



AT&T 555-230-715

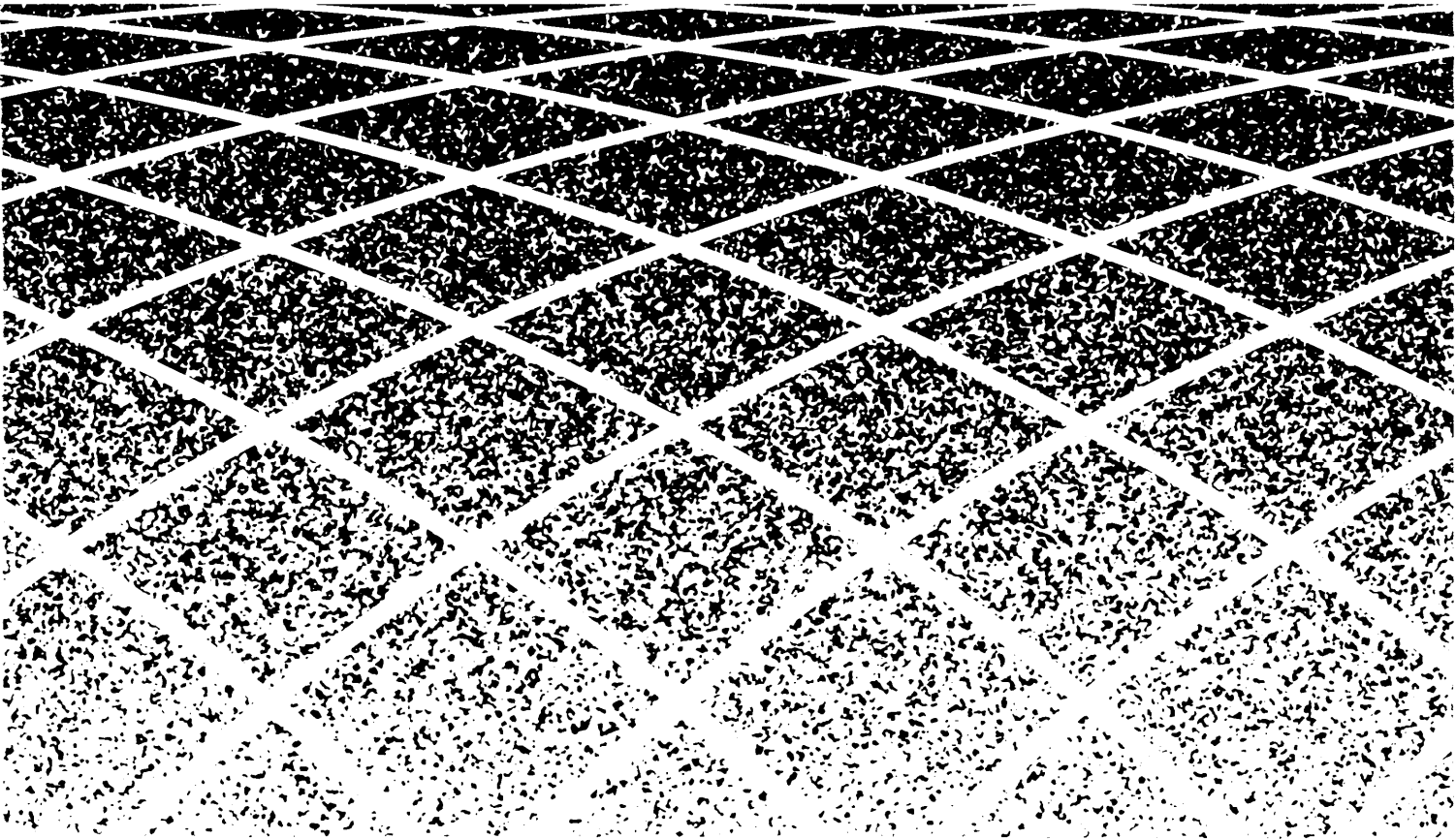
Issue 1

June 1993

Integrated Solution III

For System 75 and DEFINITY® Communications System

System Manager's Guide



ORDERING INFORMATION

To order copies of this manual:

Contact: Your AT&T Account Team or your AT&T Authorized Dealer.

or

Call: AT&T at 1-800-432-6600

or

Write: AT&T Customer Information Center
P.O. Box 19901
Indianapolis, IN 46219

Order: Document No. 555-230-715

Contents

1	Introduction	1-1
	■ Overview of Integrated Solution III	1-1
	■ System Manager's Responsibilities	1-2
	■ security	1-4
	Passwords	1-4
	Subscriber Passwords	1-5
	Administrative Passwords	1-5
	Login Attempts	1-6
	Master Controller Access	1-6
	Master Controller Remote Access	1-6
	Switch Access	1-6
	Backup	1-7
	Toll Fraud	1-7
	Detecting Toll Fraud	1-8
	Telephone System Features	1-9
	■ Using this Guide	1-9
	Tasks	1-11
	■ Conventions Used in this Guide	1-12
	■ Getting Assistance	1-12
2	Accessing IS III	2-1
	■ Overview	2-1
	■ Logging Into IS III	2-1
	Logging In Locally	2-2
	Logging In Remotely	2-4
	Remote Access Problems	2-6
	■ Screen Navigation	2-7
	■ Using On-Line Help	2-6
	■ Logging Out of IS III	2-10

Contents

3	Accessing IS III Applications	3-1
	■ Overview	3-1
	■ Accessing AUDIX Voice Power	3-2
	■ Accessing FAX Attendant	3-6
	■ Accessing Call Accounting System	3-10
	CAS Alarms	3-10
4	Maintaining IS III	4-1
	■ Overview	4-1
	■ Backing Up the System	4-2
	Backing Up Administrative Files to Diskettes	4-6
	Backing Up the Entire System to Tape	4-10
	■ Displaying the Disk Usage Report	4-12
	Voice, Fax, and CAS Disk Usage	4-16
	■ Changing Passwords	4-17
	■ CAS and Hacker Tracker Alarms	4-22
	Creating and Changing Group Lists	4-23
	Setting CAS Alarm Notification	4-25
	■ Restarting the	
	Printer Scheduler/Spooler	4-32
	■ Setting the Time and Date	4-35
	■ Shutting Down the System	4-40
	■ Accessing Voice System Administration	4-43

Contents

A	Appendix A: Master Controller Features	A-1
	■ Overview	A-1
	■ Master Controller Processor	A-2
	Reset Button	A-5
	Power Button	A-5
	Drive Indicators	A-6
	Disk Drive Requirements and Capacities	A-6
	Diskettes	A-7
	■ Tape Drive Requirements and Capacities	A-8
	Tape Cartridge	A-8
	■ Video Monitor	A-9
	■ Keyboard	A-9
	Escape Key	A-9
	Enter Key	A-9
	Tab Key	A-9
	Ctrl Key	A-9
	Alt Key	A-9
	Cursor Control Key Group (Arrow Keys)	A-9
	Function Key Group	A-10
	Function Keys	A-10
	■ Remote Maintenance Device	A-11

B	Appendix B: Ordering Information	B-1
	■ Manuals	B-1

Contents

C	Appendix C: Terminal Types	C-1
	■ IS III Terminal Types	C-1
D	Appendix D: CAS Alarm Notification	D-1
	■ CAS and HackerTracker Alarms	D-1
	Alarm Strategy	D-2
	Suggested Defaults	D-2
	Index	Index-i

Figures

A	Appendix A: Master Controller Features	A-1
A-1 .	The Master Controller II+	A-2
A-2.	Master Controller III	A-3
A-3.	Master Controller II+ Front Panel	A-4
A-4.	Master Controller III Front Panel	A-4
A-5.	Relationship between Function Keys and Screen Labels	A-10

Screens

2	Accessing IS III	2-1
2-1.	Integrated Solution III Main Menu	2-3
2-2.	Integrated Solution III Main Menu	2-6
2-3.	Page 1 of a Help Screen	2-8
2-4.	Page 2 of a Help Screen	2-9
2-5.	Integrated Solution III Main Menu	2-10
2-6.	Confirm Exit Screen	2-11

3	Accessing IS III Applications	3-1
3-1.	Integrated Solution III Main Menu	3-2
3-2.	AUDIX Voice Power/FAX Attendant Menu (Co-Resident Configuration)	3-4
3-3.	AUDIX Voice Power Menu (Standalone Configuration)	3-5
3-4.	Integrated Solution III Main Menu	3-6
3-5.	AUDIX Voice Power/FAX Attendant Menu (Co-Resident Configuration)	3-8
3-6.	FAX Attendant Menu (Standalone Configuration)	3-9
3-7.	Integrated Solution III Main Menu	3-11
3-8.	Call Accounting System Menu	3-13

4	Maintaining IS III	4-1
4-1.	Integrated Solution III Main Menu	4-3
4-2.	User Maintenance Menu	4-4
4-3.	Backup Files	4-5
4-4.	Integrated Solution III Main Menu	4-12
4-5.	User Maintenance Menu	4-13
4-6.	Maintenance Log	4-14
4-7.	Sample Disk Usage Report	4-15
4-8.	Integrated Solution ill Main Menu	4-18
4-9.	User Maintenance Menu	4-19
4-10.	Password Protection	4-20
4-11.	Integrated Solution III Main Menu	4-26
4-12.	User Maintenance Menu	4-27
4-13.	Maintenance Log Menu	4-28
4-14.	CAS Alarm Configuration	4-29

Screens

4-15.	CAS Alarm Levels	4-30
4-16.	Sample CAS Alarm Configuration	4-31
4-17.	Integrated Solution III Main Menu	4-32
4-18.	User Maintenance Menu	4-33
4-19.	Confirm Printer Restart Screen	4-34
4-20.	Integrated Solution III Main Menu	4-35
4-21.	User Maintenance Menu	4-36
4-22.	Set Time and Date Screen	4-37
4-23.	Choices Menu	4-38
4-24.	Confirm Time and Date Screen	4-39
4-25.	Integrated Solution III Main Menu	4-40
4-26.	User Maintenance Menu	4-41
4-27.	Shutdown Screen	4-42
4-28.	Integrated Solution III Main Menu	4-43
4-29.	User Maintenance Menu	4-44
4-30.	Voice System Administration Menu	4-45

Introduction

1

Overview of Integrated Solution 111

Integrated Solution III (IS III) is a menu-driven software application that allows you to administer and maintain various applications that the AT&T DEFINITY® Communications System and the System 75 support.¹ Your IS III system consists of a processor called the Master Controller (II+ or III), a color video monitor, a keyboard, a remote maintenance device (RMD or RMD-HS), IS III Platform Software, and one or more of the following software application packages:

- **AUDIX® Voice Power™ software**
The AUDIX Voice Power application uses voice prompts and announcements to guide callers in sending and retrieving voice messages through the use of touch-tone buttons on the callers' telephones. AUDIX Voice Power can be used as a personal answering service, a messenger to individuals or groups, an office receptionist, an information service, and a message drop service. AUDIX Voice Power can be standalone or co-resident with AT&T FAX Attendant System™.
- **AT&T FAX Attendant System software**
FAX Attendant enhances the capabilities of all fax machines attached to your company's DEFINITY system and for its community of subscribers. FAX Attendant uses voice prompts and announcements to guide callers in sending and receiving fax messages through the use of touch-tone buttons on the callers' telephones. FAX Attendant can be used as a personal fax receiving service, a fax messenger to individuals or groups, or as an information service allowing callers to request different fax messages through an interactive voice prompt/touch-tone interface. FAX Attendant can be standalone or co-resident with AUDIX Voice Power.
- **Integrated Solution Call Accounting System software**
With the Call Accounting System, you can track incoming and outgoing calls

¹IS III is supported for System 75 R1V3 and XE, and for DEFINITY G1, G3i, G3r, G3s, and G3vs only.

so that you can make informed decisions about your telephone needs. You can monitor the cost of calls, print reports of incoming and/or outgoing calls, track calls made on behalf of clients, and identify cases of telephone abuse. HackerTracker™ software is an optional add-on package that monitors call activity and provides real-time alarms and alerts for any abnormal or undesirable call activity such as toll fraud.



NOTE:

Throughout this guide, references to the Master Controller apply to the Master Controller II+ and III. Any information that differs between the two processors will be noted.

System Manager's Responsibilities

As the IS III System Manager, you are responsible for performing the following tasks:

- adding passwords initially and changing them periodically

Maintaining passwords for both logging in and accessing each application from within IS III helps protect the system from unauthorized access. See Chapter 4 for the procedures to add and change passwords.



NOTE:

In addition to adding and changing passwords, the System Manager is responsible for all aspects of system security. See "Security" later in this chapter.

- backing up the system regularly (daily, weekly, or monthly)

The frequency of your backups depends on how up-to-date you want your call accounting records, administrative files, voice files, and fax files to be when you recover from catastrophic failure or any restore. For example, if these files and records change daily, you should back up the system daily. Conversely, if these files and records change no more than once a month, monthly backup is appropriate.

- checking and maintaining disk usage space regularly (daily, weekly, or monthly)

Access the Disk Usage Report and check if there are too many Call Accounting records, voice messages, and fax messages. *You must monitor these records and messages regularly and maintain disk space for optimal system performance.*

- shutting down and rebooting the system properly once a month, when the system is idle

By using the procedures in Chapter 4 to shut down and reboot the system at regular intervals, you are able to check the status of the entire system and possibly prevent major problems.

During a reboot, the system performs the following tasks:

- repairs any minor corruptions automatically, which, if left uncorrected, could eventually lead to catastrophic failure
- checks the “sanity” of its configuration
- reloads drivers
- re-initializes voice boards, fax boards, and Digital Communications Protocol (DCP) boards, ensuring that they are working properly

- creating and changing voice mail group lists for CAS alarm notification

AUDIX Voice Power group lists must be created, configured, and maintained for CAS alarm notification. Additional information is provided in Chapters 3 and 4 and Appendix D.

- monitoring error messages

Each application has error logs; be sure to check the error logs periodically and follow the suggested instructions when problems or potential problems occur.

- setting the time and date

The time and date for IS III must be synchronized with the time and date for the DEFINITY system.

- checking printer status

If an optional printer is installed, you are responsible for ensuring that paper is loaded, and that the printer is turned on and functioning.



NOTE:

Check your application documentation to determine application-specific System Manager responsibilities.

Security

Your Integrated Solution III system has been carefully designed to be very secure. As the System Manager, it is your responsibility to protect voice and fax mail subscribers from unauthorized access to their mailboxes. Careful attention to security-related administrative features, procedures, and maintenance are required to ensure the integrity of user information. It is your responsibility to read this section and implement its recommendations as part of your Integrated Solution III environment.

AT&T also recommends that you purchase *BC Systems Products Security Handbook* (Document No. 555-225-600) for more information on security-related issues.

Passwords

A password is one of the most effective ways of securing voice and fax mailboxes and the Master Controller. In general, all passwords should adhere to the following guidelines:

- Do not use ascending digits (1234) for passwords.
- Do not use the same digit repetitively (1111) for passwords.
- Do not use the current year (1993) for passwords.
- Do not use your extension number as a password (extension 3455 with password 3455).
- Do not use your extension number in reverse order as a password (extension 3455 with password 5543).
- Do not use your name or initials as a password.
- Passwords should not be posted, shared, or printed in an obvious place.
- Passwords should not be coded in programmable function keys or speed-dialing keys.
- Passwords should be periodically changed based on the sensitivity of the messages or accessible information.

See Chapter 4 for procedures on adding and changing passwords.

Subscriber Passwords

Make sure that subscribers understand the importance of password security to their mailboxes and implement the following guidelines:

- Subscribers must change their passwords the first time they log into the system and periodically thereafter. Consider sending a broadcast message on the first of each month to remind them.
- Subscribers can have passwords of up to nine digits to access the AUDIX Voice Power and FAX Attendant systems. There is no minimum password length; however, you should encourage subscribers to make their passwords at least five digits.
- Subscriber passwords are specified in their profiles on the Subscriber Administration screen. A pound sign (#) in the **Password** field denies access to anyone trying to log into the mailbox. The system responds with **login incorrect** regardless of what the caller enters. Use this feature whenever it becomes necessary to restrict mailbox access. Once a subscriber profile is saved, the password value will not be displayed on the screen. This is for security purposes. If subscribers forget their passwords, the System Manager must enter new passwords in their profiles and resave them. The old passwords are unrecoverable.

Administrative Passwords

Administrative passwords are phone-based and computer-based passwords for the System Managers and Service Administrators. The following are guidelines for administrative passwords:

- Make sure that the passwords set during installation are changed.
- Establish and enforce procedures among administrators for changing passwords. These procedures should include how often passwords are changed and how notification of new passwords is made.



NOTE:

After a 60-day period has expired, each computer-based login will be prompted for a new password when logging in.

- Because subscribers are required to choose passwords, inevitably some will forget their passwords. To prevent unauthorized access to a subscriber's mailbox, establish a procedure for reissuing passwords in these situations.
- Computer-based passwords must be *at least* six characters long.
- You must include both numbers and letters in computer-based passwords. Passwords are case-sensitive (that is, the system distinguishes between uppercase and lowercase letters in passwords). Consider using special characters such as dollar signs, commas, and percent signs.

- Create a system administration policy concerning employee turnover to ensure that subscriber mailboxes are removed promptly from the system when they no longer require AUDIX Voice Power or FAX Attendant.
- Registered Service Administrators have privileges beyond regular subscribers and should, therefore, change their passwords often and keep them secure.

Login Attempts

Subscribers are allowed four attempts at logging into AUDIX Voice Power or FAX Attendant. If the caller has not successfully entered the extension and password in four attempts, the system recommends that the subscriber contact the system administrator. The call is, then, disconnected. The number of login attempts is not an administrative option.

Master Controller Access

Limit access to the Master Controller and supporting documentation by keeping them in an office that is protected with a changeable combination lock. Keep telephone logs and printed reports in a location that only authorized personnel can enter.

To use the Master Controller, you must enter a login ID and password. When you create your password, it must be at least six characters long, including both letters and numbers. If you must share the password, make sure that you share it only with responsible people that you trust. They will have access to some very powerful system features. Think carefully before telling someone how to access the Master Controller.

