0000".
- **Destination for Printing** specifies the extension number FAX Attendant dials when printing messages during Fax Response administration. This value should be `LP` or a valid fax extension. If you enter `LP`, FAX Attendant prints Fax Response fax messages on the laser printer. If you enter an extension, FAX Attendant prints the Fax Response fax messages on the fax machine connected to the specified extension. Default is 9999.
- **Main Menu Plays** specifies the number of times a caller hears the main menu before FAX Attendant transfers the call to the attendant's extension. The range for this field is from 1 to 9. Default is 3.
- **Maximum Number of Entries in Fax Response Usage Report** specifies the maximum number of telephone numbers FAX Attendant collects with the Calling Number Request feature. FAX Attendant limits these reports by the number of entries the reports contain. The maximum number for this field is 9999. Default is 2000.
- **Touch-tone Gate Active?** specifies the status of the touch-tone gate for the Fax Response service. The touch-tone gate is a prompt which verifies that a caller is calling from a touch-tone telephone by asking the caller to press '1' if calling from a touch-tone telephone. If no response is entered, the caller is transferred to the attendant extension designated in the Fax Response Parameters. If active, the touch-tone gate is the first prompt a caller hears, so you have the opportunity to customize this prompt. Enter "yes" to have the touch-tone gate active, or "no" to have it inactive.

Default is "no".

- **Delivery to Alternate Destination Allowed?** specifies whether the callers can instruct FAX Attendant to send the selected fax messages to a third number. When this feature is on, FAX Attendant can initiate calls to fax numbers provided by callers, then send the selected fax messages. By doing this, your company's phone bill will increase. If you turn this feature off, callers will have to call from a fax machine and receive the selected fax messages on the same call. In this situation, your company will not be billed for Fax Response calls. Default is "no".

Voice System Parameters

Form D allows you to set the parameters for the message waiting lamps on the subscribers' phones. These parameters must be initially set for each system, and are rarely changed.

Form D consists of three sections, as described next.

- Voice Mail Parameters
- Automated Attendant Parameters
- Message Waiting Lamp Parameters



NOTE:

Voice Mail and Automated Attendant parameters are specific to AUDIX Voice Power. If you are running FAX Attendant with AUDIX Voice Power (the co-resident configuration), consult the *AUDIX Voice PowerTM, Release 2.1.1, System Manager's Guide*.

FORM D

Voice System Parameter Administration

Voice Mail Parameters

System Operator Extension: _____
 Pause for Touch-Tone Input: _____ sec
 Maximum Extension Length: _____
 Transfer to Subscribers Only?: _____
 System Mode of Addressing: _____
 Maximum Message Length: _____ sec
 General Mailbox Owner Extension: _____
 Enable General Mailbox for Call Answer?: _____
 Allow Voice Mail/Call Answer Transfers?: _____

Automated Attendant Parameters

Touch-Tone Gate Active?: Day: _____ Night: _____
 Auto Attendant Time-out Action: Day: _____ Night: _____
 Auto Attendant Menu Plays: _____
 Fax Transfer Number: _____
 Present Options Before Leaving Message?: _____

Message Waiting Lamp Parameters

Code to Light: _____ Code to Extinguish: _____ Refresh?: _____

Voice Mail Parameters

Voice Mail parameters are specific to AUDIX Voice Power. The requirements for these fields differ, depending on your system configuration. If you are running FAX Attendant with AUDIX Voice Power, consult the *AUDIX Voice Power™, Release 2.1.1, System Manager's Guide*. In the co-resident configuration you do not have to fill in these fields since they have already been populated by the system.

If you are running FAX Attendant as a standalone system, you must fill in the "General Mailbox Owner Extension:" and "Enable General Mailbox for Call Answer?" fields on Form D. The remainder of the Voice Mail fields and all of the Automated Attendant parameter fields on Form D do not apply.

Automated Attendant Parameters

Automated Attendant parameters are specific to AUDIX Voice Power. If you are running FAX Attendant in the co-resident configuration you do not have to fill in these fields since they have already been populated by the system. Consult the *AUDIX Voice Power™, Release 2.1.1, System Manager's Guide* for further information.

If you are running in a standalone configuration you do not have to enter any information in these fields.

Message Waiting Lamp Parameters

Message Waiting Lamp parameters affect only the operation of message waiting lights. Form X, which should have been filled out by your Switch Administrator, contains the Message Waiting Lamp parameters for your company's switch. Transfer the Message Waiting Lamp parameters from Form X to the corresponding fields on Form D. You only need to fill out one form for the entire system.

If you do not want message waiting light updating, please inform your implementation team of this fact during initial implementation.

Account Code Parameter Administration

The FAX Attendant Account Code feature allows you to apply the reporting capability of your switch to phone line usage. With these reports, you can determine how much each person used the system, and bill the respective departments. Account Codes are optional and can be left blank. If you plan to use the Account Code feature, transfer the Account Code parameters from Form X to the corresponding fields on Form E.

FORM E

Account Code Parameter Administration

Use Switch Account Code Entry?: _____
Feature Access Code: _____
Account Code Length: _____
Default Account Code: _____
Fax Response Account Code: _____

Form E consists of the following fields:

- **Use Switch Account Code Entry?** indicates whether or not Account Code Entry is used for FAX Attendant calls. Enter *yes* or *no*. Default is "no".
- **Feature Access Code** specifies the code required to notify the switch that account code entry is being used on a particular call. This code can consist of 1 to 3 digits and is configurable by the Switch Administrator. You may use ***, *#* and the digits 0 through 9 for the Feature Access Code. This value is listed on Form X. Default is ***, 6.
- **Account Code Length** specifies the length of Account Codes. This value is configurable by the Switch Administrator, and must be the same as the value administered on the switch. This value is listed on Form X. Default is a maximum of 15. An exception to the Account Code rule is System

25, for which the value can be equal to or *less than* the value on the switch. (The value on the switch may be different from the maximum default length of 15.)

- **Default Account Code** is the account code FAX Attendant uses when a subscriber does not have an account code. Default is all 9s.
- **Fax Response Account Code** is the account code FAX Attendant uses for all calls made by the Fax Response service. Default is all 9s.

Fill out the form according to your needs. You only need to fill out one form for the entire system.

Account Code List Administration

Account Code Administration is an *optional* feature that allows you to classify subscribers by account codes. This enables the switch to prepare phone line usage reports by account code. For example, you can assign an account code to each department in your company. Using the reports compiled by your switch, you can determine how much each department used the system, and appropriately bill the respective departments. If desired, account codes can also be entered individually per subscriber. Using the Account Code Entry feature of the switch enhances your billing and record keeping capabilities, and helps you monitor how your system is used.

Account codes consist of only the digits 0 through 9. The account code length depends on the value you set during the Account Code Parameter administration. You can have an unlimited number of account codes; however, only 30 codes can be entered during Account Code List administration. It is suggested that you create a list on Form F containing 30 of the most commonly used account codes. Later, you will enter this list into the system. That way, when you are filling in the Account Code field during subscriber administration, you can access this list by pressing the **F2** (CHOICES) key. You can then choose the account code from the list and enter it on the Subscriber Administration screen. If you do not want to create a list, or if you have more than 30 account codes, you can write the account code for each individual subscriber on the Subscriber Administration forms (Form G). After you complete the planning process, you can then manually enter the account codes from the forms onto the Subscriber Administration screen.

FORM F

Account Code List Administration

Account Code	Comments
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

Form F consists of the following fields:

- **Account Code** indicates the code assigned to a specific group or individual.
- **Comments** allows you to describe the associated account code.

Fill out the form according to your needs. You only need to fill out one form for the entire system.

Subscriber Administration

Each person who is allowed to use the Fax Call Answer and Fax Mail features is a subscriber. Every subscriber must be identified to the FAX Attendant system. Enter the data for each subscriber on Form G. Fill out the form according to the subscriber's needs. At a minimum, you need to ask the subscriber for his or her name, voice telephone number, and fax number before you can complete Form G.

Recommendations for initial settings for different classes of subscribers are discussed in the section titled "Types of Subscribers," following the Form G field descriptions.

FORM G

Subscriber Administration

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Extension: _____
Name: _____
Password: _____
Name Addressing Identifier: _____
Mode of Addressing: _____
Voice Mail Box Size: _____ min
Personal Operator: _____
Comments: _____

Class of Service: _____

Custom Class of Service Parameters
Does the Subscriber have Switch Call Coverage?: _____
If No Call Coverage, Enter Maximum Rings: _____
Coverage Service: _____
Outcalling Allowed?: _____

- MORE -

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Fax Parameters

Private Fax Extension: _____
Autoprint Fax Messages?: _____
Fax Delivery Report?: _____
Default Fax Destination: _____
System Wait for Touchtones After FCA Greeting?: _____
Account Code: _____
Fax Mail Box Size: _____ pages

The contents of each field should be:

- **Extension** is the extension number assigned to the subscriber. It must be unique— no two subscribers can have the same extension number. Usually, this field is the last four digits of the subscriber's voice telephone number.
- **Name** contains the name of the person to whom the extension is assigned. The name must exactly match (including punctuation and case) the name entered for the subscriber on System 75, DEFINITY G1 and G3, System 85, and DEFINITY G2. Contact the Switch Administrator for this information.

- **Password** can be any combination of up to 9 dialable digits. The asterisk (*), and pound sign (#) should not be used. The asterisk (*), indicates that no password is required. The pound sign (#) indicates that access is denied. Initially, for a new subscriber, it should be either **0**, for no password required, or the subscriber's voice extension, which can be used temporarily until the subscriber assigns a new password. It is recommended that five or more digits be used.
- **Name Addressing Identifier** is the alphabetic string that identifies this subscriber for name addressing. In most cases, it is the same as the subscriber's last name. It can be up to 20 letters long and should be unique to the system.

⇒ **NOTE:**

The administration screen that corresponds to Form G shows a field named ***TT Equivalent of Name Addressing Identifier*** immediately below this field. This is a display-only field so no space is provided on the form.

- **Mode of Addressing** defines the mode (name or extension) the subscriber uses for addressing voice or fax mail to other subscribers. Enter *e* for extension or *n* for name. It is recommended that telephone extension addressing be used, since most faxes go beyond the system where they originate, and name addressing cannot be used for non-subscribers. The default is extension.
- **Voice Mail Box Size:** If FAX Attendant is co-resident with AUDIX Voice Power, this field designates the maximum size of the subscriber's voice mail box, which can be from 1 to 99 minutes or unlimited.
- **Personal Operator** is an AUDIX Voice Power field. If a caller presses instead of leaving a message while in the AUDIX Voice Power Call Answer Service, the call is transferred to the extension entered in this field. If no personal operator is specified, the call is transferred to the system operator.
- **Comments:** is an optional field. It can contain up to 30 characters.

The contents of the Class of Service Parameters fields should be as follows:

- **Class of Service** is a shortcut for specifying the four AUDIX Voice Power parameters in this group. Since they are AUDIX Voice Power parameters, they only apply when FAX Attendant is co-resident with AUDIX Voice Power. Assigning combinations of the four parameters to each of the eight available classes of service results in the class of service values shown in the next table. These Class of Service values are predefined by the system.

Class	Switch Call Coverage	Max Rings	Coverage Service	Out-calling
1	Y	n/a	CA	Y
2	Y	n/a	CA	N
3	N	3	CA	Y
4	N	3	CA	N
5	N	0	CA	Y
6	N	0	CA	N
7	Y	n/a	AA	Y
8	Y	n/a	AA	N

On Form G, you can specify either a single Class of Service parameter or separate values for the other four parameters. If you enter a Class of Service parameter, the other parameters will be filled in automatically with the numbers that match that Class of Service. If, instead, you fill in any of the other parameters, you must fill in all four and the Class of Service changes to "custom."

- **Switch Call Coverage** This field is useful only in co-resident configurations. **Yes** indicates this subscriber receives call coverage from the switch. In this case, AUDIX Voice Power completes call transfers to this subscriber immediately. **No** indicates AUDIX Voice Power should count the ring cycles until the maximum number of rings is reached, then provide Call Coverage for this subscriber.

⇒ NOTE:

If the subscriber has Switch Call Coverage, AUDIX Voice Power transfers the call immediately. Otherwise, if AUDIX Voice Power receives a busy indication, it provides Call Coverage immediately.

- **Max Rings** indicates the number of rings AUDIX Voice Power should wait before providing Call Coverage on an unsuccessful call transfer from an AUDIX Voice Power service. The maximum number of rings is between 0 and 9. If the maximum ring count is set to 0, no transfer is attempted to the subscriber. Try 3 as the setting.

⇒ NOTE:

If the subscriber has Switch Call Coverage, this field is not checked.

- **Coverage Service** specifies the extension to which AUDIX Voice Power forwards calls. This field is only relevant for co-resident configurations.
- **Outcalling Allowed?** indicates whether the subscriber is allowed to use the Outcalling feature for notification of received messages, if it is enabled on a system-wide basis. Specify **y** for yes or **n** for no. The default is yes.
- **Private Fax Extension** specifies the subscriber's personal fax number, which should not be the same as the subscriber's voice extension. No two subscribers can have the same private fax extension. A subscriber

does not necessarily need a fax machine to have a private fax extension. If the subscriber has a personal fax extension but does not have a fax machine, the Fax Call Answer feature answers and receives all incoming fax messages.

- **Autoprint** indicates whether or not FAX Attendant automatically prints all of the subscriber's incoming fax messages at the default destination. Specify **y** for yes or **n** for no. The default is no.

 **NOTE:**

The Autoprint default for the General mailbox is yes.

- **Fax Delivery Report?** indicates whether or not FAX Attendant notifies the subscriber of successfully delivered fax messages. Specify **y** for yes or **n** for no. The default is no.
- **Default Fax Destination** specifies the default fax destination for the subscriber's printed fax messages. You can enter either the telephone number of a fax machine or **LP** for the laser printer. The default is LP.
- **System Wait for Touch-tones After FCA Greeting** indicates whether or not FAX Attendant pauses for a system-specified length of time to wait for the caller to enter the recipient's extension. The choices are **y** for yes or **n** for no. The default is no. This option should be set to "yes" only for group fax number administrators.
- **Account Code** indicates the account to which the subscriber belongs. The account code you select can be one of the codes you entered on the Account Code List Administration form (Form F). See Chapter 3 in the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide* for instructions on entering account codes on the Subscriber Administration screen either from the Account Code List, or from the forms.
- **Fax Mail Box Size** designates the maximum size of the subscriber's fax mailbox, which can be from 1 to 1000 pages. The default is 30 pages.

Types of Subscribers

Fax Mail allows subscribers to do the following:

- send fax messages to one or more fax numbers or to distribution lists
- retrieve fax messages from their mailbox
- record personal greetings
- change their account passwords, delivery report setting, and autoprint setting
- administer outcalling
- create fax distribution lists.

Generally, there are three subscriber classes: personal fax number subscribers,

group fax number subscribers, and fax machine call coverage subscribers. The recommended settings for the different subscriber classes follow.

Class 1 Subscribers: Personal Fax Number

Each Class 1 subscriber has a personal fax number. This is a Direct Fax Number from the telephone switch on a Personal Line number. A personal fax number provides the following benefits:

- guarantees that all faxes for the subscriber flow directly to the subscriber's confidential mailbox.
- give traveling subscribers one fax number they can give to anyone who wishes to send them faxes. The ability to retrieve faxes from any location, any time of day, gives these subscribers more control over their fax communications.
- alert subscribers to the arrival of all new fax messages, via their message waiting lamp and/or outcalling notification.

The Class 1 subscriber category includes anyone who has a personal fax number. The exceptions are group fax number administrators and fax machine coverage administrators. Since personal fax numbers can only be administered if the FAX Attendant System has switch integration, there can be no Class 1 subscribers in non-switch integrated configurations.

See Figure 2-1 for recommended sample settings for this type of subscriber.

Sample Settings for John Doe

Telephone No.: 555-1234
Fax Machine No.: 567-4321
Personal Fax No. (Direct Fax No.): 555-6789
Personal Operator No: 555-4279

Subscriber Administration

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Extension: 1234
Name: JOHN DOE
Password: 1234
Name Addressing Identifier: DOE
Mode of Addressing: e
Voice Mail Box Size: _____
Personal Operator: 4279
Comments: _____

Class of Service: 1

Custom Class of Service Parameters
Does the Subscriber have Switch Call Coverage?: YES
If No Call Coverage, Enter Maximum Rings: _____
Coverage Service: _____
Outcalling Allowed?: YES

- MORE -
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Fax Parameters

Private Fax Extension: 6789
Autoprint Fax Messages?: YES
Fax Delivery Report?: NO
Default Fax Destination: 5674321
System Wait for Touchtones After FCA Greeting?: NO
Account Code: _____
Fax Mail Box Size: 30 pages

Figure 2-1. Recommended Settings for Class 1 Subscribers

- **Extension:** the subscriber's voice telephone extension
- **Name:** the subscriber's name as you would like to see it on reports.
- **Password:** re-enter the subscriber's voice telephone extension. Subscribers can then be told that their initial password setting is the same as their voice telephone number. It should be recommended to subscribers that this be changed. Subscribers can change their passwords from their telephones.
- **Name Addressing Identifier** is the alphabetic string that identifies this subscriber for name addressing. In most cases, it is the subscriber's last name. It can be up to 20 letters long and should be unique to the system.
- **Mode of Addressing** defines the mode (name or extension) the subscriber uses for addressing voice or fax mail to other subscribers. Enter *e* for extension or *n* for name. It is recommended that telephone extension addressing be used, since most faxes go beyond the system where they originate, and name addressing cannot be used for non-subscribers.
- **Voice Mail Box Size:** Used if FAX Attendant is co-resident with AUDIX Voice Power. It designates the maximum size of the subscriber's voice mail box, which can be from 1 to 99 minutes or unlimited. Use the default setting established for your system.
- **Personal Operator:** This field is primarily for AUDIX Voice Power and should be left blank in standalone configurations. Otherwise, this field designates the extension of the attendant who receives a call transfer from the system if a caller presses "0".

Comments: Generally, the subscriber's department name should be entered here.

- **Class of Service:** Use the number "1".
- **Switch Call Coverage?:** This field determines whether transfers from AUDIX Voice Power are supervised and applies primarily to AUDIX Voice Power co-resident configurations. If the subscriber has Switch Call Coverage, call transfers are not supervised. Without Switch Call Coverage, the system counts the number of rings during a transfer, and when the maximum number of rings is reached, it provides Call Coverage. In standalone configurations, "Yes" should be entered.
- **Max Rings:** If Yes is entered in Switch Call Coverage (above), then this field is left blank. Otherwise, try 3 as a default.
- **Coverage Service** specifies the extension to which AUDIX Voice Power forwards calls. This field is relevant only for co-resident configurations.
- **Outcalling allowed?:** Since Class 1 subscribers want increased control over their fax communications, "Yes" should generally be entered. The

subscriber can administer outcalling from a telephone only if permission is specified here.