If you use PC-based emulation programs to access administration capabilities, never store dial-up numbers, logins, or passwords as part of an automatically executed script.

Master Controller Remote Access

When you are not planning to use remote access, disconnect the analog line from the RMD or RMD-HS.

Switch Access

For information on switch access security, see the *BC Systems Products Security Handbook* (Document No. 555-225-600).

Backup

Back up all system data regularly to ensure a timely recovery, should it be required. Implement a regular offsite backup policy so that you will always have a current backup, even if a disaster strikes your company's office location. See the backup procedures in Chapter 4 for instructions.

Toll Fraud

Toll fraud attempts through voice messaging systems and automated attendant systems have grown dramatically. Toll fraud "hackers" access a voice mail or automated attendant system, transfer through the system, and gain access to a corporation's interface to a long-distance network. This is a security risk that can affect every telecommunications system with a voice mail or automated attendant system. While AT&T is not responsible for the billing resulting from this toll fraud, we wish to assist you in dealing with this problem.

To diminish the risk of toll fraud occurrences, we recommend limiting transfers. The **Transfer to Subscribers Only?** parameter on the AUDIX Voice Power System Parameter Administration screen allows you to impose a limitation while still allowing callers and subscribers to use AUDIX Voice Power transfer capabilities.

By leaving the default setting to **yes** for this parameter, you can restrict transfers to registered subscribers only. When a caller is instructed to enter an extension number from the Automated Attendant, or when a caller enters an extension number from the Voice Mail or Call Answer services, the extension entered is validated against the subscriber database of AUDIX Voice Power. If the extension entered is not in the subscriber database, the caller will hear "That is not a valid extension," the transfer is denied, and the caller will not have an opportunity to gain access to the outgoing facilities of the telephone communications system. For more information on this parameter, see the *AT&T AUDIX™ Voice Power, Release 2.1.1, Planning Guide and Forms* document (Document No. 585-310-901).

If the above transfer restriction is used, you should not assign special-purpose subscribers (users with a mailbox but no telephone on the switch) to extension numbers that start with the same digit(s) as switch trunk access codes (for example, 9).

To enhance security for the outcalling feature, you can turn off outcalling on a per-subscriber basis via the Subscriber Administration screen. You can also restrict the number of digits that may be used for outcalling on a system-wide basis via the outcalling Administration screen. For more information, see the *AT&T AUDIX™ Voice Power, Release 2.1.1, Planning Guide and Forms* document (Document No. 585-310-901) or the *AT&T FAX Attendant System™, Release 2.1.1, Planning and Forms* document (Document No. 555-007-101).

If your AUDIX Voice Power system is intended to serve only a subset of the telephone system users, the remaining users may be administered as AUDIX Voice Power subscribers with restricted mailboxes, so that the possibility of making transfers to these users is ensured. Restricted mailboxes can be setup by allocating minimal mailbox space (for example, 1 minute) to each of these subscribers. Other subscribers may address messages to these users, but the limited mailbox size will prevent most messages from being delivered.

Protecting your AUDIX Voice Power and FAX Attendant systems is a vital and important part of your responsibility as a System Manager. You should take every precaution to protect your company's assets from both internal and external security breaches. AT&T does not warrant that these products will prevent (and AT&T will not be responsible for) unauthorized use (or charges for such use) of common carrier telecommunication services or facilities accessed through (or connected to) AUDIX Voice Power or FAX Attendant. The customer is responsible for administering AUDIX Voice Power and FAX Attendant to prevent such unauthorized use. Therefore, it is necessary that the person to whom the customer assigns this responsibility read all documents associated with AUDIX Voice Power and FAX Attendant and understand all features that enable the administrator to reduce exposure to unauthorized use.

Detecting Toll Fraud

Once you have instituted the appropriate security measures, monitor call traffic for the following signals of possible hacker activity:

- Employees cannot get outside lines.
- Customers have difficulty getting through to your 800 number.
- Usage is higher than normal.
- Heavy call volume on nights and weekends.
- Operators report frequent hangups.
- Telephone bill shows calls made to unusual places.

Telephone System Features

You can further restrict access to AUDIX Voice Power, subscriber phones, and administrative phones through the telephone system. See the telephone system documentation for instructions on restricting access (called class of restriction).

Using this Guide

At the time you are ready to use this guide, your IS III system will already have been installed and initialized by AT&T personnel or your AT&T Authorized Dealer.

Each application supported by IS III has its own documentation detailing administration and daily operation. This System Manager's Guide is not intended to replace those documents, but is designed to show you how to access those applications via IS III. (See Appendix B for information about ordering additional documents related to IS III applications.)

This guide consists of the following chapters and appendices:

Chapter 1- Introduction

This chapter offers an overview of Integrated Solution III and the software applications it supports.

Chapter 2- Accessing IS III

This chapter describes how to log in and log out of IS III and how to use on-line help.

Chapter 3- Accessing IS III Applications

This chapter shows you how to access each application package.

Chapter 4- Maintaining IS III

This chapter describes how to maintain IS III.

Appendix A - Master Controller Features

This appendix provides an overview of the Master Controller.

Appendix B - Ordering Information

This appendix contains information for ordering additional documents and forms for your IS III applications and/or system.

Appendix C - Terminal Types

This appendix indicates the terminal types that IS III supports. They are listed in alphabetical order by manufacturer, and each terminal type is listed with the entry that you need to provide at the **TERM=** prompt when logging into IS III from a remote PC or terminal. The remote login procedure is in Chapter 2.

Appendix D - CAS Alarm Notification

This appendix provides the form that must be completed to configure AUDIX Voice Power voice mail group lists for CAS alarm notification. Procedures to create and change these group lists are in Chapter 4.

Tasks

Refer to the following table for a list of the tasks contained in this guide and the chapter number where you will find these tasks.

TOPIC	TASKS	CHAPTER NUMBER
Accessing IS III	Log into IS III Log out of IS III Use On-Line Help	Chapter 2
Accessing IS III Applications	Access: AUDIX Voice Power FAX Attendant Call Accounting System	Chapter 3
Maintaining IS III	Back Up the System Display the Disk Usage Report Add or Change Passwords Create or Change Group Lists for CAS Alarms Restart the Printer Scheduler/Spooler Set the Time and Date Shut Down the System Access Voice System Administration	Chapter 4

Conventions Used in this Guide

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 **in this style of type**.
- Key names that are always located on the keyboard in the same place appear in key-shaped boxes, as in **ENTER↵**.
- A dash (-) connecting two or more keys is used to indicate an operation in which one key is held down while another is pressed. For example, **CTRL-ALT-DEL** indicates that the **CTRL** and **ALT** keys should be held down while the **DEL** key is pressed.
- Function keys (keys that start with an F, followed by a number) appear in boxes with the current meaning following in parentheses, such as **F3** (SAVE).

The current meanings of the function keys are shown by labels at the bottom of the screen. On the actual screen, one of two sets of labels will appear. The first label is the meaning of the function key when the screen first appears. These meanings have been selected to be the most useful for that screen.

The second set of labels appears after the **F8** (CHG-KEYS) key has been pressed. Pressing **F8** (CHG-KEYS) again restores the first set of labels.



NOTE:

The menu items shown in this book depend on the applications present.

Getting Assistance

If you have questions or problems with IS III that this System Manager's Guide does not resolve, call the AT&T Support Center at 1-800-628-2888 or your AT&T Authorized Dealer.

Accessing IS III

2

Overview

This chapter provides the procedures that you will use to access IS III. To administer an IS III application or perform any ongoing system maintenance, you must access the Integrated Solution III Main Menu. However, before you can access this menu, you must first log into IS III.

Logging Into IS III

The login procedure allows you to access the Integrated Solution III Main Menu. During this procedure, you identify yourself to the system by entering your Login ID. The system then prompts you to enter your password. The system uses the Login ID and password to prevent unauthorized individuals from accessing the system.

You can log into IS III either locally (from the Master Controller) or remotely via a terminal (or a PC and terminal emulation software).

Logging In Locally

To log into IS III locally (from the Master Controller), perform the following steps:

1. At the **Console Login:** prompt, type *is* and press **ENTER↵**.
 - When you log into IS III for the first time, you will be prompted to create a password. This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now.
 - If you have already created the password, the **Password:** prompt appears.
 - If the system determines that your password has expired, you will be asked to change it after entering the *old* password.



NOTE:

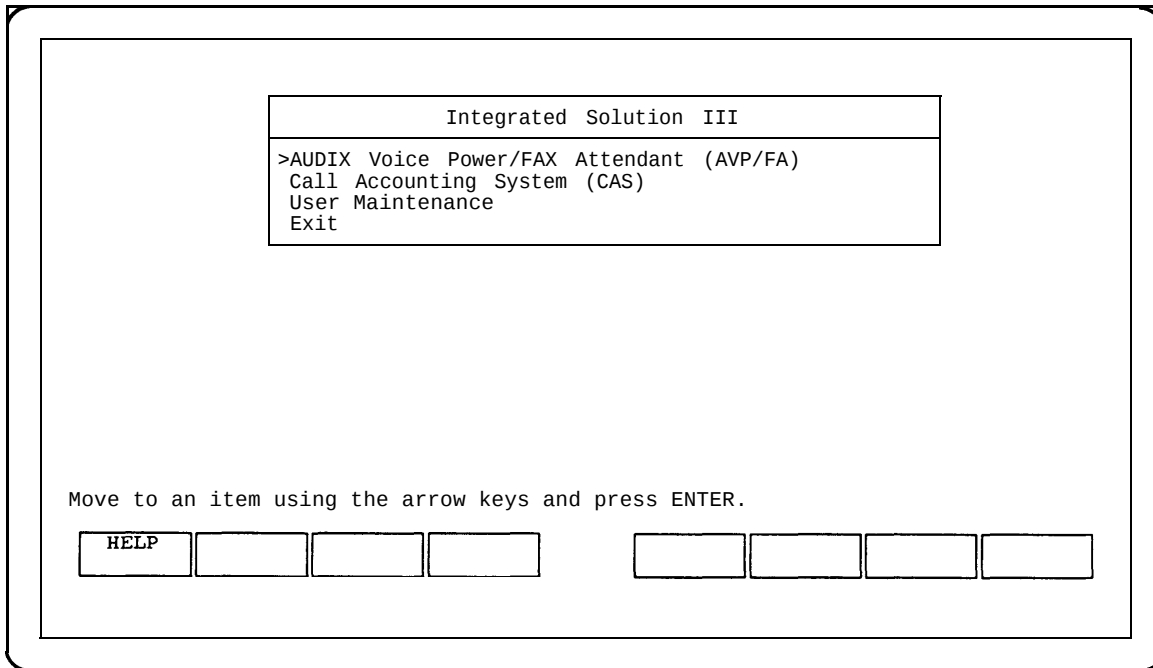
You can change the login password at any time; you do not have to wait for it to expire. For more information, see Chapter 4.

2. Type the appropriate password and press **ENTER↵**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the same password. Re-enter it and then press **ENTER↵**.
- If you are changing an existing password, you have just entered your old password and are being prompted to enter the new password.
 - a. Type a new password, making sure it follows all guidelines, and press **ENTER↵**.
 - b. Re-enter the same new password when prompted, and press **ENTER↵** again.

The Integrated Solution III Main Menu appears.



Screen2-1. Integrated Solution III Main Menu



NOTE:

If you have *both* AUDIX Voice Power and FAX Attendant installed, they will appear as one option in the integrated Solution III Main Menu. AUDIX Voice Power and FAX Attendant can be co-resident (that is, both can be installed) or standalone applications.

3. At this point, you can select any of the IS III applications that are installed on your system. See “Screen Navigation” later in this chapter for menu item selection, function keys, and other screen usage information. When you are finished using IS III, log out of the system as described later in this chapter under “Logging Out of IS III.”

For detailed procedures on accessing any of the IS III applications, see Chapter 3.

Logging In Remotely

Before attempting to log in remotely, make sure you have the following components at the remote site:

- a terminal (or a PC and terminal emulation software)
- a modem connected to the terminal or PC
- an analog line connected to the modem
- the phone number for the Master Controller's remote maintenance device

Additionally, make sure the terminal (or the PC's terminal emulation software) has the following parameter settings:

- even parity
- 7 data bits
- 1 stop bit
- the appropriate baud rate (not to exceed your modem's maximum baud rate):
 - If you are dialing the RMD (for the Master Controller II+), make sure the modem at the remote site is set to 1200 baud.
 - If you are dialing the RMD-HS (for the Master Controller III), the modem at the remote site can be set up to 9600 baud.

In the following procedure, you will be prompted for your terminal type. If you are not sure what to enter, see Appendix C for a list of the most commonly used terminal types that IS III recognizes.



CAUTION:

Some screens in AUDIX Voice Power and FAX Attendant do not display properly when logging in remotely. Some screen display problems maybe diminished by trying another terminal type. If changing the terminal type is not an adequate solution, you must login locally.

Log into IS III remotely as follows:

1. Dial the number of the Master Controller's remote maintenance device as you would dial any other modem. See the documentation for your modem if necessary.

The modem places the call. When the call is connected, the remote system displays the **console Login:** prompt.



NOTE:

If the **Console Login:** prompt does not appear, press the spacebar a few times.

2. At the **Console Login:** prompt, type *is* and press **ENTER↵**.
 - When you log into IS III for the first time, you will be prompted to create a password. This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now.
 - If you have already created the password, the **Password:** prompt appears.
 - If the system determines that your password has expired, you will be asked to change it after entering the *old* password.

⇒ NOTE:

You can change the login password at any time; you do not have to wait for it to expire. For more information, see Chapter 4.

3. Type the appropriate password and press **ENTER↵**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the same password. Re-enter it and then press **ENTER↵**.
- If you are changing an existing password, you have just entered your old password and are being prompted to enter the new password.
 - a. Type a new password, making sure it follows all guidelines, and press **ENTER↵**.
 - b. Re-enter the same new password when prompted, and press **ENTER↵** again.

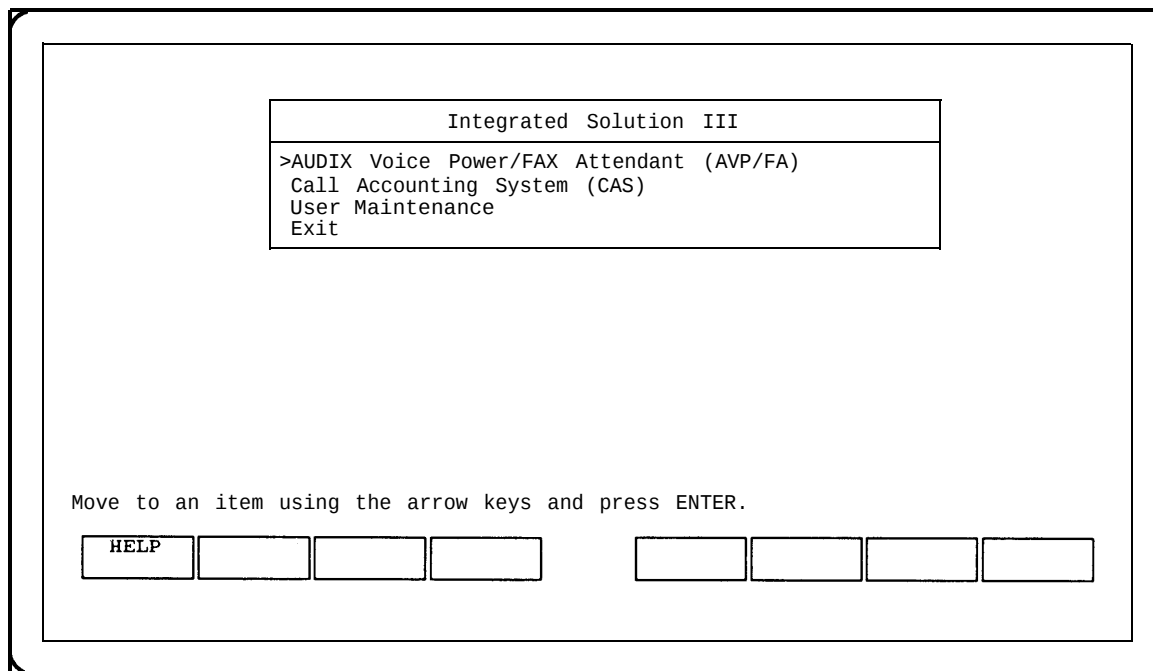
The **TERM=** prompt appears.

4. At the **TERM=** prompt, type your terminal type and press **ENTER↵**.

⇒ NOTE:

If you are not sure what to enter at the **TERM=** prompt, see Appendix C for a list of the most commonly used terminal types that IS III recognizes.

The Integrated Solution III Main Menu appears.



Screen 2-2. Integrated Solution III Main Menu



NOTE:

If you have *both* AUDIX Voice Power and FAX Attendant installed, they will appear as one option in the integrated solution III Main Menu. AUDIX Voice Power and FAX Attendant can be co-resident (that is, both can be installed) or standalone applications.

5. At this point, you can select any of the IS III applications that are installed on your system. See "Screen Navigation" later in this chapter for menu item selection, function keys, and other screen usage information. When you are finished using IS III, log out of the system as described in "Logging Out of IS III," later in this chapter.

For detailed instructions on accessing IS III applications, see Chapter 3.

Remote Access Problems

If the modem connected to the Master Controller does not answer (the **Console Login:** prompt does not appear), check your communication software settings. Check the documentation provided with your modem, and call the modem vendor's support number if necessary.

Some screens in AUDIX Voice Power and FAX Attendant do not display properly when logging in remotely. Some screen display problems may be diminished by trying another terminal type. If changing the terminal type is not an adequate solution, you must log in locally.

If some keys are not working properly, it is because the terminal emulation software on your PC does not provide the proper support.

You can still use IS III, provided you do the following:

- Instead of pressing function keys, press **CTRL-F** and then type the number of the function key. For example, instead of pressing **F8** press **CTRL-F** and then type 6.
- Instead of pressing cursor keys or the spacebar to select menu items, just type the first letter of the item you want to select.

Screen Navigation

To navigate through the screens in IS III, use the following guidelines:

- To move the cursor between menu items, use the arrow keys, the spacebar, or type the first letter of the menu item that you want.
-  **NOTE:**
If there is more than one menu item beginning with that letter, continue typing the rest of the menu item until it is highlighted.
- To move the cursor between fields in a form, use the arrow keys or **→** (TAB) and **←** (BACKTAB).
 - If there is more than one “page” of a screen, **F2** (PREVPAGE) and **F3** (NEXTPAGE) appear as function keys, and the scroll bar on the right side of the screen displays arrows [**▲**], indicating that **F2** (PREVPAGE) can be pressed; and [**▼**], indicating that **F3** (NEXTPAGE) can be pressed]. The system beeps when you try to go past the end of a screen (using NEXTPAGE) and also when you try to go past the beginning, using PREVPAGE.

See “Using On-Line Help,” later in this chapter, for an example of using PREVPAGE and NEXTPAGE.

Using On-Line Help

For most of the IS III menus and screens, the system provides an on-line help screen. Whenever the system provides **F1** (HELP), a help screen is available. Typically, the help screen provides a brief description of the active menu or screen (that is, the menu or screen in which you are currently working).

To access the help screen, press **F1** (HELP).

If there is more than one “page” of a help screen, **F2** (PREVPAGE) and **F3** (NEXTPAGE) appear as function keys, and the scroll bar on the right side of the help screen displays arrows [**A**], indicating that **F2** (PREVPAGE) can be pressed; and [**V**], indicating that **F3** (NEXTPAGE) can be pressed]. The system beeps when you try to go past the end of a help screen.

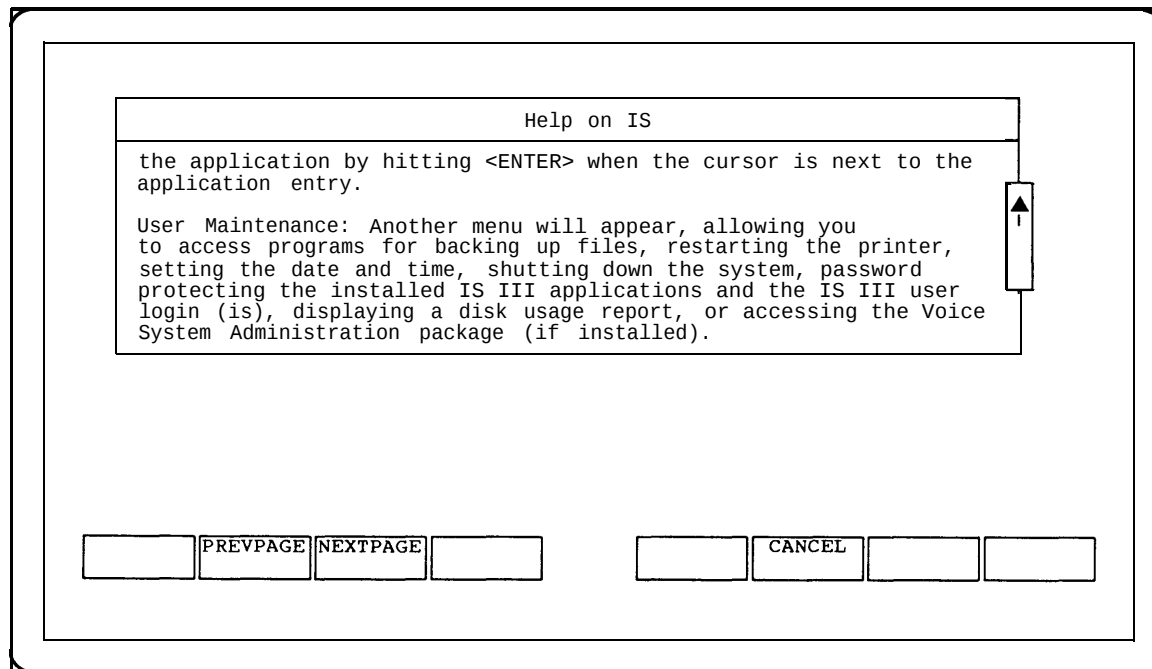
To exit the help screen and return to the menu or screen, press **F6** (CANCEL).

As an example of using Help, if you press **F1** (HELP) when you are viewing the Integrated Solution III Main Menu, the following help screen appears:

Screen 2-3. Page 1 of a Help Screen

The **F2** (PREVPAGE) and **F3** (NEXTPAGE) keys indicate that there is at least an additional page of help information.

To view the next page, press **F3** (NEXTPAGE). The following help screen appears:



Screen 2-4. Page 2 of a Help Screen

If you press **F3** (NEXTPAGE), the system "beeps", indicating that you are at the end of the help screen. To view the first page of the help screen, press **F2** (PREVPAGE). If you press **F2** (PREVPAGE) again, the system "beeps", indicating that you are at the beginning of the help screen. When you are finished viewing the help screen, press **F6** (CANCEL) to exit the help screen and return to the last menu or screen, which is the Integrated Solution III Main Menu in this example.

Logging Out of IS III

When you are finished using IS III, you must log out of the system. Logging out prevents unauthorized users from accessing the system via your login.

To log out of IS III, perform the following steps:

1. Return to the Integrated Solution III Main Menu by exiting from the last application you accessed by pressing **F6** (CANCEL) or selecting Exit.

The Integrated Solution III Main Menu appears.

Integrated Solution III			
>AUDIX Voice Power/FAX Attendant (AVP/FA)			
Call Accounting System (CAS)			
User Maintenance			
Exit			

Move to an item using the arrow keys and press ENTER.

HELP							

Screen 2-5. Integrated Solution III Main Menu

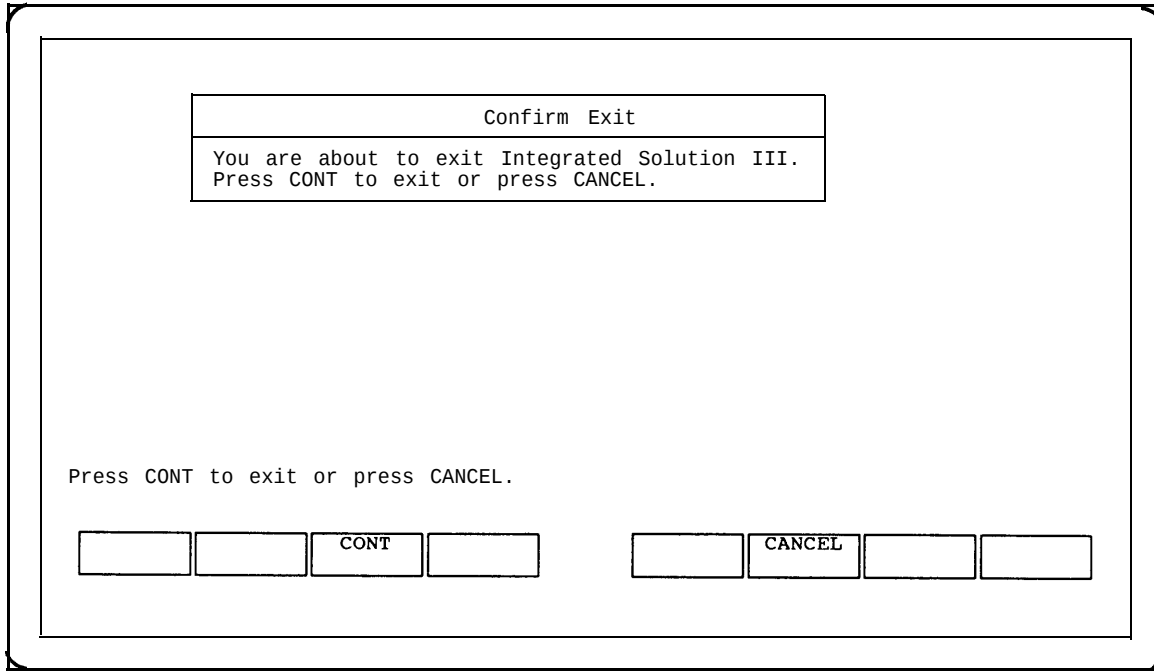
2. Move the cursor to **Exit** and press **ENTER**.



NOTE:

If you logged into IS III remotely and find that the function keys or cursor keys are not working properly, see "Remote Access. Problems," earlier in this chapter.

The Confirm Exit Screen appears.

A screenshot of a computer screen showing a 'Confirm Exit' dialog box. The dialog box has a title bar 'Confirm Exit' and contains the text: 'You are about to exit Integrated Solution III. Press CONT to exit or press CANCEL.' Below the dialog box, the text 'Press CONT to exit or press CANCEL.' is displayed. At the bottom of the screen, there are two sets of buttons. The first set consists of four buttons: an empty button, an empty button, a button labeled 'CONT', and an empty button. The second set consists of four buttons: an empty button, a button labeled 'CANCEL', an empty button, and an empty button.

Confirm Exit
You are about to exit Integrated Solution III. Press CONT to exit or press CANCEL.

Press CONT to exit or press CANCEL.

Screen 2-6. Confirm Exit Screen

3. Press **F3** (CONT) to exit IS III.

The **Console Login:** prompt appears.

Accessing IS III Applications

3

Overview

This chapter provides an overview of each IS III application and the procedures you will use to access the IS III applications installed on your system. Using IS III, you can access and administer the following applications:

- AUDIX Voice Power
- FAX Attendant
- Call Accounting System (CAS)



NOTE:

AUDIX Voice Power and FAX Attendant can be co-resident (that is, both can be installed) or standalone applications. If you have *both* AUDIX Voice Power and FAX Attendant installed, they will appear as one option in the Integrated Solution III Main Menu.

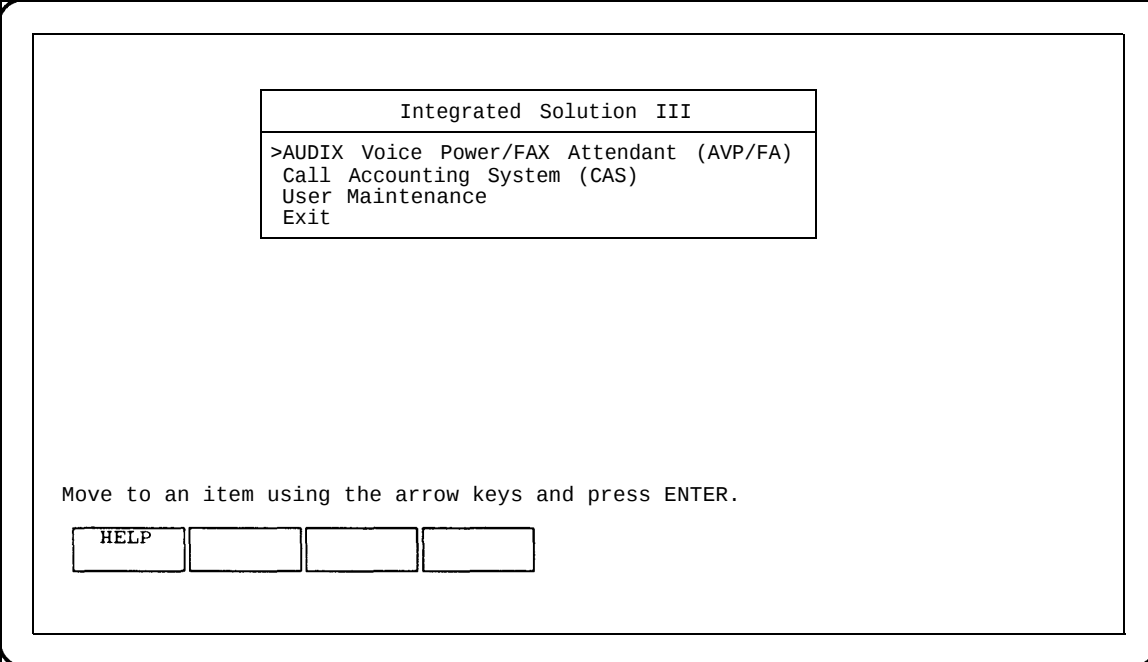
Accessing AUDIX Voice Power

AUDIX Voice Power is a software application that uses voice prompts and announcements to guide callers in sending and retrieving voice messages through the use of touch-tone buttons on the callers' telephones. AUDIX Voice Power can be used as a personal answering service, a messenger to individuals or groups, an office receptionist, an information service, and a message drop service. AUDIX Voice Power can be standalone or co-resident with FAX Attendant.

To access AUDIX Voice Power, perform the following steps:

1. Log into the system and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.



Integrated Solution III
>AUDIX Voice Power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
User Maintenance
Exit

Move to an item using the arrow keys and press ENTER.

HELP

Screen 3-1. Integrated Solution III Main Menu



NOTE:

AUDIX Voice Power and FAX Attendant can be co-resident (that is, both can be installed) or standalone applications. If you have *both* AUDIX Voice Power and FAX Attendant installed, they will appear as one option in the Integrated Solution III Main Menu.

2. At the integrated Solution III Main Menu, move the cursor to **AUDIX Voice Power/FAX Attendant (AVP/FA)** and press **ENTER↵**.
 - When you access this application for the first time, you will be prompted to create a password, unless you already added this password via User Maintenance (as described in Chapter 4). This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now.
 - If you have already created the password, the Password: prompt appears.
 - If the system determines that your password has expired, you will be asked to change it after entering the *old* password.

**NOTE:**

You can change this password at any time; you do not have to wait for it to expire. For more information, see Chapter 4.

3. Type the appropriate password and press **ENTER↵**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the same password. Re-enter it and then press **ENTER↵**.
- If you are changing an existing password, you have just entered your old password and are being prompted to enter the new password.
 - a. Type a new password, making sure it follows all guidelines, and press **ENTER↵**.
 - b. Re-enter the same new password when prompted, and press **ENTER↵** again.

If both AUDIX Voice Power and FAX Attendant are installed (a co-resident configuration), the AUDIX Voice Power/FAX Attendant Menu appears.

If FAX Attendant is not installed, the AUDIX Voice Power Menu appears.

The following screens show these configurations.

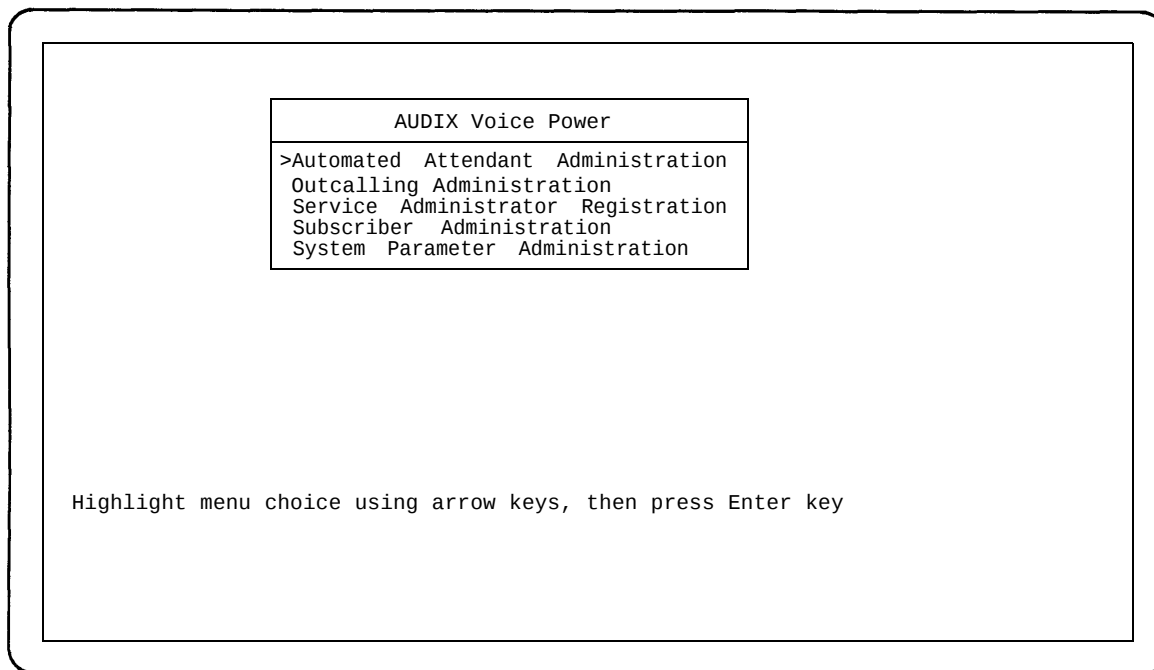
The screenshot shows a terminal window with a menu titled "AUDIX Voice Power/FAX Attendant". The menu lists several options, with ">Automated Attendant Administration" being the selected item. Below the menu, there is a prompt: "Highlight menu choice using arrow keys, then press Enter key". At the bottom of the screen, there are several buttons: "HELP", "PREV-FRM", "NEXT-FRM", "CANCEL", "FRM-MGMT", and "CHG-KEYS".

AUDIX Voice Power/FAX Attendant					
>Automated Attendant Administration					
Fax Equipment Operations					
Fax Response Administration					
Fax System Parameter Administration					
Outcalling Administration					
Service Administrator Registration					
Subscriber Administration					
Voice System Parameter Administration					

Highlight menu choice using arrow keys, then press Enter key

HELP			PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS
------	--	--	----------	----------	--------	----------	----------

Screen 3-2. AUDIX Voice Power/FAX Attendant Menu (Co-Resident Configuration)



Screen 3-3. AUDIX Voice Power Menu (Standalone Configuration)

To administer AUDIX Voice Power, consult your *AT&T AUDIX™ Voice Power, Release 2.1.1, System Manager's Guide* (Document No. 585-310-520).



NOTE:

Be sure to update the hardcopy forms from the *AT&T AUDIX™ Voice Power, Release 2.7.1, Planning Guide and Forms* document (Document No. 585-310-901) before you make any changes to the system.

To return to the Integrated Solution III Main Menu, press **F6** (CANCEL).