- **Private Fax Extension:** This field is where the Class 1 subscriber's personal fax number is entered. Enter the direct fax number for this subscriber.
- **Autoprint fax messages?:** This field designates whether faxes are to be held in the mailbox, or autoprinted at the default fax destination. "Yes" should be entered initially. Subscribers can administer this field later from their telephones.
- **Fax Delivery Report?:** This field designates whether the subscriber receives reports of successfully delivered fax messages. If delivery to any location in a list fails, a report is always sent. Initially, this should be "No". Subscribers can change this field from their telephones.
- **Default fax destination:** This is the subscriber's default fax printer, which is either a fax machine or the system's laser printer. Fax messages automatically print at this destination if Autoprinting is turned on. It is also used when a subscriber retrieves held fax messages and selects the Fax Activity Menu option to print them at the default destination. Generally, this is the subscriber's current departmental fax machine. However, the subscriber may have a personal fax machine, or may want to use the laser printer as the default printer. Enter the fax number given to you by the subscriber, or "LP" for the laser printer.
- **System wait for TT after FCA Greeting?:** Enter No.
- **Account code:** If Call Accounting is available on your telephone switch, the Switch Administrator should have account codes for each subscriber. Enter this account code here. If the subscriber's account code is one of the 30 most commonly used codes, you can press **F2** (CHOICES) from the Subscriber Administration screen to select from account codes entered during Account Code List Administration. If Call Accounting is not available, leave this field blank.
- **Fax Mail Box Size:** designates the maximum size of the subscriber's fax mailbox, which can be from 1 to 1000 pages. The default is 30 pages.

Class 2 Subscribers: Group Fax Number Subscribers

Class 2 subscribers are those who have confidential mailboxes, but do not have personal fax numbers. Group fax numbers are useful for individuals who:

- occasionally receive confidential messages and can give special instructions to those who send them faxes to receive them confidentially. Therefore, it is not important for these individuals to have a personal fax number.
- travel occasionally and can give special instructions to those who need to send them a fax while they are away. Therefore, it is not important for these individuals to have a personal fax number.

- often need to broadcast fax messages, but do not usually require special inbound fax services, such as those described above.

See Figure 2-2 for recommended sample settings for this type of subscriber.

Sample Settings for Jane Doe

Telephone No.: 555-5678
 Fax Machine No.: 555-1111
 Personal Operator No.: 555-3214

Subscriber Administration

Page 1 of 2

Extension: 5678
 Name: JANE DOE
 Password: 5678
 Name Addressing Identifier: DOE
 Mode of Addressing: e
 Voice Mail Box Size: _____
 Personal Operator: 3214
 Comments: _____

Class of Service: 1

Custom Class of Service Parameters

Does the Subscriber have Switch Call Coverage?: YES
 If No Call Coverage, Enter Maximum Rings: _____
 Coverage Service: _____
 Outcalling Allowed?: YES

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Fax Parameters

Private Fax Extension: _____
 Autoprint Fax Messages?: YES
 Fax Delivery Report?: NO
 Default Fax Destination: 1111
 System Wait for Touchtones After FCA Greeting?: NO
 Account Code: _____
 Fax Mail Box Size: 30 pages

Figure 2-2. Recommended Settings for Class 2 Subscribers

- **Extension:** the subscriber's voice telephone extension.
- **Name:** the subscriber's name as you would like to see it on reports.
- **Password:** re-enter the subscriber's voice telephone extension. Inform subscribers that their initial password setting is the same as their voice telephone number and that they should change them. Subscribers can change their passwords from their telephones.
- **Name Addressing Identifier** is the alphabetic string that identifies this subscriber for name addressing. In most cases, it can be the subscriber's last name. It can be up to 20 letters long and should be unique to the system.
- **Mode of Addressing** defines the initial mode (name or extension) the subscriber uses for addressing Voice or Fax mail to other subscribers. Enter *e* for extension or *n* for name. It is recommended that telephone extension addressing be used, since most faxes go beyond the system where they originate, and name addressing cannot be used for non-subscribers.
- **Voice Mail Box Size:** Applies if FAX Attendant is co-resident with AUDIX Voice Power. It designates the maximum size of the subscriber's voice mail box, which can be from 1 to 99 minutes or unlimited. Use the default setting established for your system.
- **Personal Operator:** This field is primarily for AUDIX Voice Power and should be left blank in standalone configurations. In a co-resident configuration, this field designates the extension of the attendant who receives call transfers from the system when callers press "0".
- **Comments:** Generally, the subscriber's department name should be entered here.
- **Class of Service:** Use the number "1".
- **Switch Call Coverage?:** This field determines whether transfers from AUDIX Voice Power are supervised. It is important primarily in co-resident configurations. If the subscriber has Switch Call Coverage, call transfers are not supervised. Without this feature, the system counts the number of rings during a transfer, and when the maximum number of rings is reached, it provides call coverage. In standalone configurations, "yes" should be entered.
- **Max Rings:** If "yes" is entered in Switch Call Coverage (above), then leave this field blank. Otherwise, try 3 as a default.
- **Coverage Service** specifies the extension to which AUDIX Voice Power forwards calls. This field is relevant only for co-resident configurations.
- **Outcalling allowed?:** Generally, outcalling should be allowed. The subscriber can administer outcalling from a telephone only if outcalling is allowed.
- **Private Fax Extension:** Class 2 subscribers do not have private (personal) fax extensions.

- **Autoprint fax messages?:** This field designates whether faxes should be held in the mailbox, or printed automatically at the default fax destination. Enter "yes" initially. Subscribers can administer this field later from their telephones.
- **Fax Delivery Report?:** Designates whether the subscriber receive reports on successfully delivered fax messages. If delivery to any location in a list fails, a report is always sent. The initial setting should be "no". Subscribers can change this field from their telephones.
- **Default fax destination:** The subscriber's default fax machine, where faxes are printed if autoprinting is turned on, and where faxes are sent if the subscriber specifies faxes to be printed at the default destination when retrieving held fax messages. Generally, this should be the subscriber's current departmental fax machine. However, the subscriber may have a personal fax machine, or may want to use the laser printer as the default printer. Enter the fax number given to you by the subscriber, or "LP" for the laser printer.
- **System wait for TT after FCA Greeting?:** Enter "no".
- **Account code:** If Call Accounting is available on your telephone switch, the Switch Administrator should have account codes for each subscriber. Enter the account code here. If the subscriber's account code is one of the 30 most commonly used codes, you can press **F2** (CHOICES) from the Subscriber Administration screen to select from account codes entered during Account Code List Administration. If Call Accounting is not available, leave this field blank.
- **Fax Mail Box Size:** designates the maximum size of the subscriber's fax mailbox, which can be from 1 to 1000 pages. The default is 30 pages.

Group Fax Number Administrator

The group fax number administrator is a special case of subscriber. The group fax number administrator is typically the group secretary. The administrator needs to record a personal greeting for the group fax number which prompts callers to enter the voice telephone extension of the person to whom they want to send a fax. (See the *AT&T FAX Attendant System™, Release 2.1.1, User's Guide*, "How to Record a Personal Greeting.") If nothing is entered, the fax is delivered to the group fax number administrator's fax machine.

The group fax number administrator may have one or two voice extensions depending on how the message waiting lamps will be most useful, and depending on what class of fax subscriber service the group fax number administrator needs:

- If the group fax administrator has one voice extension for both personal use and group fax use, the message waiting lamp lights whenever a fax is received for the group fax administrator, or whenever a fax is received for someone in the group without an extension specified by the sender. In this case, the group fax number administrator must be a Class 1 or 3 subscriber.

- If the group fax administrator has one voice extension for personal use, and a second (dummy) voice extension for the group, the message waiting lamp on the personal extension will light only when a fax is received for the group fax administrator. There will be no indication when a fax is received for someone in the group without an extension specified by the sender. In this case, the group fax number administrator's personal extension may be a Class 1, 2, or 3 subscriber, but the dummy extension used for the group must be Class 1 or Class 3.

Figure 2-3 provides sample settings for the dummy extension of a group fax administrator who has two voice extensions.

Sample Settings for Ed Smith, group fax number administrator

Telephone No.: 555-2222
Fax Machine No.: 555-1111
"Dummy" Extension No.: 6745
Group Fax No. (Direct Fax No.): 555-8734
Personal Operator No.: 555-3220

Subscriber Administration

Page 1 of 2

Extension: 6745
Name: ED SMITH
Password: 6745
Name Addressing Identifier: SMITH
Mode of Addressing: e
Voice Mail Box Size: _____
Personal Operator: 3220
Comments: _____

Class of Service: 1

Custom Class of Service Parameters
Does the Subscriber have Switch Call Coverage?: YES
If No Call Coverage, Enter Maximum Rings: _____
Coverage Service: _____
Outcalling Allowed?: YES

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Fax Parameters

Private Fax Extension: 8734
Autoprint Fax Messages?: YES
Fax Delivery Report?: NO
Default Fax Destination: 1111
System Wait for Touchtones After FCA Greeting?: YES
Account Code: _____
Fax Mail Box Size: 30 pages

Figure 2-3. Recommended Settings for group fax number administrators

- **Extension:** This is the voice extension associated with the group's fax number. This will be either the group fax number administrator's voice extension (if only a single extension is used), or the dummy extension reserved exclusively for the group.
- **Name:** the subscriber's name as you would like to see it on reports.
- **Password:** re-enter the "dummy" extension from above.
- **Name Addressing Identifier** is the alphabetic string that identifies this subscriber for name addressing. In most cases, it is the subscriber's last name. It can be up to 20 letters long and should be unique to the system.
- **Mode of Addressing** defines the initial mode (name or extension) the subscriber uses for addressing Voice or Fax mail to other subscribers. Enter *e* for extension or *n* for name. It is recommended that telephone extension addressing be used, since most faxes go beyond the system where they originate, and name addressing cannot be used for non-subscribers.
- **Voice Mail Box Size:** Applies if FAX Attendant is co-resident with AUDIX Voice Power. It designates the maximum size for the subscriber's voice mail box, which can be from 1 to 99 minutes or unlimited. The default is 30 pages.
- **Personal Operator** This field is primarily for AUDIX Voice Power and should be left blank in standalone configurations. In a co-resident configuration, this field designates the extension of an attendant who should receive call transfers from the system when callers press "0".
- **Comments:** Usually, the subscriber's department name should be entered here.
- **Class of Service** Use the number "1".
- **Switch Call Coverage?:** This field determines whether transfers from AUDIX Voice Power are supervised. It is important primarily for AUDIX Voice Power co-resident configurations. If the subscriber has Switch Call Coverage, call transfers are not supervised. When this feature is not enabled, the system counts the number of rings during a transfer, and when the maximum number of rings is reached, it provides Call Coverage. Enter "yes" for standalone configurations.