Accessing FAX Attendant

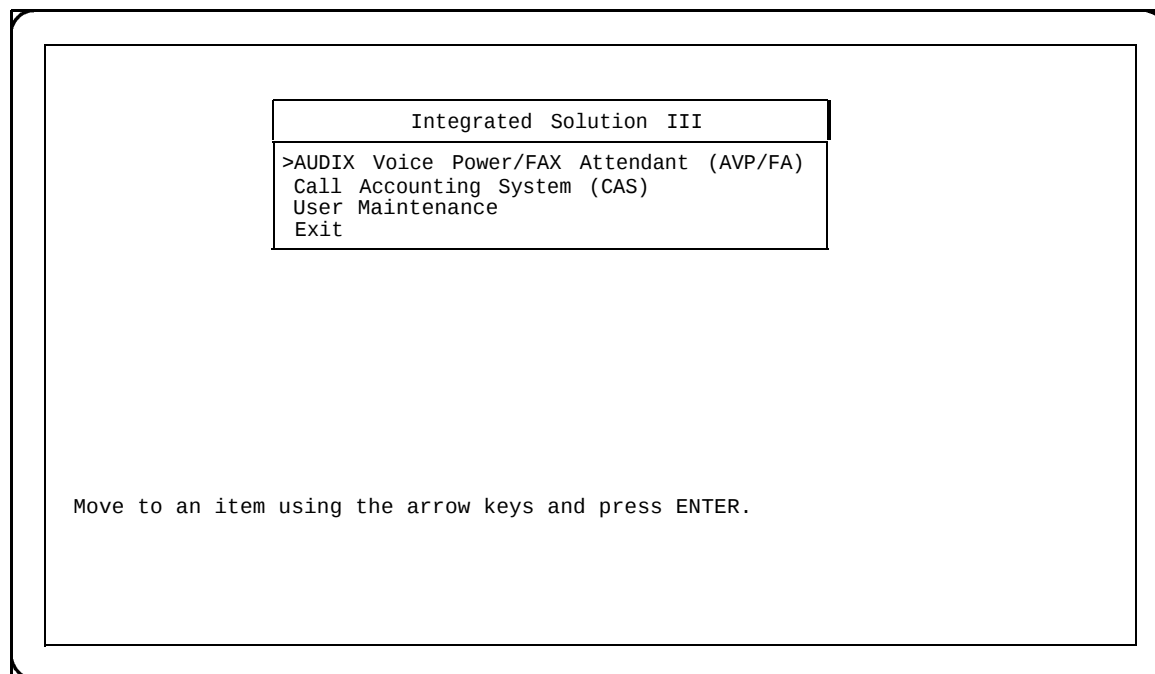
FAX Attendant is a software application that enhances the capabilities of all fax machines attached to your company's DEFINITI system and for its community of subscribers. FAX Attendant can be a co-resident or standalone application. In a co-resident configuration, FAX Attendant resides with AUDIX Voice Power, providing a single mailbox and integrated notification of both fax and voice messages.

FAX Attendant uses voice prompts and announcements to guide callers in sending and receiving fax messages through the use of touch-tone buttons on the callers' telephones. FAX Attendant can be used as a personal fax receiving service, a fax messenger to individuals or groups, or as an information service allowing callers to request different fax messages through an interactive voice prompt/touch-tone interface.

To access FAX Attendant, perform the following steps:

1. Log into the system and access the Integrated Solution III Main Menu.

The integrated Solution III Main Menu appears.



Screen 3-4. Integrated Solution III Main Menu

**NOTE:**

AUDIX Voice Power and FAX Attendant can be co-resident (that is, both can be installed) or standalone applications. If you have *both* AUDIX Voice Power and FAX Attendant installed, they will appear as one option in the Integrated Solution III Main Menu.

2. At the Integrated Solution II 1 Main Menu, move the cursor to **AUDIX Voice Power/FAX Attendant (AVP/FA)** and press **ENTER**.
 - When you access this application for the first time, you will be prompted to create a password, unless you already added this password via User Maintenance (as described in Chapter 4). This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now.
 - If you have already created the password, the **Password:** prompt appears.
 - If the system determines that your password has expired, you will be asked to change it after entering the *old* password.

**NOTE:**

You can change this password at any time; you do not have to wait for it to expire. For more information, see Chapter 4.

3. Type the appropriate password and press **ENTER**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the same password. Re-enter it and then press **ENTER**.
- If you are changing an existing password, you have just entered your old password and are being prompted to enter the new password.
 - a. Type a new password, making sure it follows all guidelines, and press **ENTER**.
 - b. Re-enter the same new password when prompted, and press **ENTER** again.

If both AUDIX Voice Power and FAX Attendant are installed (a coresident configuration), the AUDIX Voice Power/FAX Attendant Menu appears.

If AUDIX Voice Power is not installed, the FAX Attendant Menu appears.

The following screens show these configurations.

AUDIX Voice Power/FAX Attendant
>Automated Attendant Administration
Fax Equipment Operations
Fax Response Administration
Fax System Parameter Administration
Outcalling Administration
Service Administrator Registration
Subscriber Administration
Voice System Parameter Administration

Highlight menu choice using arrow keys, then press Enter key

HELP			PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS CHG-KEYS
------	--	--	----------	----------	--------	----------	----------------------

Screen 3-5. AUDIX Voice Power/FAX Attendant Menu (Co-Resident Configuration)

FAX Attendant
>Fax Equipment Operations
Fax Response Administration
Fax System Parameter Administration
Outcalling Administration
Service Administrator Registration
Subscriber Administration
Voice System Parameter Administration

Highlight menu choice using arrow keys, then press Enter key

HELP			PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS
							CHG-KEYS

Screen 3-6. FAX Attendant Menu (Standalone Configuration)

To administer FAX Attendant, consult your *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide* (Document No. 555-007-100).

⇒ NOTE:

Be sure to update the hardcopy forms from the *AT&T FAX Attendant System™, Release 2.1.1, Planning and Forms* document (Document No. 555-007-101) before you make any changes to the system.

To return to the Integrated Solution III Main Menu, press **F6** (CANCEL).

Accessing Call Accounting System

Call Accounting System (CAS) is a software application that allows you to administer telephone expenses and track facility usage in a business, university, or government installation using up to 200 telephone extensions (or up to 500 extensions with the upgrade package). With CAS, you can track incoming and outgoing calls to provide costing reports and accurate records of phone usage.



NOTE:

To further decrease the chances for undetected, unauthorized access, CAS can be installed with HackerTracker, an optional add-on package, which monitors call activity and provides real-time alarms and alerts for any abnormal or undesirable call activity such as toll fraud.

CAS Alarms

Call Accounting System can be configured to send alarms to AUDIX Voice Power subscribers who are included in voice mail group lists. When the system is installed, you will need to complete the CAS Alarm Notification Form, which will be used to configure these group lists per your specifications. Appendix D provides additional information, including the CAS Alarm Notification Form.

When you are ready to create or change a voice mail group list for CAS alarm notification, see Chapter 4 for detailed instructions.



NOTE:

The AUDIX Voice Power voice mail group lists must be created for voice message alarm notification to occur.

To access CAS, perform the following steps:

1. Log into the system and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

```
Integrated Solution III
>AUDIX Voice power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
User Maintenance
Exit

Move to an item using the arrow keys and press ENTER.

HELP [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]
```

Screen 3-7. Integrated Solution III Main Menu



NOTE:

Before you administer any changes to CAS, be sure you have synchronized the time and date settings for IS III and the communications system. See "Setting the Time and Date" in Chapter 4 for details. If the time and date are not synchronized, CAS will not report the correct time and date.

2. At the Integrated Solution III Main Menu, move the cursor to **Call Accounting System (CAS)** and press **ENTER↵**.
 - When you access this application for the first time, you will be prompted to create a password, unless you already added this password via User Maintenance (as described in Chapter 4). This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now.
 - If you have already created the password, the **Password:** prompt appears.
 - If the system determines that your password has expired, you will be asked to change it after entering the *old* password.



NOTE:

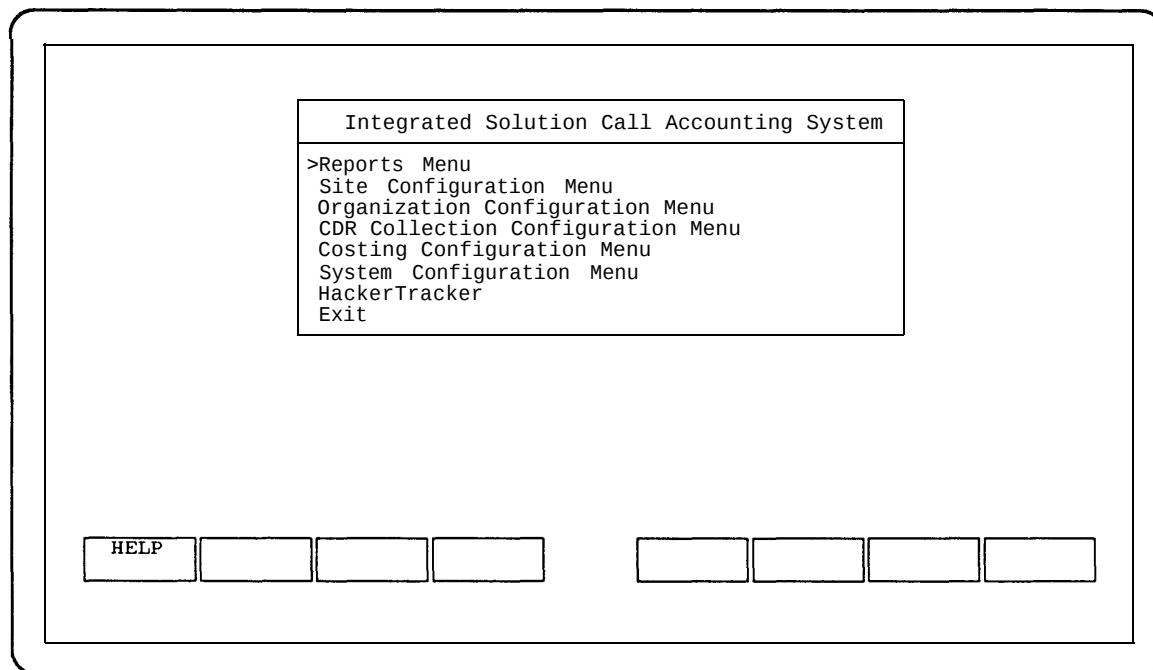
You can change this password at any time; you do not have to wait for it to expire. For more information, see Chapter 4.

3. Type the appropriate password and press **ENTER↵**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the same password. Re-enter it and then press **ENTER↵**.
- If you are changing an existing password, you have just entered your old password and are being prompted to enter the new password.
 - a. Type a new password, making sure it follows all guidelines, and press **ENTER↵**.
 - b. Reenter the same new password when prompted, and press **ENTER↵** again.

A Call Accounting System welcome screen appears briefly, and then the Call Accounting System Menu appears.



Screen 3-8. Call Accounting System Menu



NOTE:

HackerTracker, an optional add-on package, appears on the Call Accounting System Menu only if it is installed.

To administer CAS, consult your *AT&T Call Accounting System (CAS) Integrated Solution II Site Installation and Implementation Guide* (Document No. 585-247-010).

To return to the Integrated Solution III Main Menu, move the cursor to **Exit** and press **ENTER**.

Overview

This section provides the procedures that you will use to maintain IS III on a regular basis. These procedures include:

- **Backing up files**
You should back up the files on a regular basis, so that you have current information in case of a system failure.
- **Displaying the Disk Usage Report**
The Disk Usage Report shows the current disk usage statistics for the Master Controller.
- **Changing passwords**
You can change passwords for the IS III login and each IS III application.
- **Administering voice mail group lists for CAS voice message alarm notification**
(both CAS and AUDIX Voice Power must be installed)
When the system is installed, AUDIX Voice Power voice mail group lists must be created for voice message alarm notification to occur. You can create and change existing group lists as needed.
- **Restarting the printer scheduler/spooler**
You may need to remove all queued printing jobs and restart the printer.
- **Setting the time and date**
You must synchronize the time and date for IS III with the time and date for your communications system.

- Shutting down the system
There are specific steps you should follow when shutting down the UNIX system to avoid damaging the files.
- Accessing Voice System Administration
Voice System Administration allows you to access application administration, reports, configuration management, and system monitoring for AUDIX Voice Power and FAX Attendant.

Backing Up the System

The information saved during a backup can be used to restore IS III in the unlikely event of a catastrophic failure. You should back up your files when subscriber information or prompt messages are changed.

IS III supports the following backup procedures:

- complete system backup to tape, which copies all of the IS III files. This includes the following items:
 - UNIX system files
 - application program files
 - administrative files for each application
(the CAS database and the system greetings for AUDIX Voice Power and FAX Attendant)
 - all voice system files (if AUDIX Voice Power or FAX Attendant is installed), including all voice messages, system greetings, and personal greetings
 - all fax messages (if FAX Attendant is installed), including Fax Response files
 - call detail records
- back up administrative files to diskette, which copies only the administrative files for each application and the system greetings for AUDIX Voice Power and FAX Attendant



CAUTION:

It is strongly recommended that you perform both backups, one immediately after the other, when the telephone system is idle. If you perform one backup at a different time from the other, you may not be able to restore the voice files.

To back up the system, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

Integrated Solution III
>AUDIX Voice Power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
User Maintenance
Exit

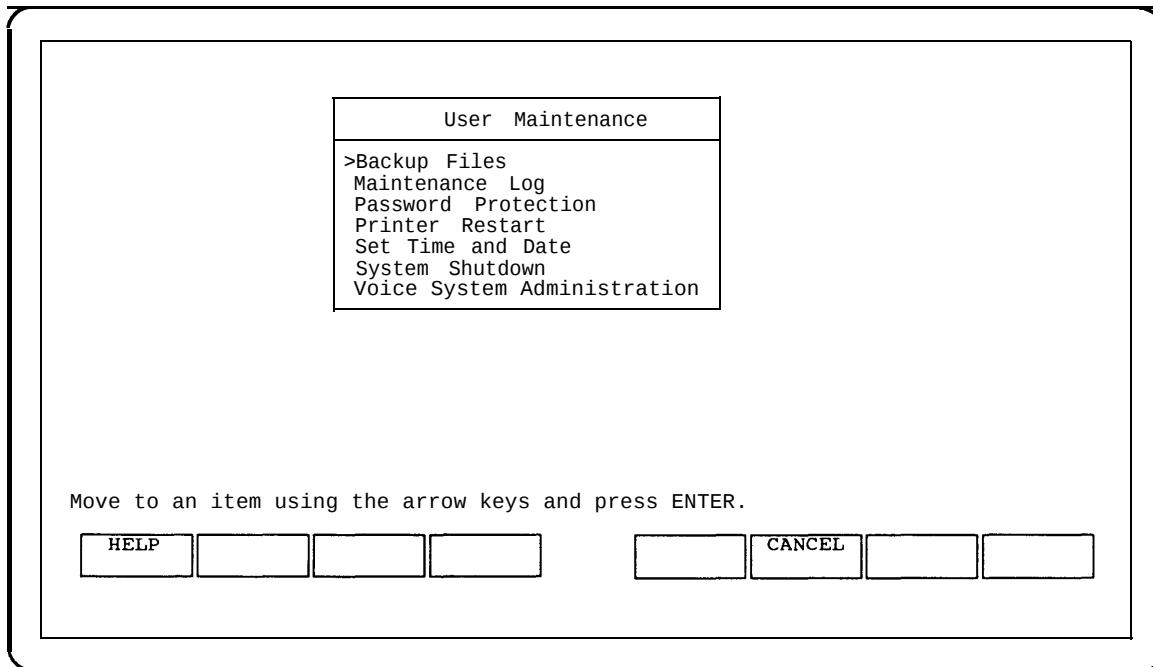
Move to an item using the arrow keys and press ENTER.

HELP

Screen 4-1. Integrated Solution III Main Menu

2. All the Integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER↵**.

The User Maintenance Menu appears.



Screen 4-2. User Maintenance Menu

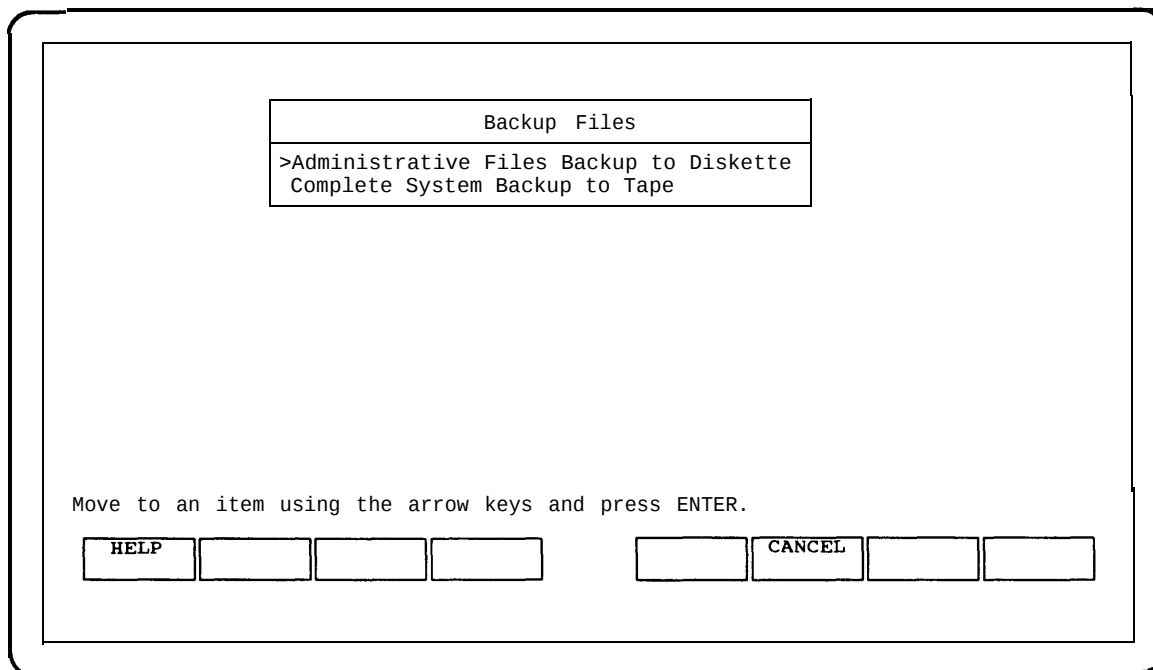


NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to **Backup Files** and press **ENTER**.

The Backup Files Menu appears.



Screen 4-3. Backup Files

At this point, you may perform one of the following backup procedures:

- Back up the administrative files for all of the IS III applications supported to diskettes (**Administrative Files Backup to Diskette**).
- Back up the entire system to tape cartridge (**Complete System Backup to Tape**).



CAUTION:

It is strongly recommended that you perform both backups, one immediately after the other.

Backing Up Administrative Files to Diskettes

When you back up administrative files to diskette, this backup includes only the administrative files for each application and the system greetings for AUDIX Voice Power and FAX Attendant.



NOTE:

The number of diskettes required to perform the backup may vary.

To back up the administrative files to diskette, perform the following steps:

1. At the Backup Files Menu, move the cursor to **Administrative Files Backup to Diskette** and press **ENTER↵**.

The following message appears:

Confirm

IS III Application Administrative Files Backup will save the administrative files associated with all installed applications to diskette.

Strike ENTER when ready
or ESC to stop.

2. Press **ENTER↵**.

The system lists the number of 1.44 MB, 3.5-inch diskettes you will need and informs you that the diskette(s) will be automatically formatted prior to the backup. When the system is ready, the following message appears:

Confirm

Insert diskette #1 to be formatted.

Strike ENTER when ready
or ESC to stop.

3. Insert a diskette and then press **ENTER↵**.

The system displays the following message:

Formatting diskette - do not remove.

— If only one diskette needs to be formatted, the system displays the following message:

Starting IS III Application Administrative Files Backup

Confirm

Insert diskette #1.

Strike ENTER when ready
or ESC to stop.

Proceed with step 4.

- If more than one diskette needs to be formatted, the following message appears (where *n* is the number of the diskette in the formatting sequence):

Confirm

Insert diskette #*n* to be formatted.

Strike ENTER when ready
or ESC to stop.

- a. Remove the diskette from the drive and insert the next one to be formatted.
- b. Press **ENTER**.

The system displays the following message:

Formatting diskette - do not remove.

Repeat this step for each diskette until the following message appears:

Starting IS III Application Administrative Files Backup

Confirm

Insert diskette #1.

Strike ENTER when ready
or ESC to stop.

Proceed with step 4.

4. Press **ENTER** to confirm that you are ready to begin backing up administrative files, using the diskette that you just formatted.

The following message appears:

IS III Application Administrative Files backup in progress

After backing up the administrative files, the system displays the following message:

IS III Application Administrative Files backup to diskette was successful. Remove the diskette from the drive.
Please label the diskette(s) "System Files Backup #*n*" where "*n*" is the diskette number.

It is advisable to do a Voice System Backup now, this will be done automatically.

Strike ENTER when ready.

5. Remove the diskette, write-protect it, and then label it with the date and "System Files Backup #*n*," where *n* is the number of the diskette in the backup sequence.

6. Press **ENTER↵**.

— If you do not have AUDIX Voice Power or FAX Attendant, you are returned to the Backup Files Menu.

Proceed with step 10.

— If you have AUDIX Voice Power or FAX Attendant, the following message appears:

Confirm

The Voice System Backup to diskette will save the custom voice prompts for AUDIX Voice Power services. Personal greetings and messages will not be saved.

Strike ENTER when ready
or ESC to stop.

Proceed with step 7.

7. Press **ENTER↵**. The system calculates the number of diskettes needed to do the Voice System backup.

The system lists the number of 1.44 MB, 3.5-inch diskettes you will need and informs you that the diskette(s) will be automatically formatted prior to the backup. When the system is ready, the following message appears:

Confirm

Insert diskette #1 to be formatted

Strike ENTER when ready
or ESC to stop.

8. Insert a diskette and press **ENTER↵**.

The system responds:

Formatting diskette - do not remove

— If only one diskette needs to be reformatted, the system displays the following message when formatting is complete:

The voice files will now be backed up.

After backing up the voice files, the system responds:

The voice files have been successfully backed up.
Remove the diskette and label it "Voice System Backup"

Strike ENTER when ready.

Remove the diskette, write-protect it, and then label it "Voice System Backup." Proceed with step 9.

- If more than one diskette needs to be formatted, the following message appears (where *n* is the number of the diskette in the formatting sequence):

Confirm

Insert diskette #*n* to be formatted.

Strike ENTER when ready
or ESC to stop.

- a. When prompted, remove the diskette from the drive and insert the next one to be formatted.
- b. Press **ENTER**.

The system displays the following message:

Formatting diskette - do not remove.

Repeat steps a and b for each diskette until the following message appears:

The voice files will now be backed up.

As the voice files are backing up, the system will prompt you each time you need to insert the next diskette.

- c. When prompted, remove the diskette from the drive, write-protect it, and label it "Voice System Backup #*n*," where *n* is the number of the diskette in the backup sequence."
- d. insert the next diskette.

Repeat steps c and d for each diskette until the following message appears:

The voice files have been successfully backed up.
Remove the diskette and label it "Voice System Backup"

Strike ENTER when ready.

- e. Remove the diskette, write-protect it, and then label it "Voice System Backup #*n*," where *n* is the number of the diskette in the backup sequence."

Proceed with step 9.

9. Press **ENTER** to return to the Backup Files Menu.
10. Press **F6** (CANCEL) to return to the User Maintenance Menu.
11. Press **F6** (CANCEL) to return to the Integrated Solution III Main Menu.

Backing Up the Entire System to Tape

When you back up the entire system to tape, the following files are stored:

- UNIX system files
- application program files
- administrative files for each application
(the CAS database and the system greetings for AUDIX Voice Power and FAX Attendant)
- all voice system files (if AUDIX Voice Power or FAX Attendant is installed), including all voice mailbox messages, system greetings, and personal greetings
- all fax messages (if FAX Attendant is installed), including Fax Response files.
- call detail records

Perform this procedure only when the switch is idle. If AUDIX Voice Power or FAX Attendant is installed, you will need two blank tapes to perform this backup. Otherwise, one tape is sufficient. For the Master Controller II+ (with a 125 MB tape drive), DC6320 tapes by 3M are recommended. For the Master Controller III (with a 250 MB tape drive), DC6525 tapes by 3M are recommended.

To back up your entire system to tape, perform the following steps:

1. At the Backup Files Menu, move the cursor to **Complete System Backup to Tape** and press **ENTER**.

The system displays the following message:

Confirm

A Complete System Backup will back up all application files, system files and all voice files. This will usually take two cartridge tapes. Each tape will take less than a half hour to complete.

Strike ENTER when ready
or ESC to stop.

2. Press **ENTER**.

The system responds:

Please insert the first cartridge tape and press ENTER

3. Insert the tape for the application and system files, and press **ENTER**.

The light on the tape drive goes on and the system responds:

WORKING

The application files and system files backup will need approximately 1 cartridge tape (s) . Please wait while the files are saved.

After the application and system files are saved, the system responds:

The application files and system files have been successfully backed up. After the light on the tape drive goes out, remove the tape and label it "System Files".

Strike ENTER when ready.

4. When you see the light on the tape drive go out, remove the tape, write-protect it, and label it with the date and "System Files."
5. Press **ENTER**.
 - If you do not have AUDIX Voice Power or FAX Attendant, you are returned to the Backup Files menu.

Proceed with step 10.

- If you have AUDIX Voice Power or FAX Attendant, the following message appears:

Confirm

A Complete Voice System Backup to Tape will back up all system voice files. This will usually take one cartridge tape. This tape will take less than one half hour to complete.

Strike ENTER when ready
or ESC to stop.

6. Press **ENTER**.

The system responds:

Please insert the second cartridge tape and press ENTER

7. Insert the tape for the voice files and press **ENTER**.

The light on the tape drive goes on, and when ready, the system responds:

The Voice System files have been successfully backed up. After the light on the tape drive goes out, remove the tape and label it "Voice Files".

Strike ENTER when ready.

8. After the light on the tape drive goes out, remove the tape, write-protect it, and then label it with the date and "Voice Files."
9. Press **ENTER** to return to the Backup Files Menu.



CAUTION:

If you have not already performed the administrative files backup, do so now.

10. Press **F6** (CANCEL) to return to the User Maintenance Menu.
11. Press **F6** (CANCEL) to return to the Integrated Solution III Main Menu.

Displaying the Disk Usage Report

The Disk Usage Report provides information on the available disk space for system and voice partitions, a partition being an area of the disk reserved specifically for either system files or voice files. If you are experiencing problems with AUDIX Voice Power, FAX Attendant, or the Call Accounting System, there may be a shortage of available disk space for voice messages, fax messages, or call detail records. The Disk Usage Report provides the current status of the hard disk for these applications.

To display the Disk Usage Report, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

Integrated Solution III			
>AUDIX Voice Power/FAX Attendant (AVP/FA)			
Call Accounting System (CAS)			
User Maintenance			
Exit			

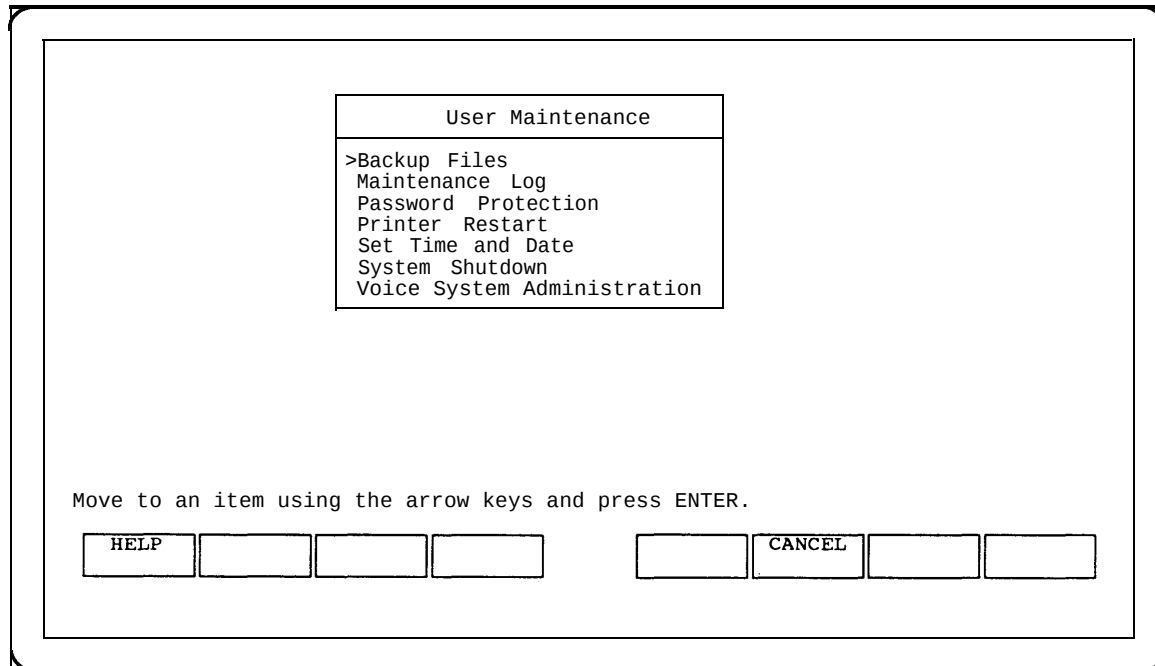
Move to an item using the arrow keys and press ENTER.

HELP							

Screen 4-4. Integrated Solution III Main Menu

2. At the Integrated Solution III Main Menu, move the cursor to User Maintenance and press **ENTER**.

The User Maintenance Menu appears.



Screen 4-5. User Maintenance Menu



NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to **Maintenance Log** and press **ENTER**.

The Maintenance Log Menu appears.

Maintenance Log
>Administer CAS Alarm Levels
Disk Usage Raport

Move to an item using the arrow keys and press ENTER.

HELP					CANCEL			
------	--	--	--	--	--------	--	--	--

Screen 4-6. Maintenance Log



NOTE:

The **Administer CAS Alarm Levels** option appears only if both CAS and AUDIX Voice Power preinstalled.

4. At the Maintenance Log Menu, move the cursor to **Disk Usage Report** and press **ENTER**.

The Disk Usage Report appears.

Disk Usage Report	
HARD DISK SIZE:	202.00 MB
System Partition Size:	90.25 MB
System Partition Remaining:	48.05 MB
Voice Partition Size:	13 Hours 12 Minutes
Voice Partition Remaining:	11 Hours 25 Minutes

Screen 4-7. Sample Dick Usage Report

The report will look different depending on the hard disk size of the Master Controller. Warning messages for low partition space are displayed if available disk space is less than the system thresholds. Voice Partition information will be displayed only if you are using AUDIX Voice Power.

If the System Partition Warning (******* Warning System Space is Low**) is displayed, the disk may contain too many call detail records or faxes (incoming or outgoing). This message appears if the amount of space remaining is less than 4 MB. Refer to the *AT&T Call Accounting System (CAS) Integrated Solution User's Guide* (Document No. 585-247-120) for instructions on how to remove old call detail records. Refer to the *AT&T FAX Attendant System™, Release 2.1.1, System Manager's Guide* (Document No. 555-007-100) for instructions on how to remove faxes. See the table on the next page for information on the disk space required in the system partition.

If the Voice Partition Warning (******* Warning Voice Storage Space is Low**) is displayed, the disk contains too many voice mailbox messages. This message appears if the amount of voice storage time is less than 30 minutes. Ask the AUDIX Voice Power subscribers to remove messages from their mailboxes. See the table on the next page for information on the disk space required in the voice partition.

Voice, Fax, and CAS Disk Usage

Assuming each fax page is a full page of text, each fax page requires approximately 40 KB of disk space.

See the following table for additional information on the disk space required for fax pages, voice files, and call detail records. This table also indicates maximum voice hours, fax pages, and call detail records for the Master Controller II+ and the Master Controller III.

Table 4-1. System Capacities

	100 MB Master Controller II+		200 MB Master Controller II+ Master Controller III		500 MB Master Controller III	
	Voice Partition	System Partition	Voice Partition	System Partition	Voice Partition	System Partition
Voice File Disk Usage	maximum 8 hours of voice messages 7 MB per hour	2 bytes per voice message	maximum 12 hours of voice messages 7 MB per hour	2 bytes per voice message	maximum 36 hours of voice messages 7 MB per hour	2 bytes per voice message
Fax Page Disk Usage (MC III only)				maximum: 1000 fax pages, assuming no call detail records 1 MB for 25 full pages of text		maximum: 3000 fax pages, assuming no call detail records 1 MB for 25 full pages of text
Call Detail Record Disk Usage		maximum: 106,000 records 1 MB for 7,000 records		maximum: 212,000 records (Upgrade from System 25 or MERLIN LEGEND, 166,000 records) 1 MB for 7,000 records		maximum: 332,000 records 1 MB for 7,000 records

When you are finished reviewing the Disk Usage Report, press **F6** (CANCEL) to return to the Maintenance Log Menu. Press **F6** (CANCEL) again to return to the Integrated Solution III Main Menu.

Changing Passwords

Access to IS III and each of its applications requires a password. When you log into IS III for the first time, IS III prompts you to create a login password. Also, IS III will prompt you to create a password the first time you access each application.

The following procedure explains how to change passwords, which can be done at any time. If you do not change the login and application passwords from the following procedure, IS III will prompt you to change them every 60 days.

For security reasons, only a technician can delete a password. If you wish to delete a password, contact the AT&T Support Center at 1-600-626-2666 or your AT&T Authorized Dealer.

To be accepted by the system, each password must meet the following criteria:

- Be at least six characters long.
- Contain at least two alphabetic characters.
- Contain at least one numeric or special character.
- Differ from the old passwords by at least three characters.



NOTE:

If you have not already read about security and passwords in Chapter 1, do so before continuing.

To change a password, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

Integrated Solution III
>AUDIX Voice Power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
User Maintenance
Exit

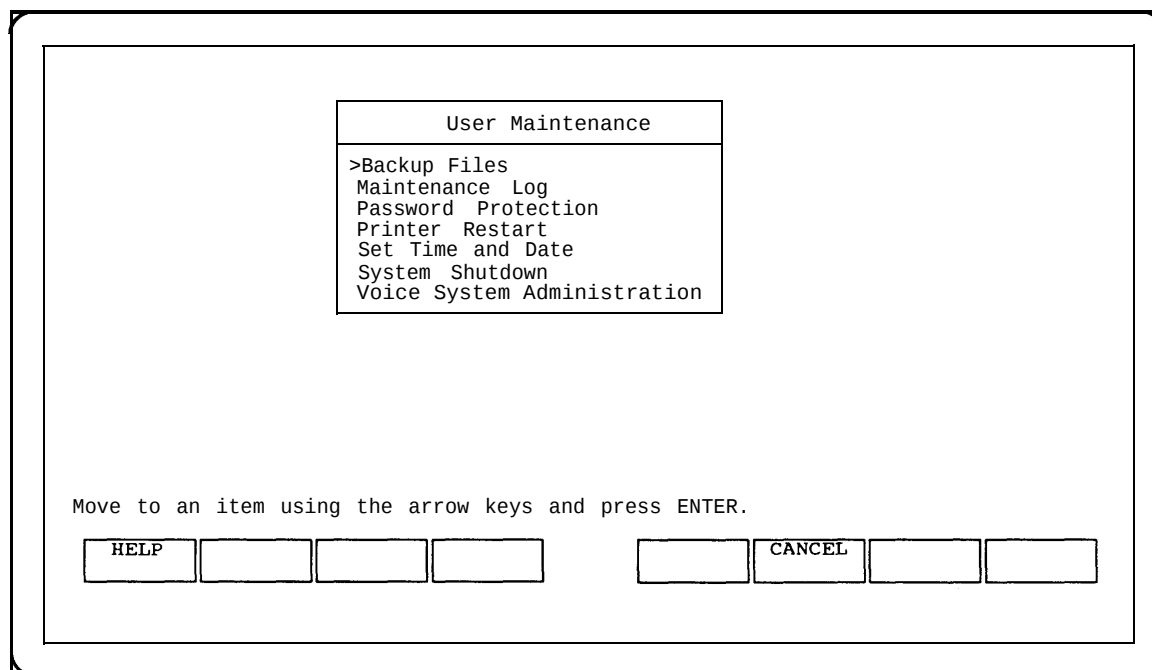
Move to an item using the arrow keys and press ENTER.