- **Max Rings:** If "yes" is entered in Switch Call Coverage (above), then leave this field blank. Otherwise, try 3 as a default.
- **Coverage Service** specifies the extension to which AUDIX Voice Power should forward calls. This field is relevant only for co-resident configurations.
- **Outcalling allowed?:** Generally, outcalling should be allowed. The subscriber can administer outcalling from a telephone only if outcalling is allowed.
- **Private Fax Extension:** This is the direct group fax number. To send a fax to anyone in this group, a caller dials this number and is greeted by the personal greeting recorded by the group administrator, which asks the caller to enter the voice telephone extension of the person to whom the fax will be sent.
- **Autoprint fax messages?:** This field designates whether faxes should be held in the mailbox, or printed automatically at the default fax destination. Enter "yes," so that if a caller fails to enter the recipient's voice telephone extension, the fax will automatically be printed on the group's fax machine.
- **Fax Delivery Report?:** This field designates whether the subscriber receives a delivery report for successfully delivered fax messages. If delivery to any location in a list fails, a report is always sent. Initially, this should be "no". Subscribers can change this field from their telephones.
- **Default fax destination:** This is the group's default fax machine where faxes are autoprinted. Enter the group fax machine extension or "LP" if the group is using the laser printer.
- **System wait for TT after FCA Greeting?:** Enter "yes." This causes the system to wait to collect numbers after the caller hears instructions to enter the voice telephone extension of the actual recipient.
- **Account code:** This field should generally be left blank, since subscribers in the group should use their own extensions to access FAX Attendant. If the same extension is used for both the group and the group fax number administrator, an account code for use by the group fax number administrator may be provided.
- **Fax Mail Box Size:** designates the maximum size for the subscriber's fax mailbox, which can be from 1 to 1000 pages. The default is 30 pages.

Class 3 Subscribers: Fax Machine Coverage

Class 3 subscribers are another special case of Class 1 subscriber. These subscribers use FAX Attendant primarily as a coverage point for fax machines that are busy, broken, or out of paper. This affords callers a much higher probability of getting fax messages through on the first try. It also makes better use of the company's fax machines.

The fax machine being set up for coverage should be programmed for auto-answer on the first ring. The telephone switch should be administered to forward the call to FAX Attendant after the second ring or if the fax machine is busy. FAX Attendant holds the fax messages and continues trying to send the them to the fax machine for the maximum retry period. If FAX Attendant is unsuccessful in delivering the fax messages, FAX Attendant should notify the fax machine administrator via the message waiting lamp. If the fax machine will be out-of-service for an extended period of time, the fax machine administrator should notify the FAX Attendant System Manager to change the default printer to that of another nearby group.

See Figure 2-4 for recommended sample settings for this type of subscriber.

Sample Settings for Mary Anderson, Group Fax Machine Administrator

Telephone No.: 555-1000
Fax Machine No.: 555-1010
Personal Operator No.: 555-2729

Subscriber Administration

Page 1 of 2

Extension: 1000
Name: MARY ANDERSON
Password: 1000
Name Addressing Identifier: ANDERSON
Mode of Addressing: e
Voice Mail Box Size: _____
Personal Operator: 2729
Comments: _____

Class of Service: 1

Custom Class of Service Parameters
Does the Subscriber have Switch Call Coverage?: YES
If No Call Coverage, Enter Maximum Rings: _____
Coverage Service: _____
Outcalling Allowed?: NO

- MORE -

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Fax Parameters

Private Fax Extension: 1010
Autoprint Fax Messages?: YES
Fax Delivery Report?: NO
Default Fax Destination? 1010
System Wait for Touchtones After FCA Greeting?: NO
Account Code: _____
Fax Mail Box Size: 30 pages

Figure 2-4. Recommended Settings for Class 3 Subscribers

- **Extension:** The fax machine administrator's (subscriber's) voice telephone extension
- **Name:** the subscriber's name as you would like to see it on reports.
- **Password:** re-enter the subscriber's voice telephone extension. Inform subscribers that their initial password is the same as their voice telephone number. Recommend to subscribers that they change this initial password. Subscribers can change their passwords from their telephones.
- **Name Addressing Identifier** is the alphabetic string that identifies this subscriber for name addressing. In most cases, it is the subscriber's last name. It can be up to 20 letters long and should be unique to the system.
- **Mode of Addressing** defines the initial mode (name or extension) the subscriber uses for addressing voice or fax mail to other subscribers. Enter *e* for extension or *n* for name. Telephone extension addressing is recommended since most faxes go beyond the system where they originate, and name addressing cannot be used for non-subscribers.
- **Voice Mail Box Size:** Applies if FAX Attendant is co-resident with AUDIX Voice Power. It designates the maximum size of the subscriber's voice mail box, which can be from 1 to 99 minutes or unlimited. Use the default setting established for your system.
- **Personal Operator:** This field applies primarily to AUDIX Voice Power and should be left blank in standalone configurations. In a co-resident configuration, this field designates the extension of the attendant who receives call transfers from the system when callers press "0".
- **Comments:** Generally, the subscriber's department name should be entered here.
- **Class of Service:** Use the number "1".
- **Switch Call Coverage?:** This field determines whether transfers from AUDIX Voice Power are supervised. It applies primarily to AUDIX Voice Power co-resident configurations. If the subscriber has Switch Call Coverage, call transfers are not supervised. When this feature is not enabled, the system counts the number of rings during a transfer, and when the maximum number of rings is reached, it provides call coverage. Enter "yes" for a standalone configuration.
- **Max Rings:** If "yes" is entered in Switch Call Coverage (above), then leave this field blank. Otherwise, try 3 as a default.
- **Coverage Service** specifies the extension to which AUDIX Voice Power can forward calls. This field is only relevant for co-resident configurations.

- **Outcalling allowed?:** "No" should generally be entered.
- **Private Fax Extension:** This is the telephone number of the fax machine that is being covered by FAX Attendant.
- **Autoprint fax messages?:** Enter "yes" so FAX Attendant will continue its attempt to print a fax message at the fax machine until the retry time period expires.
- **Fax Delivery Report?:** Designates whether the subscriber receives successful delivery reports. If delivery to any location in a list fails, a report is always sent. Initially, enter "no". Subscribers can change this field from their telephones.
- **Default Fax Destination:** Enter the telephone number for the fax machine being covered. If the fax machine will be out-of-service for an extended period of time, change this number to a fax machine that is nearby.
- **System wait for TT after FCA Greeting?:** Enter "no".
- **Account code:** Generally, this field should be left blank for Class 3 subscribers.
- **Fax Mail Box Size** designates the maximum size of the subscriber's fax mailbox, which can be from 1 to 1000 pages. The default is 30 pages.

Service Administrator Registration

You must assign an administrator to each of the three FAX Attendant services. This person has authority to change the voice prompts and control other variables for the associated service. In most cases, one person is assigned as the administrator for all of the services, but you can have a different administrator for each service. Initially, a single person should be assigned as the administrator for all services to ensure that the voice system prompts are set up consistently.

The Service Administrators must be registered with FAX Attendant so the system can identify them as being authorized to make changes. Enter the administrators' names and extensions on Form H. It is not necessary to register an administrator for a service that is not used.

FORM H

Service Administrator Registration

Service	Administrator's Name	Extension
Automated Attendant		
Call Answer		
Fax Call Answer		
Fax Mail		
Fax Response		
Information Service		
Message Drop		
Voice Mail		

⇒ NOTE:

Automated Attendant, Call Answer, Information Service, Message Drop, and Voice Mail are specific to AUDIX Voice Power. If you are running FAX Attendant with AUDIX Voice Power (co-resident configuration), consult the *AT&T AUDIX Voice Power™ System Manager's Guide*. These fields are disabled in the standalone configuration.

The contents of each field should be:

- **Administrator's Name** is the name of the Service Administrator. Any character string can be used.
- **Extension** is the extension that will be used to perform service administration. The extension must have been previously registered as a subscriber (Form G).

Fill out the form according to your needs. You only need to fill out one form for the entire system.

Outcalling Administration

Outcalling is an optional feature that allows subscribers to request that FAX Attendant call a telephone number inside or outside the system to inform them when new fax messages arrive. This feature is controlled on both a system-wide and an individual subscriber basis. All subscribers who have outcalling enabled receive notification of messages during the hours you specify, or for 24-hours a day. If you turn off outcalling on a system-wide basis, no one can receive outcalling notification.