HELP

Screen 4-8. Integrated Solution III Main Menu

2. At the Integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER**.

The User Maintenance Menu appears.



Screen 4-9. User Maintenance Menu

3. At the User Maintenance Menu, select **Password Protection** and press **ENTER**.

The Password Protection Menu appears showing all installed applications.

Password Protection
>AUDIX Voice Power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
IS III User Login (is)

Move to an item using the arrow keys and press ENTER.

HELP					CANCEL		
------	--	--	--	--	--------	--	--

Screen 4-10. Password Protection

- At the Password Protection Menu, move the cursor to the item you want, depending on the password that you want to change, and then press **ENTER↵**.



NOTE:

The password for Voice System Administration is the same password for AUDIX Voice Power, FAX Attendant, or AUDIX Voice Power/ FAX Attendant.

The system displays the following prompt

Old Password:

- Type your existing password and press **ENTER↵**.

The system prompts you for your new password.

6. Enter the new password and press **ENTER↵**.

The system responds:

Re-enter new password:

7. Re-enter your new password and press **ENTER↵**.

The system responds:

Password has been changed

Strike ENTER when ready.

8. Press **ENTER↵** to return to the Password Protection Menu.

To continue changing passwords, repeat steps 4 through 8.

When you are finished administering passwords, continue with step 9.

9. At the Password Protection Menu, press **F6** (CANCEL) to return to the User Maintenance Menu.
10. Press **F6** (CANCEL) again to return to the Integrated Solution III Main Menu.



NOTE:

The password changes that you just made take effect only when you exit the Integrated Solution III Main Menu and log in again.

CAS and HackerTracker Alarms

The Call Accounting System sends alarms to the printer and, if AUDIX Voice Power is installed, also sends voice mail alarms to all members of the group list specified for the alarm type. Alarms are sent when hard disk usage exceeds 50%, 75%, and 95% so that previously collected call detail records can be processed and removed to make room for new call detail records, fax messages, and voice messages.



NOTE:

If the disk usage exceeds 95%, CAS will stop collecting call detail records so that the remaining space can be used for fax and voice messages.

The optional HackerTracker also sends printer alarms and, if AUDIX Voice Power is installed, voice mail alarms whenever it detects possible phone abuse or toll fraud as defined by the System Manager. For additional information, see the *HackerTracker™ for Integrated Solution Call Accounting System* document.

Alarms sent to the printer do not require administration. The remainder of this section provides information on the administration of voice mail group lists used for voice mail alarm notification.

To allow generality in how these voice mail alarms are processed, each alarm is sent to a voice mail group list. For each of the three levels of hard disk space alarms and for the HackerTracker alarm, you must specify the voice mail group list owner's extension, the voice mail group list identification, and the extensions of the members of the voice mail group who will receive the alarm messages. The group owner extension and the group list identification should be provided by completing the first column of the CAS Alarm Notification Form provided in Appendix D. Each group list ID can have a maximum of six digits.

The second column of the form should contain the extensions of the AUDIX Voice Power subscribers who will receive the corresponding alarm messages. These extensions are entered when the group list is created via the AUDIX Voice Power touch-tone interface. The group list member extensions are not used during software installation.



NOTE:

The group lists must exist before voice mail alarm notification can occur. In addition, subscriber and other administration may be required for the operation of AUDIX Voice Power.

When you are ready to create or change a CAS alarm group list, use the procedures in the following section. If you need to change the group list or the group list owner's extension, use the procedures in "Setting CAS Alarm Notification." Be sure to update the CAS Alarm Notification Form.

Creating and Changing Group Lists



NOTE:

To change a group owner extension, skip this section and proceed to “Setting CAS Alarm Notification,” later in this chapter.

Use any touch-tone telephone, on- or off-site, to create or change group lists as described below. Complete instructions for creating, scanning, and reviewing group lists are also provided in the *AUDIX™ Voice Power, Release 2.1.1, User's Guide* (Document No. 585-310-521).

1. Log into AUDIX Voice Power as the general mailbox owner.

The AUDIX Voice Power Activity Menu is announced, including the following:

To change password or administer lists, press 5.

2. Press **[5]**.

A submenu is announced, including the following:

To create list, press 1. To scan list, press 2.
To review and modify list, press 3 . . .

3. If you are creating a list, press **[1]**. If you are changing a list, press **[3]**.

You are prompted,

Enter owner's extension and pound sign.
If it's your list, press pound.

4. Enter the group list owner extension indicated on the CAS Alarm Notification Form, and then press **[#]**. If you are the group list owner, and are calling from your extension, just press **[#]**.

The system repeats the group owner's extension and then prompts you to enter the list ID and pound sign.

5. Enter the group list ID that you want to create or change, and then press **[#]**. A group list ID can consist of up to six digits, for example, 123456. In this case, you would press **[1]**, **[2]**, **[3]**, **[4]**, **[5]**, **[6]**, and then press **[#]**.

The system repeats the group list ID and states the number of members already administered.

For example, if you are creating group list ID 123456, the system says,

List 123456 contains zero members.

As another example, if you are changing group list ID 123456 and it already has three extensions (201, 202, and 203), the system says

List 123456 contains three members.
Extension 201.
To skip, press pound sign. To delete press star D.
To add entries, press 1.
If finished reviewing, press star pound sign.

6. If you are changing a group list, perform all deletions within this step. If you are not making any deletions, skip to the next step.
 - a. If you want to delete the extension just announced, press **[*] [D]**. Otherwise, press **[#]** until you hear an extension that you want to delete.
 - b. When you hear an extension that you want to delete, press **[*] [D]**. The system confirms your deletion. Continue making deletions. When finished, continue with the next step.
7. Whether you are creating or changing a list, add all new entries now by pressing **[1]**.

You are prompted,

Enter extension and pound sign; when finished, press star pound sign.

8. Enter the first extension that you wish to add to the group list. For example, press **[2], [0], [1]** and then press **[#]**.

⇒ NOTE:

Any extension that you enter must already exist as a valid AUDIX Voice Power subscriber extension; otherwise, it will be declared invalid and excluded from the group list.

The system repeats the extension you just entered.

9. Enter the next extension, and continue entering extensions until finished.

⇒ NOTE:

If you pause between extensions, the system will prompt you to enter the next extension or finish by entering **[*] [#]**. If you wait too long, the system will disconnect. If this happens, start the procedure again, and check to see if your work was saved by scanning and reviewing the list.

10. When you are finished adding extensions to a list, press **[*] [#]**.

You are prompted,

To review from beginning, press star 1.
If finished, press star pound sign.

11. Review the list that you just created or changed by pressing *** 1**.

The system announces the first extension in the list.
12. Press **#** to accept it and hear the next extension. Delete any extensions that are errors, and add any extensions that you missed.
13. When you are finished, press *** #** to approve the list.
14. Continue adding or creating lists by listening to the prompts and reviewing the steps in this procedure as needed.

When you are finished creating or adding group lists, continue with the next section, "Setting CAS Alarm Notification."

Setting CAS Alarm Notification

When the system is installed, the AT&T Implementor completes the procedure in this section to configure the CAS alarm group lists that you administered. This procedure is necessary to match the CAS alarm levels with the appropriate CAS alarm group lists.

If you add any new group lists or change the group owner extension for an existing group list at any time *after the initial installation*, you must complete the procedure in this section and update the CAS Alarm Notification Form.

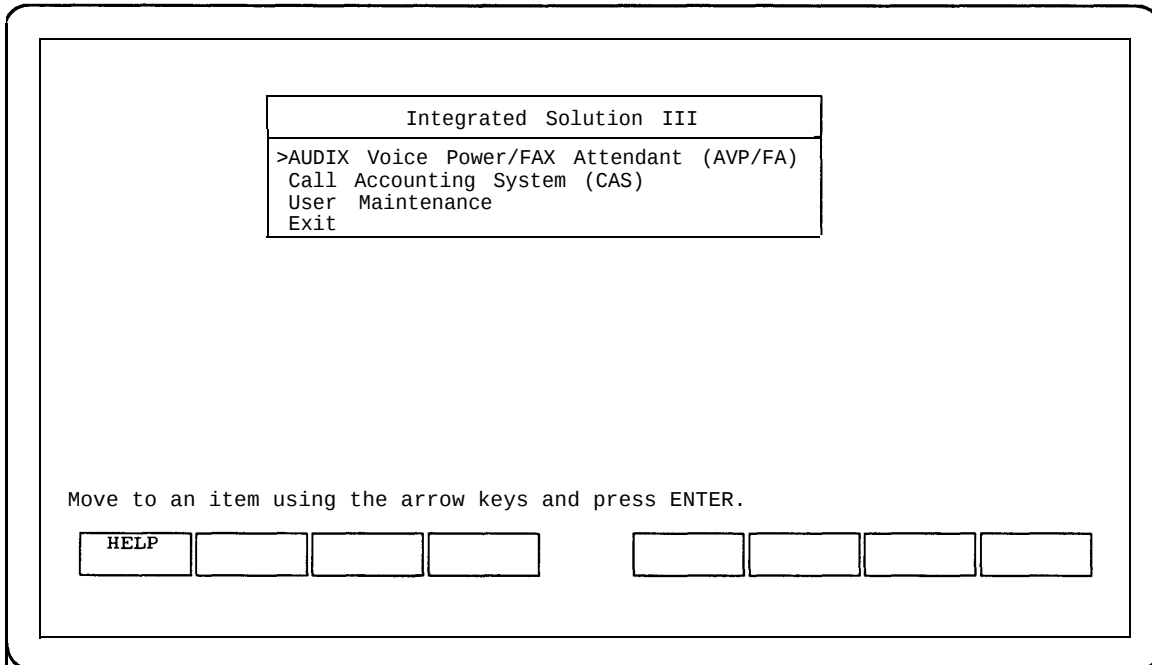
⇒ NOTE:

- If you change a group list only by making changes to the extensions within it, you do not need to perform the procedure in this section. However, you must update the CAS Alarm Notification Form.
- If voice mail alarms are not set, alarm notification will appear on the printer.
- Voice mail alarm notification is possible only if AUDIX Voice Power is installed and administered.

To configure a new CAS alarm group list or a changed group owner extension, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

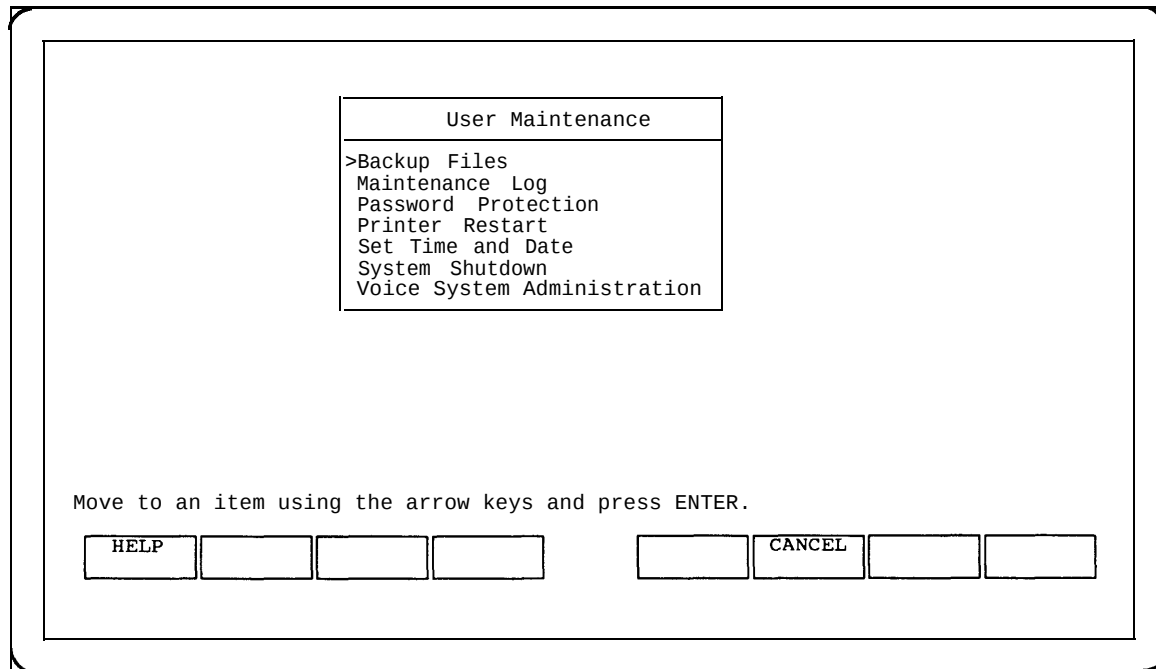
The Integrated Solution III Main Menu appears.



Screen 4-11. Integrated Solution III Main Menu

2. At the integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER↵**.

The User Maintenance Menu appears.



Screen 4-12. User Maintenance Menu

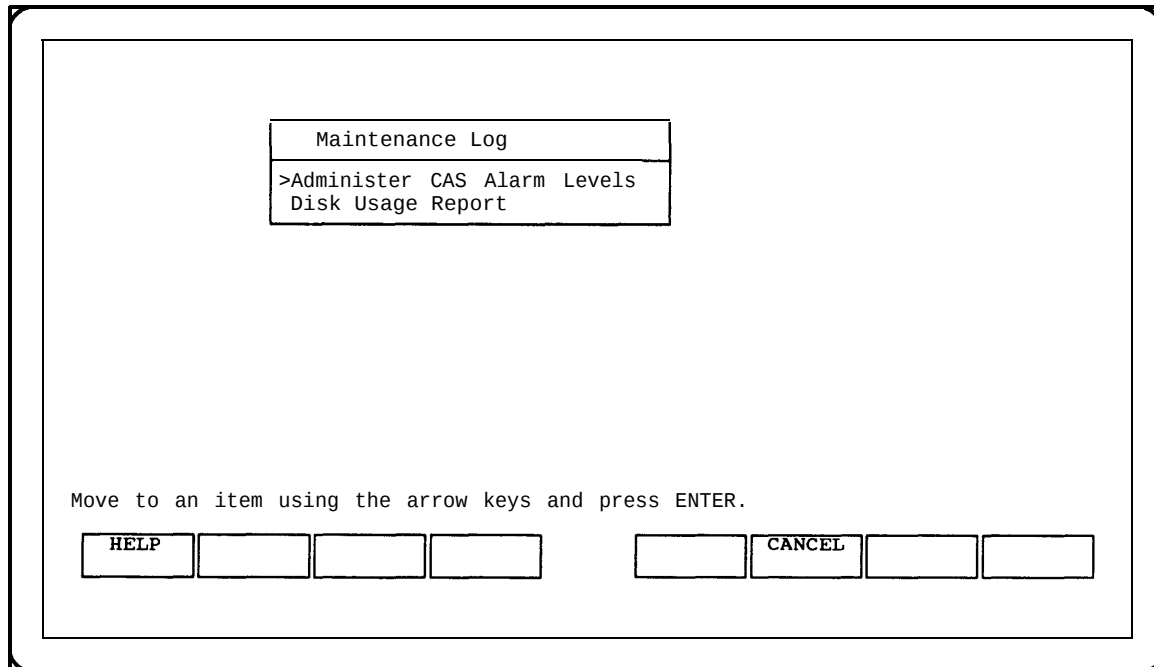


NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to Maintenance Log and press **ENTER**.

The Maintenance Log Menu appears.



Screen 4-13. Maintenance Log Menu



NOTE:

If AUDIX Voice Power is not installed, the **Administer CAS Alarm Levels** item will not appear on the Maintenance Log Menu.

4. At the Maintenance Log Menu, move the cursor to **Administer CAS Alarm Levels** and press **ENTER**.

The CAS Alarm Configuration screen appears.

CAS Alarm Configuration	
CAS Alarm Level:	
Group List ID:	
Group List Owner Extension:	

Press CHOICES to display the list of alarms.

HELP	CHOICES	SAVE			CANCEL		
------	---------	------	--	--	--------	--	--

Screen 4-14. CAS Alarm Configuration

5. Make sure that the cursor is in the **CAS Alarm Level** field, and then press **F2** (CHOICES).

The CAS Alarm Levels screen appears.

CAS Alarm Levels	
>All Alarms	- All CAS Alarms
Warning	- Disk or I-nodes 50% Used
Minor Alarm	- Disk or I-nodes 75% Used
Major Alarm	- Disk or I-nodes 95% Used
HackerTracker Alarm	- Phone Abuse or Toll Fraud Alarm

Move to an item using the arrow keys and press ENTER.

Screen 4-15. CAS Alarm Levels

6. Move the cursor to the alarm you want to set from the CAS Alarm Notification Form and press **ENTER**.

The CAS Alarm Configuration screen returns, and the **CAS Alarm Level** field contains your selection. The following screen shows the HackerTracker Alarm selection.

CAS Alarm Configuration	
CAS Alarm Level:	HackerTracker Alarm
Group List ID:	
Group List Owner Extension:	

Enter the Group List ID for the selected CAS alarm level (use only 0-9).

HELP

CHOICES

SAVE

CANCEL

Screen 4-16. Sample CAS Alarm Configuration

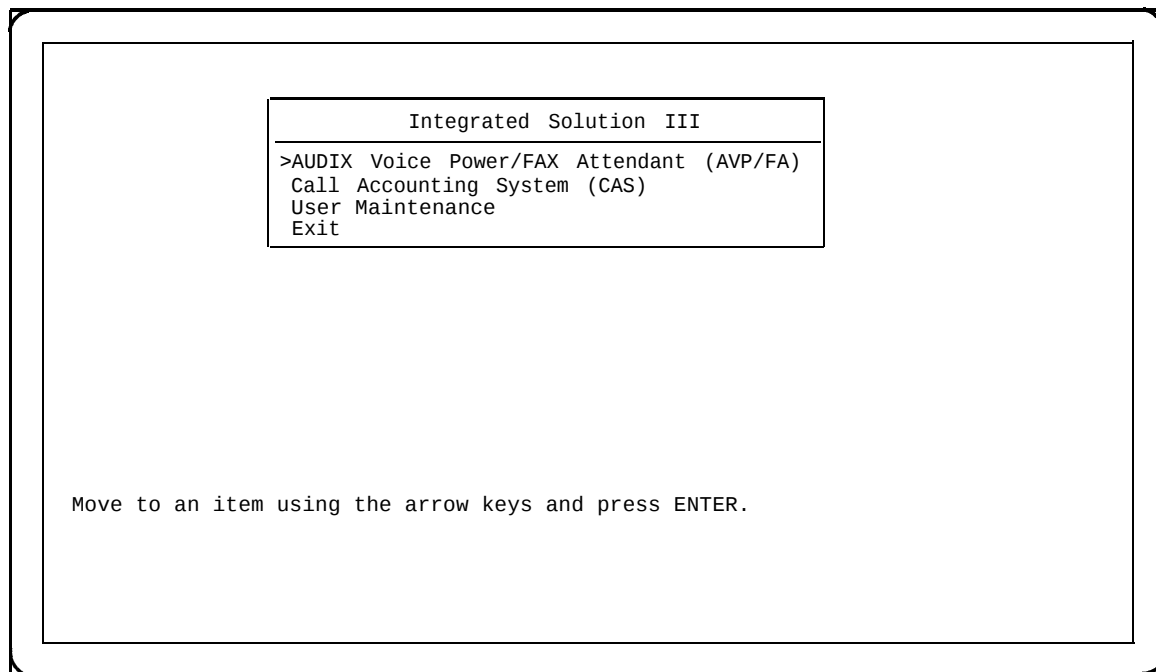
7. Move the cursor to the **Group List ID** field, type the new group list ID from the CAS Alarm Notification Form, and press **ENTER↵**.
8. Move the cursor to the **Group List Owner Extension** field, type the group list owner's extension from the CAS Alarm Notification Form, and press **ENTER↵**.
9. After you have entered the correct information, press **F3** (SAVE) to save the information and return to the Maintenance Log Menu.
10. Configure additional CAS alarms as necessary by repeating steps 4 through 9.
11. When the Maintenance Log Menu appears after your final change, press **F6** (CANCEL) twice to return to the Integrated Solution III Main Menu.

Restarting the Printer Scheduler/Spooler

To restart the printer scheduler/spooler (for example, when you want to remove all jobs from the print queue), perform the following steps:

1. Make sure the printer is turned on and online.
2. Log in and access the Integrated Solution III Main Menu.

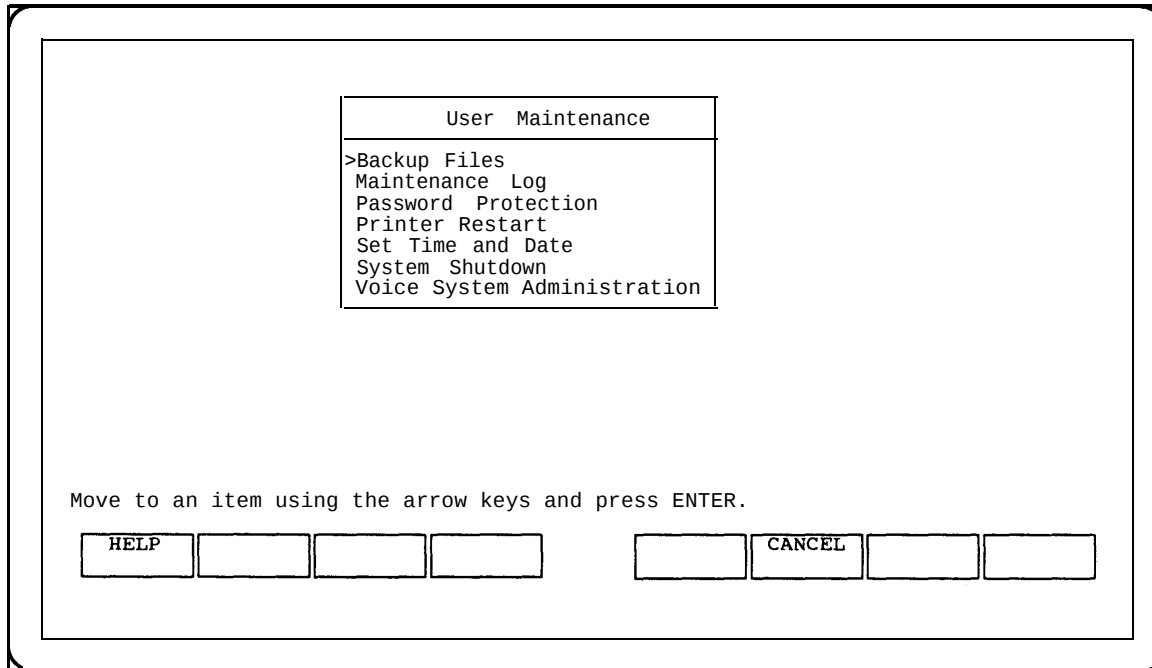
The Integrated Solution III Main Menu appears.



Screen 4-17. Integrated Solution III Main Menu

3. At the Integrated Solution III Main Menu, move the cursor to user Maintenance and press) **ENTER**.

The User Maintenance Menu appears.



Screen 4-18. User Maintenance Menu



NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

4. At the User Maintenance Menu, move the cursor to **Printer Restart** and press **ENTER**.

The Confirm Printer Restart screen is displayed.

Confirm Printer Restart			
Printer Restart will remove all queued printing jobs and attempt to restart the printer. Verify that the printer is connected, turned on, and "Online" or "Ready."			
To continue, press CONT. To stop, press CANCEL.			
Press CONT to restart the printer, or press CANCEL.			
CONT	CANCEL	CONT	CANCEL

Screen 4-19. Confirm Printer Restart Screen

5. Press **F3** (CONT) to restart the printer and return to the User Maintenance Menu.
6. Press **F6** (CANCEL) to return to the Integrated Solution III Main Menu.

Setting the Time and Date

The time and date for IS III must be synchronized with the time and date for your communications system. To check the communications system time and date, see the switch documentation for your system.

To set the time and date for IS III, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

Integrated Solution III	
>	AUDIX Voice Power/FAX Attendant (AVP/FA)
	Call Accounting System (CAS)
	User Maintenance
	Exit

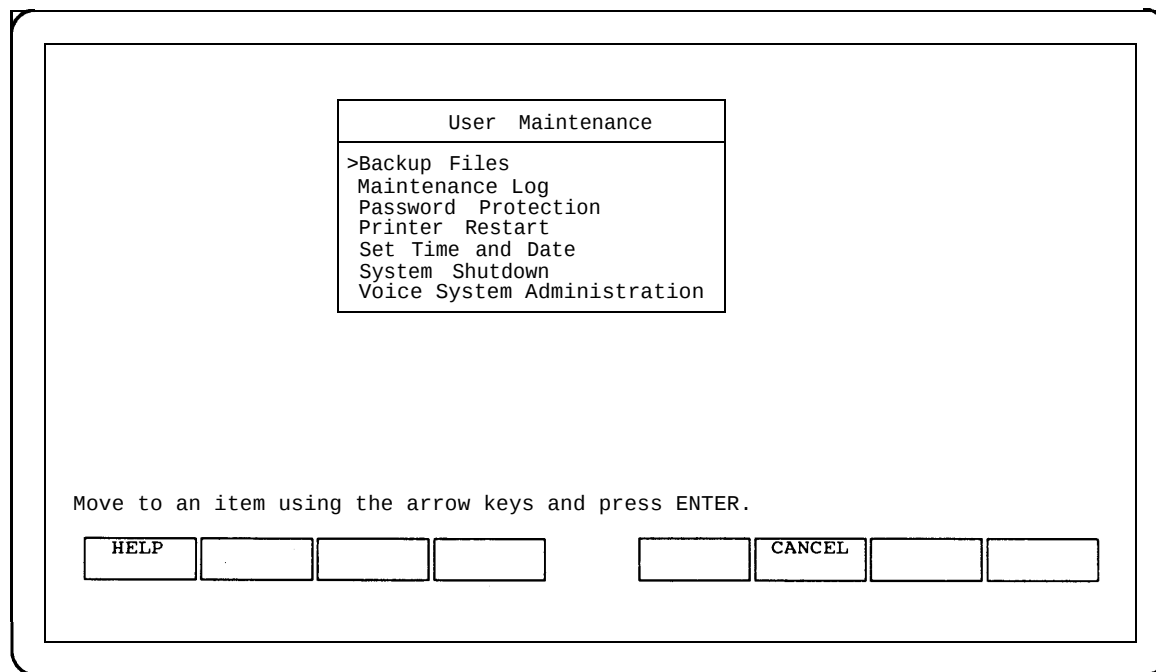
Move to an item using the arrow keys and press ENTER.

HELP							

Screen 4-20. Integrated Solution III Main Menu

2. At the Integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER**.

The User Maintenance Menu appears.



Screen 4-21. User Maintenance Menu



NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to **Set Time and Date** and press **ENTER**.

The Set Time and Date screen appears. The blinking cursor is located under the month.



NOTE:

The information in the fields reflects the most recent setting or the default setting of the time and date.

Set Time and Date	
Date:	May 06, 1993
Time:	03:42
AM/PM:	PM
Is Daylight Savings time ever used?	Yes

Press CHOICES to make a change. Press SAVE when you complete the form.

HELP	CHOICES	SAVE			CANCEL		
------	---------	------	--	--	--------	--	--

Screen 4-22. Set Time and Date Screen

4. To change a field, use **TAB**, **↑**, or **↓** to move to that field, and then press **F2** (CHOICES) to display the choices for that field. For the *month* field, the Choices Menu appears.

Choices		
Jan	May	Sep
Feb	Jun	Ott
Mar	Jul	Nov
Apr	Aug	Dec

Move to a month using the arrow keys and press ENTER.

←

→

↶

↷

↵

↶

↷

↵

Screen 4-23. Choices Menu

5. Press the arrow keys to move to the correct month, and then press **ENTER↵**. The Change Time and Date screen reappears with the month you selected.
6. Press the **↓** key to move to the day of the month field and to advance to each of the following fields. Use the **↑** key to move back to previous fields.
7. After you have entered the correct information, press **F3** (SAVE) to save the information.

The Confirm Time and Date screen appears to confirm the settings you selected.



NOTE:

If you answer yes to the question, **Is Daylight Savings time ever used?**, the time automatically adjusts by one hour at the appropriate times of the year.

Screen 4-24. Confirm Time and Date Screen

8. Press **F3** (CONT) to confirm the settings and return to the User Maintenance Menu.
9. Press **F6** (CANCEL) to return to the Integrated Solution III Main Menu.
10. Log out and then log in for your changes to take effect.

Shutting Down the System



CAUTION:

To protect the data stored on the hard disk, you must perform this procedure must before turning off power to the system and before moving the hardware.

To shut down the system, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.

Integrated Solution III			
>AUDIX Voice Power/FAX Attendant (AVP/FA)			
Call Accounting System (CAS)			
User Maintenance			
Exit			

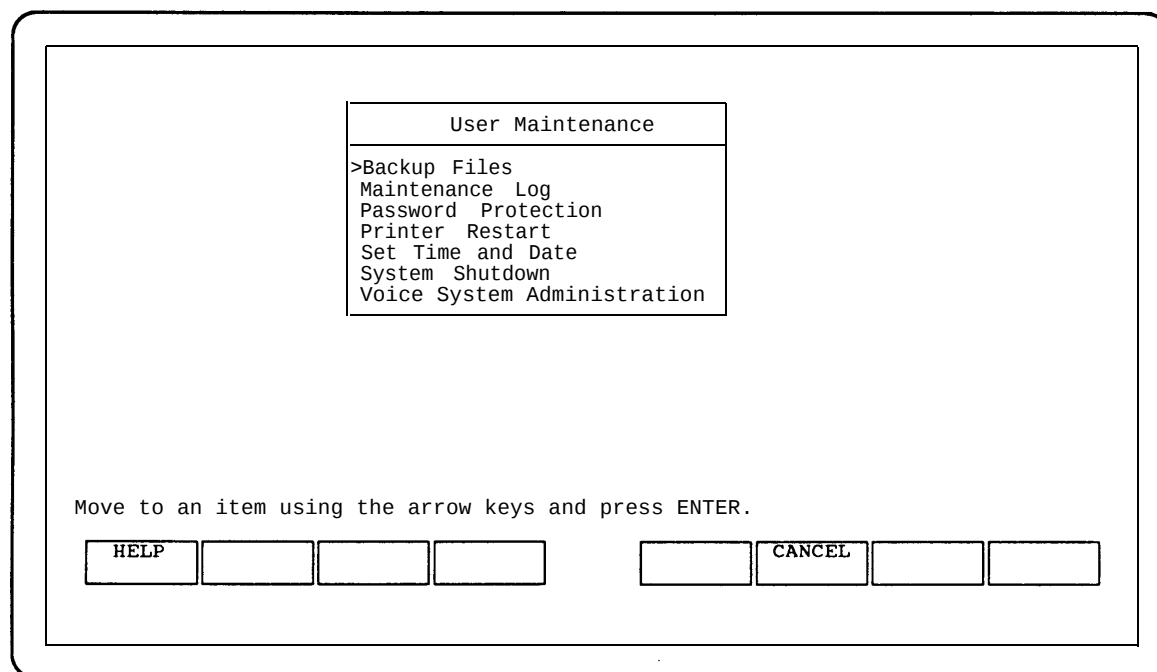
Move to an item using the arrow keys and press ENTER.

HELP							

Screen 4-25. Integrated Solution III Main Menu

2. At the Integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER**.

The User Maintenance Menu appears.



Screen 4-26. User Maintenance Menu

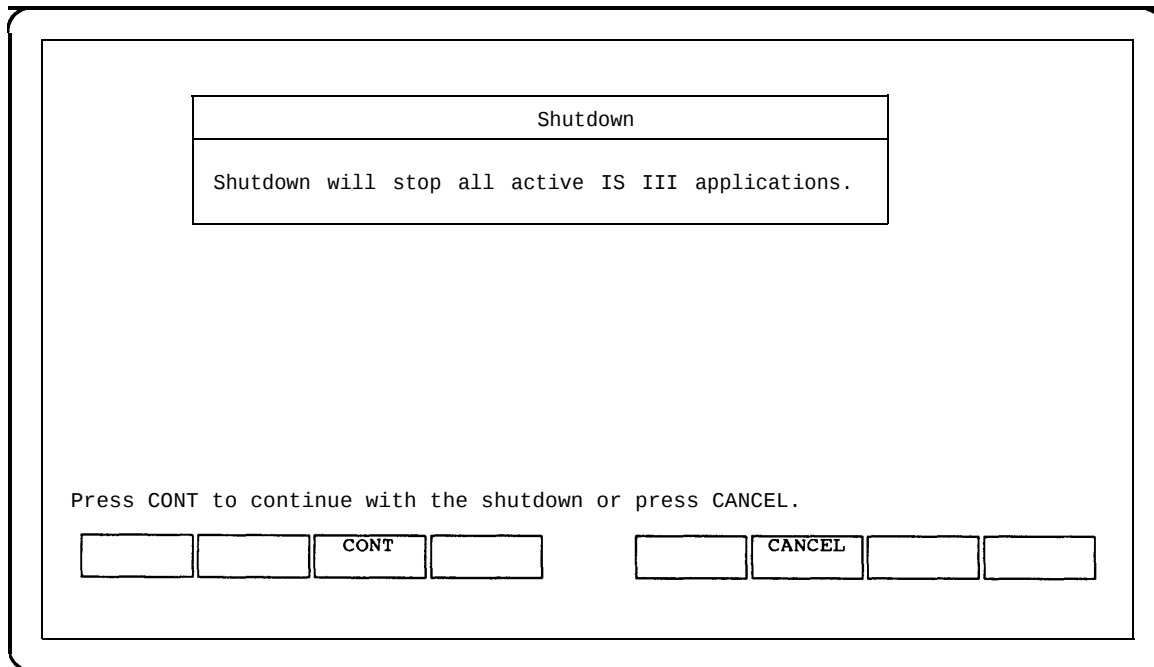


NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to **System Shutdown** and press **ENTER**.

The Shutdown screen appears.



Screen 4-27. Shutdown Screen

4. Press **F3** (CONT) to shutdown the system.

The system starts shutting down. After the shutdown incomplete, the system displays the following message:

The system is down.
Reboot the system now.

5. Turn off the Master Controller.



NOTE:

If you want to reset the Master Controller instead of turning it off, press the Reset button on the Master Controller instead of turning it off. The system will respond by displaying the **Console Login:** prompt when finished rebooting.