⇒ NOTE:

With a co-resident configuration, outcalling messages are not accepted as voice mail by another AUDIX Voice Power system or AUDIX system. A standalone configuration, however, can leave outcalling messages as voice mail.

The outcalling service parameters specify how outcalling will operate on a system-wide basis. Enter these parameters on Form I.

FORM I

Outcalling Administration

Is outcalling active?	
Start Time	
End Time	
Retry Interval	
Initial Delay	
Maximum Number of Attempts	
Maximum Simultaneous Ports	
Maximum Number of Digits	

The contents of each field should be:

- **Is outcalling active?** controls outcalling on a system-wide basis. Specify *yes* if outcalling is allowed to those subscribers who also have *yes* specified on their individual records (see Subscriber Administration). Specify *no* if outcalling should not be permitted on a system-wide basis. The default is "yes".
- **Start Time:** and **End Time:** are the starting and ending times when outcalling will occur. Generally, outcalling start and end times should be consistent with business hours. Specify the time followed by *am* or *pm*. The default Start Time is 8:00 am; the default End Time is 5:00 pm.

If an individual subscriber has the outcalling feature enabled, the subscriber can request that outcalling be in effect only during the hours specified by the System Manager, or on a 24-hour basis.

- **Retry Interval:** is the time in minutes between outcall tries until the subscriber receives the message and either logs in or acknowledges the outcalling message. Enter the number of minutes from 1 to 99. The default is 10 minutes.
- **Initial Delay:** is the delay time in minutes after a message is received and before the first outcalling attempt is made. Enter the number of minutes from 0 to 99. The default is 10 minutes. It is recommended that you set the delay to a number greater than 0.
- **Maximum Number of Attempts:** is the maximum number of attempts that will be made to reach the subscriber. An attempt is successful when the subscriber answers the call and either logs in or acknowledges the call. An attempt is unsuccessful if the call is not answered, or if the call is disconnected without the subscriber either logging in or acknowledging the call. Enter the number of attempts from 1 to 9. The default is 5 attempts.

If some subscribers use outcalling as their usual method of notification, the maximum number of attempts should be kept low. For example, if outcalling will *always* be answered by some telephone answering device, such as an answering machine, you may want to set the maximum number of attempts to just "1". This way, subscribers receive only one message on their answering machines notifying them of a received message.

- **Maximum Simultaneous Ports:** is the maximum number of analog voice channels that can be used simultaneously for outcalling. This prevents degrading other services when there are a large number of outcalling messages. Valid entries are from 1 to the number of ports in the system (maximum of 12). The default is 2.
- **Maximum Number of Digits:** is the maximum number of digits allowed in the outcalling number. This can be used to restrict outcalling to extensions or local numbers. A higher value allows long distance calls and pager calls. Enter the number of digits from 2 to 29. The default is 29.

Fill out the form according to your needs. You only need to fill out one form for the entire system.

Customizing Voice Prompts

FAX Attendant provides the facility to customize prompts and announcements. For Fax Call Answer and Fax Mail service, you can customize your prompts, and determine whether to use your custom prompts or the system default prompts. Enter your custom messages for Fax Call Answer, Fax Mail, and Fax Response on Form J.



NOTE:

The Touch-Tone Gate message pertains to the Fax Response service and is discussed later in this chapter.

Write your custom messages on Form J.

FORM J

Custom Messages

Place a check next to the custom message you are creating.

<input type="checkbox"/> Fax Call Answer Greeting	<input type="checkbox"/> Fax Mail Greeting
<input type="checkbox"/> Fax Response Touch-Tone Gate Message	<input type="checkbox"/> Fax Response Goodbye Message

Use one form for each custom message. On the top of the form, check the box for the kind of message you are customizing. Write the new message on the bottom of the form.

The default messages for each service are discussed in the following sections.

Fax Call Answer Service Messages

The Fax Call Answer service includes a greeting that instructs the caller to send the fax. The default greeting is:

Press start now.

The default greeting works fine for personal fax numbers and Fax Call Coverage because there is no need for the caller to enter a fax number. Subscribers with group fax numbers need a greeting that prompts callers to enter the extension of the subscriber who should receive the fax message. In this case, the group fax administrator should record the following message for their *personal* greeting:

Your call is being answered by FAX Attendant. Using touch tones, please enter the voice extension of the person whom you are calling, followed by a pound sign.

If you have a non-switch-integrated system, you must prompt the caller to re-enter the number of the called party. Therefore, you should change the default *system* greeting to the above message.

Enter your custom greeting on Form J.

Fax Mail Service Messages

The greeting for Fax Mail service informs subscribers that they have reached FAX Attendant. The standard Fax Mail greeting is:

Welcome to FAX Attendant.

Enter your custom greeting on Form J.

Fax Response Speech Messages

You also need to create customized prompts and announcements for your Fax Response messages. See the section titled "Fax Response Speech Messages" at the end of this chapter.

Planning Your Fax Response Service

The Fax Response Service allows you to set up a database of fax information that you would ordinarily mail to people who make inquiries. With Fax Response, the interested parties can call your company and retrieve faxed information via an interactive voice prompt/touch tone interface. These callers can receive the information on the same call (if calling from a fax machine) or specify a fax number for delivery. While FAX Attendant delivers your information, it also gathers valuable information about the callers. For example, you can set FAX Attendant to record the telephone numbers of the people who call your Fax Response service. These telephone numbers are valuable for sales lead follow-ups.

Callers can do the following things once they access Fax Response:

- Receive faxed information on desired products
- Listen to voice announcements
- Transfer the call to another extension
- Speak to an operator

Fax Response offers the following benefits:

- Enables you to get specific information to customers almost immediately. This reduction in time allows you to give customers information before the competition.
- Enables you to obtain the phone number of each person who requests information. Fax Response even groups the callers' telephone numbers with the product or service about which they have inquired. Your sales force can use this information to build its customer database.
- Allows you to keep track of the number of requests each product elicits. You can see which products are generating interest, and which ones are not.

- Can also be used as your company's automated attendant.

Setting up the Fax Response service requires extensive planning. To set up a Fax Response service, you must:

- Create a main menu for callers to hear when they reach the Fax Response service
- Create menus wherever necessary
- Create a spoken script for each menu
- Enter the fax information that will comprise the Fax Response database
- Create coversheet art and load it into the system

A Fax Response Service Example: ABC Travel Agency

To give you a better idea of how the Fax Response service works, a service has been developed for a fictitious company: the ABC Travel Agency. This example explains the tasks ABC Travel wants Fax Response to provide, and shows how the ABC Travel Fax Response service is constructed. This example not only provides some of the completed forms for the sample service, it also explains how the service works when a prospective customer calls it.

What ABC Travel Expects

ABC Travel wants its Fax Response service to provide the following information for its customers:

- Information on ABC's various travel plans for potential customers
- ABC's business hours
- Locations of ABC Travel Agency offices
- Booking statistics by office for authorized employees
- Transfer to the operator at extension 1000.

When people call the ABC Travel Fax Response service, they hear the greeting and are presented with the following main menu options:

You have reached the Fax Information Hotline for ABC Travel. Using the touch-tone keypad on your phone, make a selection:

*To obtain fax information on any of our travel plans, press **1** .*

*To find out our business hours, press **2***

*To find out the location and phone number of the ABC Travel office near you, press **3** .*

*To receive fax information on this week's special, press **4** .*

*To reach an operator, press **0** .*

Notice that the main menu prompt did not mention the option to receive branch booking statistics. The Fax Response Service Administrator for ABC Travel left this option out of the main menu prompt for security reasons. This option can be selected by pressing **9** on the touch-tone pad. Since this option is not presented in the main menu, only employees who know about the option and callers who mistakenly press **9** will know this option exists.

⇒ NOTE:

9 is used because it is farthest removed on the dial pad and offers less chance for mistakes.

If additional security is needed, Fax Response provides an access code option. The access codes require the caller to enter a four-digit code. This feature is discussed in more detail in the next section.

Figure 2-5 contains the main menu structure for the ABC Travel Fax Response service. You need to fill out this form for every menu in your service. This form shows what action Fax Response takes when a certain button is pressed by the caller.

FORM L

Edit Workspace

Menu Name: <i>Main</i>		Description: <i>Fax Response Main Menu</i>	
Menu Path:			
Touch-Tone	Action	Object	Description
1:	<i>M(menu)</i>	<i>menu1</i>	<i>Travel Menu</i>
2:(ABC)	<i>A(announcement)</i>	<i>ann1</i>	<i>Business Hours</i>
3:(DEF)	<i>M(menu)</i>	<i>menu2</i>	<i>Branch Locations</i>
4:(GHI)	<i>S(sendfax)</i>	<i>fax1</i>	<i>Special Offer Info.</i>
5:(JKL)			
6:(MNO)			
7:(PRS)			
8:(TUV)			
9:(WXY)	<i>F(faxmenu)</i>	<i>faxmenu1</i>	<i>Branch Bkng. Stats.</i>
0:	<i>T(transfer)</i>	<i>1000</i>	<i>Transfer to Operator</i>

Figure 2-5. ABC Travel's Main Menu

**NOTE:**

You must use the abbreviations shown for the actions and not the full words when entering data.

Obtaining Fax Information on Travel Plans

To obtain fax information on ABC's travel plans, press **1** at the main menu. According to the main menu form, Fax Response accesses the travel menu (menu1) when a caller **1**. Fax Response then presents the travel menu prompt:

Select the travel region you are interested in:

For information on the Caribbean, press **1**

For information on Florida, press **2** .

For information on Hawaii, press **3** .

For information on Europe, press **4** .

Figure 2-6 shows the structure of the travel menu (menu1).

FORM L

Edit Workspace

Menu Name: <i>Menu1</i>		Description: <i>Travel Menu</i>	
Menu Path: <i>Main (1)/menu1</i>			
Touch-Tone	Action	Object	Description
1:	<i>M(menu)</i>	<i>menu3</i>	<i>Caribbean</i>
2:(ABC)	<i>M(menu)</i>	<i>menu4</i>	<i>Florida</i>
3:(DEF)	<i>M(menu)</i>	<i>menu5</i>	<i>Hawaii</i>
4:(GHI)	<i>M(menu)</i>	<i>menu6</i>	<i>Europe</i>
5:(JKL)			
6:(MNO)			
7:(PRS)			
8:(TUV)			
9:(WXY)			
0:			

Figure 2-6 Menu 1 for ABC Travel

From this form, you see that the travel menu branches off into four more menus. If you press at this menu, Fax Response presents the Florida menu prompt:

— **Select the part of Florida you are interested in:**

For Orlando, press

For Palm Beach, press

For Daytona, press

For Fort Lauderdale, press

For Miami, press

For the Keys, press

After you select a destination, Fax Response faxes information to you about the selected destination. For example, if you press , Fax Response retrieves the information about Miami. The information for this location is stored in the file named *fax41*. Fax Response would then prompt you to press on your fax machine, and send you the selected information. After transmitting the information to you, Fax Response disconnects the call. Figure 2-7 shows the structure of the Florida menu (menu1/menu4).

FORM L

Edit Workspace

Menu Name: <i>Menu4</i>		Description: <i>Florida Menu</i>	
Menu Path: <i>Main (1)/menu1/menu4</i>			
Touch-Tone	Action	Object	Description
1:	<i>S(sendfax)</i>	<i>fax37</i>	<i>Orlando</i>
2:(ABC)	<i>S(sendfax)</i>	<i>fax38</i>	<i>Palm Beach</i>
3:(DEF)	<i>S(sendfax)</i>	<i>fax39</i>	<i>Daytona</i>
4:(GHI)	<i>S(sendfax)</i>	<i>fax40</i>	<i>Ft. Lauderdale</i>
5:(JKL)	<i>S(sendfax)</i>	<i>fax41</i>	<i>Miami</i>
6:(MNO)	<i>S(sendfax)</i>	<i>fax42</i>	<i>The Keys</i>
7:(PRS)			
8:(TUV)			
9:(WXY)			
0:			

Figure 2-7. Menu1/Menu4 of ABC Travel

Finding out Business Hours

To find out ABC Travel's business hours, press **2** at the main menu. Fax Response announces the business hours and disconnects the call.

Finding out the Location of the Nearest ABC Travel Office

To find out the location of the nearest ABC Travel office, press **3** at the main menu. Fax Response accesses the Branch Locations menu (menu2) and recites its prompt.

Select the state you live in.

For New Jersey, press **1 .**

For New York, press **2 .**

For Connecticut, press **3 .**

For Pennsylvania, press **4 .**

If you live in New Jersey and want to know the location of the nearest office, press **1** . Fax Response prompts you to press **start** on your fax machine, and then transmits the information to you. After transmitting the information, Fax Response disconnects the call. Fax Response transmits the file named *fax2*,

which contains the information about the offices in New Jersey.

Figure 2-8 shows the structure of the Branch Locations menu (menu2).

FORM L

Edit Workspace

Menu Name: <i>Menu2</i>		Description: <i>Branch Locations</i>	
Menu Path: <i>Main (2)/menu2</i>			
Touch-Tone	Action	Object	Description
1:	<i>S(sendfax)</i>	<i>fax2</i>	<i>Locations in NJ</i>
2:(ABC)	<i>S(sendfax)</i>	<i>fax3</i>	<i>Locations in NY</i>
3:(DEF)	<i>S(sendfax)</i>	<i>fax4</i>	<i>Locations in CT</i>
4:(GHI)	<i>S(sendfax)</i>	<i>fax5</i>	<i>Locations in PA</i>
5:(JKL)			
6:(MNO)			
7:(PRS)			
8:(TUV)			
9:(WXY)			
0:			

Figure 2-8. Menu2 of ABC Travel.

Receiving Information on the Weekly Special

To receive information on this week’s special, press **4** at the main menu. Fax Response prompts you to press **start** on your fax machine, and then transmits the information to you. After transmitting the information, Fax Response disconnects the call.

Receiving Branch Booking Statistics

If you were an employee of ABC Travel who had access to the statistics for all the branches, you would press **9** at the main menu. Fax Response accesses the fax menu (faxmenu1) and prompts you to enter the four-digit access code. After you enter the access code, Fax Response prompts you to enter the codes of the branch statistics you want to receive. If you are unsure of all the codes, you can press **0** to receive a copy of the Codes Directory, which contains the codes for all the branches. The Fax Response Administrator for the ABC Travel service included this information to simplify these employees’ jobs. After you enter the codes of the locations you want to receive, Fax Response prompts you to press **start** on your fax machine, and transmits the information to you. After transmitting the information, Fax Response disconnects the call. Figures 2-9 and 2-10 show the completed Edit Fax Menu and Fax Menu Message Administration forms for faxmenu1, respectively.

FORM M

Edit FaxMenu

FaxMenu Name: <i>Faxmenu1</i>	Description: <i>Branch Booking Stats</i>
FaxMenu Path: <i>Main(9)/Faxmenu1</i>	
Access Code: <i>2324</i>	
Calling Number Request: <i>No</i>	
Number of Digits in Fax Code: <i>2</i>	

Figure 2-9. Edit Fax Menu Form for Faxmenu1

FORM N

FaxMenu Message Administration

FaxMenu Name: *Faxmenu1* Page 1 of 1

Code	Fax Messages	Comments
00:	<i>Fax6</i>	<i>Directory of Codes</i>
01:	<i>Fax7</i>	<i>Eatontown Office</i>
02:	<i>Fax8</i>	<i>Manalapan Office</i>
03:	<i>Fax9</i>	<i>Spring Lake Office</i>
04:	<i>Fax10</i>	<i>Point Pleasant Office</i>
05:	<i>Fax11</i>	<i>Toms River Office</i>
06:	<i>Fax12</i>	<i>Atlantic City Office</i>
07:	<i>Fax13</i>	<i>Manhattan Office</i>
08:	<i>Fax14</i>	<i>Queens Office</i>
09:	<i>Fax15</i>	<i>Philadelphia Office</i>
10:	<i>Fax16</i>	<i>New Hope Office</i>
11:	<i>Fax17</i>	<i>Hartford Office</i>
12:	<i>Fax18</i>	<i>Danbury Office</i>

Figure 2-10. FaxMenu Message Administration Form for Faxmenu1

Setting Up Your Fax Response Service

The Fax Response service consists of the following action components:

- menus
- faxmenus
- announcements
- sendfaxes
- transfers

- extensions
- prompts

The information you need to set up your Fax Response service is provided in this section. After reading this material, be sure to consult "Helpful Hints for Creating and Loading Your Fax Response Service" in Chapter 4 of the *AT&T FAX Attendant System, Release 2.1.1, System Manager's Guide*.

Menus

The menu action instructs FAX Attendant to access the specified menu object file and play its options to the callers. Every menu can contain any action component. From any menu, callers can return to the main menu by pressing or which returns to any previous menu. When you specify a menu action in Form L, you must then specify the corresponding object file. For every menu action, the object file must be labeled *menu1 to 99*, where 1 to 99 is the corresponding menu file number. Menus can contain other menus, faxmenus, announcements, sendfaxes, transfers, extensions, and prompts. Menus are labeled 1 to 99.

Faxmenus

The faxmenu action instructs FAX Attendant to access the specified faxmenu object file and play its options to the callers. Unlike menus, faxmenus can only contain fax objects. However, faxmenus can have access codes, preventing unauthorized callers from accessing information. Faxmenus also allow callers to receive more than one fax on the same call. Faxmenus allow you to also use the Calling Number Request feature even when the System Coversheet feature is not active. Faxmenus are labeled faxmenu 1 to faxmenu 99. Every faxmenu action contains fax files labeled 1 to 999.

Announcements

The announcement action instructs FAX Attendant to play the specified announcement file. Every announcement file is a voice message labeled *ann1 to 99*, where 1 to 99 is the announcement file number. If a caller selects an announcement, FAX Attendant terminates the call after playing the announcement. Announcements are labeled 1 to 99.

Sendfaxes

The sendfax action instructs FAX Attendant to transmit the specified fax file to the caller. The object file of every sendfax action is labeled fax 1 to 999, where 1 to 999 is the fax file number. The label for a fax message is 1 to 999. FAX Attendant terminates the call after sending the specified fax file.

Transfers

The transfer action transfers a call to the telephone extension you specify.

Extensions

The extension action allows callers to directly dial any extension.

Prompts

The prompt action requests callers to enter the extension to which they want to be transferred.

Creating Menus

The Fax Response service consists of one main menu and a maximum of 99 menus. Since Fax Response can have numerous levels beneath the main menu, keep the following things in mind:

- Draw an organization-type chart (tree diagram) to keep track of the various menus and levels.
- Make sure you fully understand how your custom Fax Response system works on paper before you load it onto FAX Attendant.
- Try not to use more than three menu levels to prevent callers from becoming confused and frustrated.

FORM L

Edit Workspace

Menu Name:		Description:	
Menu Path:			
Touch-Tone	Action	Object	Description
1:			
2:(ABC)			
3:(DEF)			
4:(GHI)			
5:(JKL)			
6:(MNO)			
7:(PRS)			
8:(TUV)			
9:(WXY)			
0:			

The contents of each field should be:

Descriptive Items

- **Menu Name** is the name of the menu you are working on. The highest level menu is always named “main.” Subsequent menus are named “menu1” through “menu99.”
- **Description** is a comments field that should help identify the purpose of the menu.
- **Menu Path** shows the menu level by identifying the higher levels in the chain leading to it. Fill it in on the form to help you keep track of where you are. (It is automatically filled in on the screen.)

For the main menu, leave it blank. For the first sublevel, enter “Main(*digit*)” where *digit* is the number callers press on the telephone to access this second level menu from the main menu. Similarly, for the third level, enter “Main(*digit*)/Menu##(*digit*)” where ## is the menu number of the preceding sublevel and the *digit* values show the path to this menu. The digits do not appear when this field is displayed on the screen, but writing them on the form will assist you in planning.

Control Items

- **Touch-Tone** is the digit that can be pressed to cause an action.
 - Not all digits need to be used. If a caller presses an unassigned digit, FAX Attendant replays the menu (if the maximum number of plays has not been previously played) or transfers the call to the operator.
 - It is recommended that you save “0” for the operator.
 - You can use letters instead of digits in the voice prompts. This is particularly useful if the letters can be meaningfully assigned. The letters appear on the form, but not on the screen when you enter the data.
 - The touch-tone digits are already filled in on the screen when you enter this data and cannot be changed.
- **Action** indicates the action FAX Attendant should take when the corresponding button is pressed. The following actions are available:
 - **T (Transfer)** transfers the call to the telephone extension given in the corresponding **Object** field. This is usually any dialable extension or group number for a department. If you are also running AUDIX Voice Power, you can transfer calls to the Message Drop service, where callers can leave messages or questions about using the system or your business.
 - **A (Announcement)** plays the announcement specified in the corresponding **Object** field.
 - **M (Menu)** presents the menu specified in the corresponding **Object** field.

- **P (Prompt)** requests that the caller enters an extension to be transferred to. When you implement the Prompt action, leave the corresponding **Object** field blank. You cannot use Prompt in the same menu with *Ext*.
- **E (Extension)** allows callers to directly dial (without a prompt) any extension beginning with the digit in the touch-tone column. When you implement the Ext action, leave the corresponding **Object** field blank. You cannot use Ext in the same menu with *Prompt*.
- **S (Sendfax)** allows the caller to retrieve the fax message specified in the corresponding **Object** field. After the Fax action is performed, the call is terminated.
- **F (Faxmenu)** requests callers to enter the access codes of the fax messages they want to retrieve from the fax message database. This action gives callers access to fax files associated with a specific fax menu.

 **NOTE:**

You must use the abbreviations shown for the actions and not the full words when entering data.

- **Object** indicates which extension, telephone number, announcement, menu, fax message, or faxmenu is to be used for the specified action. When naming objects, follow these rules:
 - The form of an announcement name is "ann##", where ## is 1 to 99
 - The form of a menu name is "menu##", where ## is 1 to 99
 - The form of a fax name is "fax###", where ### is 1 to 999
 - The form of a faxmenu name is "FaxMenu##", where ## is 1 to 99.

If the action is “transfer,” you can specify either an extension or a telephone number (up to 16 digits). For a telephone number, a maximum of 16 characters can be used from the following table:

Character	Meaning
0,1,2,3,4,5,6,7,8,9,#,*	Touch-Tone digits zero through nine, # and *
A,B,C,D	Auxiliary Touch-Tones A through D
P	Pause of 1.5 seconds
(,) , - and space	May be included to improve readability

- **Description** labels the action being taken (for example, the purpose of a menu, the contents of the fax, or the general content of an announcement).

Creating Faxmenus

Faxmenus contain up to 999 fax messages that callers can select. To create a faxmenu, you must complete the Edit FaxMenu and the Fax Message Administration forms.

FORM M

Edit FaxMenu

FaxMenu Name:	Description:
FaxMenu Path:	
Access Code:	
Calling Number Request:	
Number of Digits in Fax Code:	

The Edit FaxMenu form consists of the following fields:

Descriptive Items

- **FaxMenu Name** is the name of the faxmenu you are working on. Faxmenus are named “faxmenu1” through “faxmenu99.”
- **Description** is a comments field that should help identify the purpose of the faxmenu.
- **FaxMenu Path** shows the level of the faxmenu by identifying the higher levels in the chain leading to it. Fill it in on the form to help you keep track of where you are. (It is automatically filled in on the screen.)
- **Access Code** is the security code callers must provide to gain access to the fax messages contained in the faxmenu.
- **Calling Number Request** prompts the callers to enter their telephone numbers. Choices are **yes** or **no**. This feature is used to collect the telephone numbers of callers requesting information from a faxmenu. Calling telephone number information can be useful in tracking call origins. This option also gives you the opportunity to get qualified sales leads and return calls to people who are interested in the information on your Fax Response service.

When the System Coversheet is active, the calling number is always requested so it can be included on the coversheet.

- **Number of Digits in Fax Code** specifies the number of digits in the access code associated with each fax message in the faxmenu.

⇒ NOTE:

The Number of Digits in Fax Code field on Form N specifies the number of digits that must be entered *including leading zeros*. To avoid confusing users, you may want to start numbering codes at 1, 10, 100, or 1000 rather than at 0, 00, 000, or 0000. It is a good idea to make sure that prompts indicate the number of digits required.

FORM N

FaxMenu Message Administration

FaxMenu Name:

Page 1 of __

Code	Fax Messages	Comments

The FaxMenu Message Administration form consists of the following fields:

Descriptive Items

- **FaxMenu Name** is the name of the faxmenu you are working on. Faxmenus are named "faxmenu1" through "faxmenu99."
- **Page Number** identifies your location in the Fax Message list. This list can contain a maximum of 999 fax messages.
- **Code** identifies the digits the caller should enter to receive the requested fax message. Each fax message has a separate code. The length of the code depends on the value you set in the Number of Digits in Fax Code field on the Edit FaxMenu form.
- **Fax Messages** is the name of the file containing the fax message that is sent when a caller enters the corresponding code. Fax messages are named "fax##." For example, assume Code 2 is associated with the fax message stored in the file named "fax 22." When the caller presses , the fax message stored in file "fax 22" is sent to the caller.
- **Comments** lets you describe the contents of the fax message.

Creating the Fax Response Coversheet Art

FAX Attendant allows you to create an optional, system-wide coversheet to be attached to each outgoing Fax Response fax message. You can combine text and graphics to appear on the coversheet. For detailed instructions on how to create, load, view, and print the coversheet, see the section on "Fax Response Coversheet Administration" in the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide*.

Fax Response Speech Messages

Creating Speech Messages for Menus, Faxmenus, Announcements

Finally, after all the menus and faxmenus are defined, write out the voice prompts. For menu prompts, use Form O. For faxmenu prompts, use Form P. For announcements, use Form Q. When writing these voice prompts, keep the following things in mind:

- If the touch-tone gate is used, the caller hears the Touch-Tone Gate Message before the main menu. (The Touch-Tone Gate Message is discussed later in this section.) If the touch-tone gate is not used, the first thing the caller hears is the main menu. Therefore, when the touch-tone gate is not used, the opening statement of the main menu should identify your company and greet the caller.
- Start each menu with an opening statement explaining the menu. The main menu opening statement might identify the company, while a submenu opening statement might identify the department.
- The order in which the menu presents choices is arbitrary, but it is usually easier for the caller if numbered choices are presented in sequence.
- Present the choice before indicating the digit (or letter). This is easier for the caller than remembering each digit while he or she waits to find out what it is for. For example, say, “for the sales department, press now,” rather than saying, “press for the sales department.”
- Reserve the digit 0 for the operator or attendant. It should come at the end of the menu rather than at the beginning.
- The closing statement should be used to help a caller who is confused.

FORM O

Voice Menu

	Menu ##
Type/Digit	Script
Opening	
1	
2 (ABC)	
3 (DEF)	
4 (GHI)	
5 (JKL)	
6 (MNO)	
7 (PRS)	
8 (TUV)	
9 (WXY)	
0	
Closing	
Type	Sample
Opening	Thank you for calling the XYZ Company.
Digit(1)	For the Sales Department, press 1 now.
Ext	For an extension beginning with 4, dial the extension now.
Oper(0)	If you want to speak with the operator, press 0
Closing	For all other calls, remain on the line. An operator will answer.

The contents of each field should be:

- **Menu ##** is the menu number (or “main”).
- **Type/Digit** is the type of script in the next column or the digit associated with the script in the next column. This column is preprinted on the form in the suggested order. You can change the order if your application requires it.
- **Script** is the message associated with the type or digit in the first column. This is what the caller actually hears.
- **Type and Sample** at the bottom of the form are there for you to refer to when writing your scripts.

FORM P

FaxMenu Announcement

FaxMenu ##
Announcement:

The contents of each field should be:

- **FaxMenu ##** is the faxmenu number.
- **Announcement.** Write the faxmenu announcement in the remaining space on the form.

FORM Q

Fax Response Announcements

Menu ##	Ann ##
Announcement:	

The contents of each field should be:

- **Menu ##** indicates which menu contains the announcement. It is for your convenience.
- **Ann ##** is the announcement number.
- **Announcement.** Write the announcement in the remaining space on the form.

Allowing Callers to Return to the Main Menu

If you would like your callers to be able to return to the main menu after listening to a recorded announcement, you can do so by setting up a menu rather than an announcement. The prompt for this menu would be the announcement, followed by an instruction to the caller to enter * 6 to return to the Main Menu.

Example: You would like to set up option 5 on the main menu as a recorded announcement containing detailed instructions on how to use this service. You would also like the caller to be able to return to the main menu, and not have to redial the service.

On the Main Menu (Form L), make option 5 a menu, *menu5* for this example. Use a separate Form L to set up *menu5*. Menu5 should include only one entry, a recorded announcement at option 1 (*ann1* for this example).

⇒ NOTE:

This example assumes that the "Delivery to Alternate Destination Allowed?" option on the Fax System Parameter Administration screen is set to *yes*.

Record the following message for menu5:

To use the Fax Response service, you must be calling from a touch-tone telephone

(if "Delivery to Alternate Destination Allowed?" is turned off, say "...you must be calling from the touch-tone telephone of your fax machine.").

After selecting the information you want to receive, you will be asked to choose a delivery method. To deliver the fax to the fax machine you are calling from, press 1 . If you would like to enter a fax number where the information can be delivered, press 2 . If you choose to receive the information on the fax machine you are calling from, you will be asked to press Start on your fax machine. You should press Start and then hang up the telephone. If you choose option 2, have your 10-digit fax number ready and enter it when prompted. [pause] To return to the main menu, you may press * 6 or to end this call, simply hang up.

Creating the Fax Response Service Touch-Tone Gate Message

The touch-tone gate verifies that a caller is using a touch-tone phone. The Fax Response Touch-Tone Gate Message only plays when the touch-tone gate is active. The standard Touch-Tone Gate Message is as follows:

If you have a touch-tone phone, press 1 now.

If FAX Attendant detects the tone, the caller hears the Fax Response main

menu. If the tone is not detected within the specified time, and an operator is available, FAX Attendant transfers the call to the operator; otherwise, the caller is informed that the call cannot be processed.

If no system operator has been specified, the following is added to the standard message:

Please call again from a touch-tone phone.

Then the Fax Response good-bye message is played and the call is disconnected.

When the touch-tone gate is not active, the Fax Response main menu is played immediately.

In the event there is no selection and an operator is not available, the Fax Response good-bye message plays. The standard good-bye message is:

Thank you for calling. Good-bye.

If you want to change either of these default messages, write your custom greeting message or good-bye message on Form J.

Enter your custom message for the Fax Response Touch-Tone Gate Message on Form J.

FORM J

Custom Messages

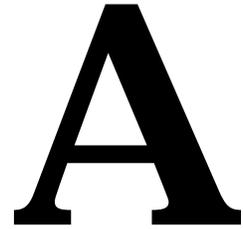
Place a check next to the custom message you are creating.

<input type="checkbox"/> Fax Call Answer Greeting	<input type="checkbox"/> Fax Mail Greeting
<input type="checkbox"/> Fax Response Touch-Tone Gate Message	<input type="checkbox"/> Fax Response Goodbye Message

Use one form for each custom message. On the top of the form, check the box for the kind of message you are customizing. Write the new message on the bottom of the form.



Appendix A: FAX Attendant Planning Forms



Planning Forms

You should consult Chapter 2 (System Planning) in order to complete the information required on the forms included in this section.

⇒ NOTE:

When you are working on-line with some of the forms in this appendix, you will notice they contain "display only fields". These fields are not included in the forms as they are shown here, because only the system can populate them with information. In most cases when you are filling in a form on-line the cursor simply skips over the "display only field" and stops at the next field that can accept user input.

Make several copies of each form before you start using them, and keep an ample supply of blank forms on hand. Always keep accurate and updated copies of the completed forms in case you need to reconstruct data.

FORM A

Voice Channel Assignments

Voice Channel	Service Type	Extension
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Fax Channel Assignments

Fax Channel	Extension
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	

FORM B

Switch Interface Administration

Switchhook Flash Duration	
Wink Disconnect Interval	
Type of Signaling	
Incoming Speech Volume	
Outgoing Speech Volume	
Dial-Tone Training	

FORM C

General Fax Parameters Administration

Fax Mail Parameters

Economy Time Period Begins: _____
Economy Time Period Ends: _____
Dial String for Outside Call: _____
Fax Mail Telephone Number: _____
Length of Time to Retry Fax Transmission: _____ hours
Maximum Time to Keep Fax in System: _____ days
Is "1" ever used to dial in this area code?: _____
Maximum Number of Fax Channels to use for Fax Delivery: _____

Fax Response Parameters

Attendant Extension: _____
Destination for Printing: _____
Main Menu Plays: _____
Number of Entries in Fax Response Usage Report: _____
Touch-Tone Gate Active?: _____
Delivery to Alternate Destination Allowed?: _____

FORM D

Voice System Parameter Administration

Voice Mail Parameters

System Operator Extension: _____
Pause for Touch-Tone Input: _____ sec
Maximum Extension Length: _____
Transfer to Subscribers Only?: _____
System Mode of Addressing: _____
Maximum Message Length: _____ sec
General Mailbox Owner Extension: _____
Enable General Mailbox for Call Answer?: _____
Allow Voice Mail/Call Answer Transfers?: _____

Automated Attendant Parameters

Touch-Tone Gate Active?: Day: _____ Night: _____
Auto Attendant Time-out Action: Day: _____ Night: _____
Auto Attendant Menu Plays: _____
Fax Transfer Number: _____
Present Options Before Leaving Message?: _____

Message Waiting Lamp Parameters

Code to Light: _____ Code to Extinguish: _____ Refresh?: _____

FORM E

Account Code Parameter Administration

Use Switch Account Code Entry?: _____
Feature Access Code: _____
Account Code Length: _____
Default Account Code: _____
Fax Response Account Code: _____

FORM F

Account Code List Administration

Account Code	Comments
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____
17. _____	_____
18. _____	_____
19. _____	_____
20. _____	_____
21. _____	_____
22. _____	_____
23. _____	_____
24. _____	_____
25. _____	_____
26. _____	_____
27. _____	_____
28. _____	_____
29. _____	_____
30. _____	_____

FORM G

Subscriber Administration

Page 1 of 2

Extension: _____

Name: _____

Password: _____

Name Addressing Identifier: _____

Mode of Addressing: _____

Voice Mail Box Size: _____ min

Personal Operator: _____

Comments: _____

Class of Service: _____

Custom Class of Service Parameters

Does the Subscriber have Switch Call Coverage?: _____

If No Call Coverage, Enter Maximum Rings: _____

Coverage Service: _____

Outcalling Allowed?: _____

- MORE -

Page 2 of 2

Fax Parameters

Private Fax Extension: _____

Autoprint Fax Messages?: _____

Fax Delivery Report?: _____

Default Fax Destination: _____

System Wait for Touchtones After FCA Greeting?: _____

Account Code: _____

Fax Mail Box Size: _____ pages

FORM H

Service Administrator Registration

Service	Administrator's Name	Extension
Automated Attendant		
Call Answer		
Fax Call Answer		
Fax Mail		
Fax Response		
Information Service		
Message Drop		
Voice Mail		

FORM I

Outcalling Administration

Is outcalling active?	
Start Time	
End Time	
Retry Interval	
Initial Delay	
Maximum Number of Attempts	
Maximum Simultaneous Ports	
Maximum Number of Digits	

FORM J

Custom Messages

Place a check next to the custom message you are creating.

<input type="checkbox"/> Fax Call Answer Greeting	<input type="checkbox"/> Fax Mail Greeting
<input type="checkbox"/> Fax Response Touch-Tone Gate Message	<input type="checkbox"/> Fax Response Goodbye Message

FORM L

Edit Workspace

Menu Name: _____ | Description: _____

Menu Path: _____

Touch-Tone	Action	Object	Description
1:			
2:(ABC)			
3:(DEF)			
4:(GHI)			
5:(JKL)			
6:(MNO)			
7:(PRS)			
8:(TUV)			
9:(WXY)			
0:			

FORM M

Edit FaxMenu

FaxMenu Name:	Description:
FaxMenu Path:	
Access Code:	
Calling Number Request:	
Number of Digits in Fax Code:	

FORM O

Voice Menu

	Menu ##
Type/Digit	Script
Opening	
1	
2 (ABC)	
3 (DEF)	
4 (GHI)	
5 (JKL)	
6 (MNO)	
7 (PRS)	
8 (TUV)	
9 (WXY)	
0	
Closing	
Type	Sample
Opening	Thank you for calling the XYZ Company.
Digit(1)	For the Sales Department, press 1 now.
Ext	For an extension beginning with 4, dial the extension now.
Oper(0)	If you want to speak with the operator, press 0.
Closing	For all other calls, remain on the line. An operator will answer.

FORM P

FaxMenu Announcement

FaxMenu ##

Announcement:

FORM Q

Fax Response Announcements

Menu ##	Ann ##
Announcement:	

FORM X

Switch Administration Information

Switch Interface Parameters

Switchhook Flash Duration	_____
Wink Disconnect Interval	_____
Signaling Type	_____
Incoming Speech Volume	_____
Outgoing Speech Volume	_____
Dial-Tone Training	_____

Message Waiting Lamp Parameters

Code to Light	_____
Code to Extinguish	_____
Refresh?	_____

Feature Access Code Information

Feature Access Code for Switch Account Code Entry	_____
# of Digits in account Code	_____

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