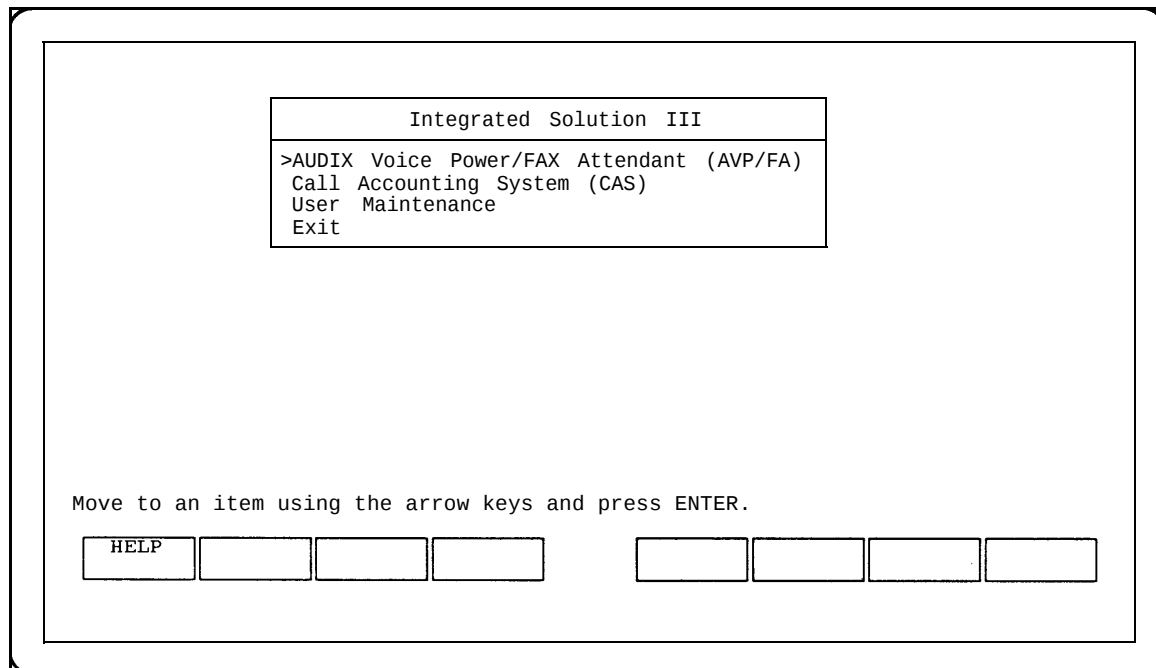
Accessing Voice System Administration

The Voice System Administration option appears if you have AUDIX Voice Power or FAX Attendant installed. Choosing it allows you to access certain administrative functions within the application.

To access Voice System Administration, perform the following steps:

1. Log in and access the Integrated Solution III Main Menu.

The Integrated Solution III Main Menu appears.



The screenshot shows a terminal window titled "Integrated Solution III". Inside the window, there is a menu with the following options:

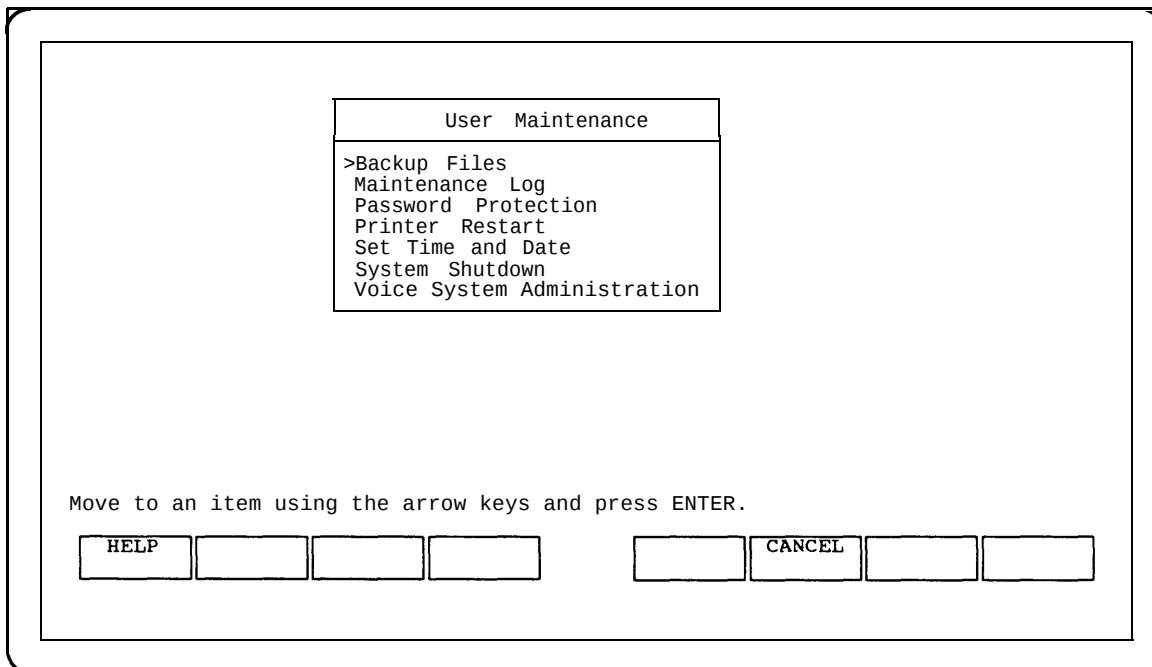
Integrated Solution III
>AUDIX Voice Power/FAX Attendant (AVP/FA)
Call Accounting System (CAS)
User Maintenance
Exit

Below the menu, there is a prompt: "Move to an item using the arrow keys and press ENTER." At the bottom of the screen, there are two rows of input fields. The first row starts with a button labeled "HELP" followed by three empty boxes. The second row consists of four empty boxes.

Screen 4-28. Integrated Solution III Main Menu

2. At the Integrated Solution III Main Menu, move the cursor to **User Maintenance** and press **ENTER**.

The User Maintenance Menu appears.



Screen 4-29. User Maintenance Menu



NOTE:

Voice System Administration appears if AUDIX Voice Power or FAX Attendant is installed.

3. At the User Maintenance Menu, move the cursor to **Voice System Administration** and press **ENTER**.

The Voice System Administration Menu appears.

- If you have already created a password for AUDIX Voice Power or FAX Attendant, the **Password:** prompt appears.
- If you have not yet created a password for AUDIX Voice Power or FAX Attendant, you will be prompted to create a password now. This password should follow all guidelines stated in Chapter 1. If you have not already read these guidelines, do so now. You will use this password for AUDIX Voice Power and FAX Attendant as well.
- If the system determines that your password has expired, you will be asked to change it after entering the *old* password.



NOTE:

You can change this password at any time; you do not have to wait for it to expire. For more information, see “Changing Passwords” earlier in this chapter.

4. Type the same password that you use for AUDIX Voice Power or FAX Attendant and press **ENTER↵**.

For security reasons, your password does not appear on the screen as you type it.

- If you are creating a new password, you will be prompted to re-enter the password. Re-enter it and then press **ENTER↵**.
- If you are changing an existing password, you will be prompted to enter the new password at this time. Type it, press **ENTER↵**, and then re-enter it when prompted. Press **ENTER↵** again.

The Voice System Administration Menu appears.

Voice System Administration
>Application Package Administration
Configuration Management
Reports
Switch Interfaces
System Monitor

Highlight an item and press ENTER.

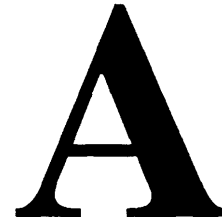
HELP			PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
						FRM-MGMT	CHG-KEYS

Screen 4-30. Voice System Administration Menu

For more information on the Voice System Administration menu options, refer to the *AT&T AUDIX™ Voice Power, Release 2.1.1, System Manager's Guide* (Document No. 585-310-520).

To return to the Integrated Solution III Main Menu, press **F6** (CANCEL).

Appendix A: Master Controller Features



Overview

Your IS III Master Controller hardware consists of the following components:

- Master Controller processor (with hard disk, diskette drive, and tape drive)
- color video monitor
- keyboard
- remote maintenance device

This chapter highlights operational features of these components.



NOTE:

IS III supports two versions of the Master Controller: Master Controller II+ and Master Controller III. Any information that differs between the two processors will be noted.

Master Controller Processor

The Master Controller II+ is an 80386SX-based processor that is delivered with the UNIX System V/386 Release 3.2.2 operating system and appropriate expansion boards already installed. This unit has a total of four expansion board slots; however, only two of the slots are available. The other two slots are occupied by the DCP board and the tape drive controller. The Master Controller II+ is equipped with a 100 MB or 200 MB hard disk, a 1.44 MB 3.5-inch diskette drive, and a 125 MB tape drive.

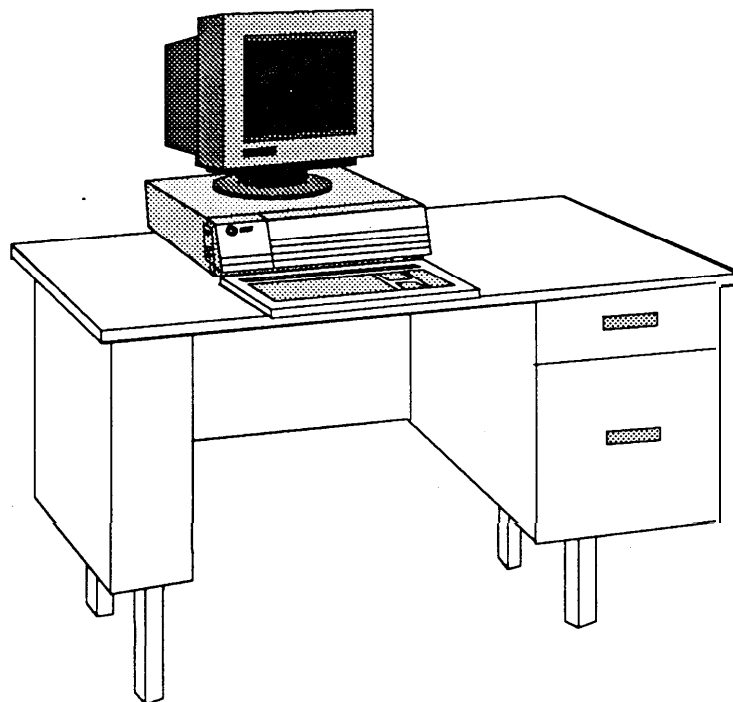


Figure A-1. The Master Controller II+

The Master Controller III is an 80486SX-based processor that is delivered with the UNIX System V/386 Release 3.2.2 operating system and appropriate expansion boards already installed. This unit has a total of eight expansion board slots; however, only five of the slots are available. The other three slots are occupied by the DCP board, the tape controller, and the video display controller. The Master Controller III is equipped with a hard disk (200 MB or 500 MB), a 1.44 MB 3.5-inch diskette drive, and a 250 MB tape drive.

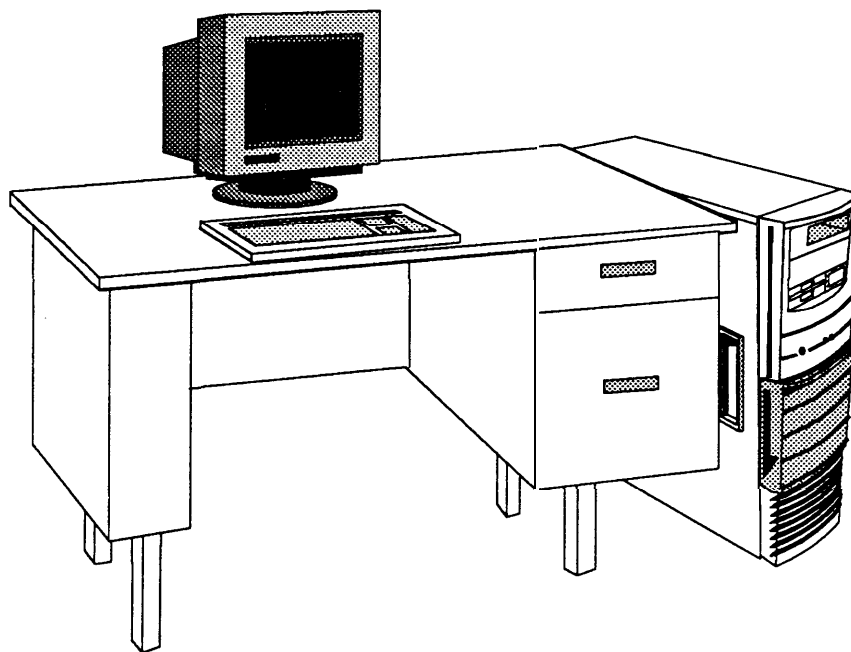


Figure A-2. Master Controller III

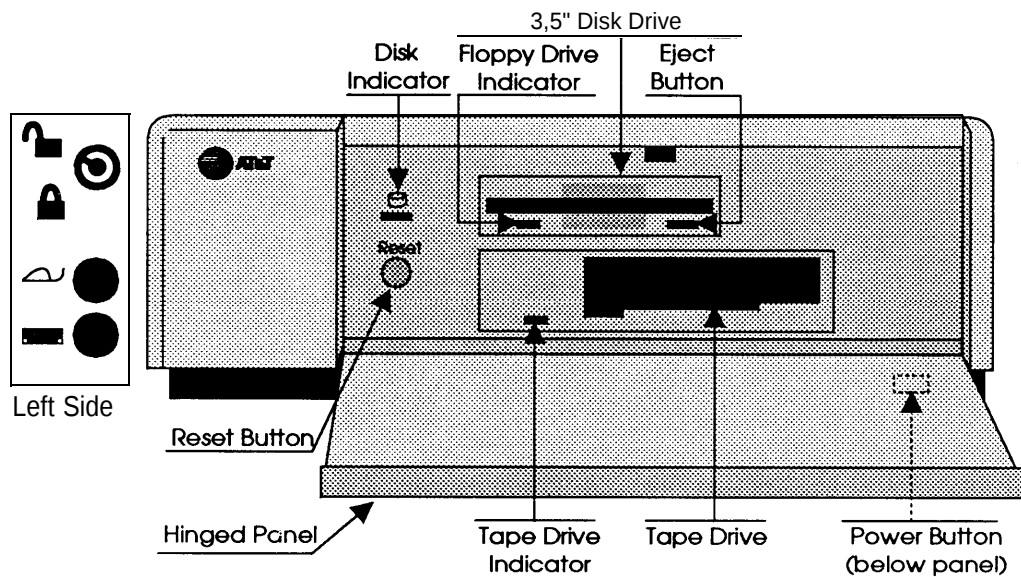


Figure A-3. Master Controller II+ Front Panel

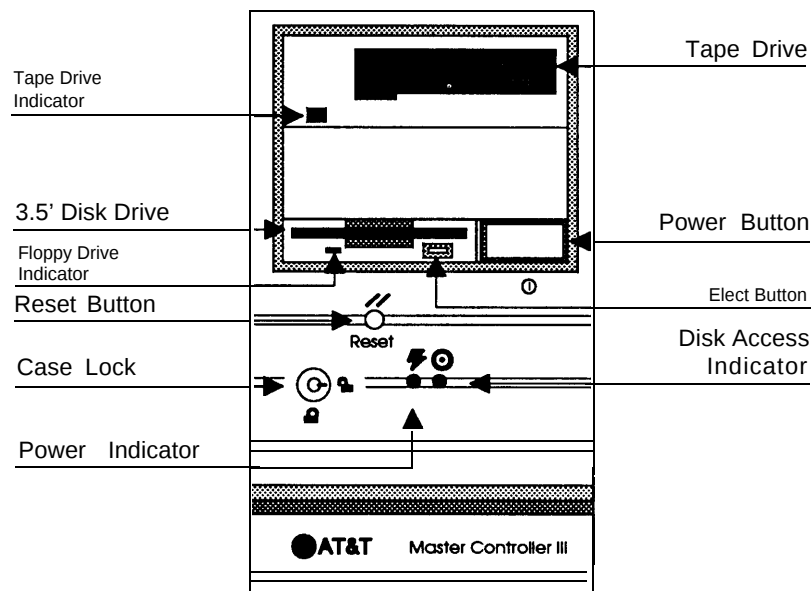


Figure A-4. Master Controller III Front Panel

Reset Button

The Reset button resets the Master Controller and causes the Power On Self-Test to execute. You can use it to restart the system without turning off the power.



CAUTION:

Resetting the Master Controller should always be preceded by a system shutdown as described in Chapter 4.

For the Master Controller II+, the Reset button is inside the door on the front panel (on the left side of the compartment behind the door). (See Figure A-3.)

For the Master Controller III, the Reset button is on the front panel (below the diskette drive). (See Figure A-4.)

Power Button

The power pushbutton turns the system power OFF and ON.



CAUTION:

Shutting the power OFF should always be preceded by a system shutdown as described in Chapter 4.

For the Master Controller II+, the power button is located on the lower right of the system module front panel. (See Figure A-3.)

For the Master Controller III, the power button is located on the front panel, to the right of the 3.5-inch disk drive. (See Figure A-4.)

Drive Indicators

The fixed-disk drive access indicator lights up when a fixed-disk drive is in use.

For the Master Controller II+, the fixed disk drive access indicator is inside the door on the left. (See Figure A-3.)

For the Master Controller III, the fixed disk drive access indicator is on the front panel, next to the power indicator and the case lock. (See Figure A-4.)

The diskette drive access indicator lights up when the drive is in use.

Disk Drive Requirements and Capacities

The Master Controller stores information using a 1.44 MB 3.5-inch high-density diskette drive and a hard disk drive.

The 3.5-inch diskettes supported with IS III are double-sided, high-density (DSHD). Unformatted, these diskettes have a storage capacity of 2 MB. Once formatted, their storage capacity becomes 1.44 MB.

For the Master Controller II+, the fixed-disk drive has a storage capacity of 100 MB or 200 MB.

For the Master Controller III, fixed-disk drives of **200 MB** and 500 MB storage capacity are available.

NOTE:

For information regarding the disk usage requirements and maximum storage capacities for voice messages, fax pages, and call detail records, see "Displaying the Disk Usage Report" in Chapter 4.

Diskette and fixed-disk drives are used to read and write to disks. Fixed-disk media are permanently installed in fixed-disk drives and cannot be removed. Diskettes are inserted and removed as needed. The diskette drive has a release button; press it to eject the diskette.

Diskettes

Preserve the life of diskettes by observing the following guidelines:

- If the diskette's shutter aperture is bent, replace the diskette immediately.
- Clean the read/write heads on the diskette drive periodically.
- Do not put heavy objects on the diskettes.
- Store diskettes in a temperature range between 50 and 125 degrees Fahrenheit (10 and 51 degrees Celsius).
- Do not touch the media inside the diskette housing.
- Keep diskettes away from magnetic fields.
- Protect diskettes from dust; avoid dusty environments in general.

Write-protection prevents inadvertent writing or deleting of data on diskettes. If a diskette is write-protected, the diskette drive cannot write to it. To write-protect a diskette, turn it over and slide the write-protect tab so the hole is visible.

To insert the diskette, hold it by the edge and insert it (label side up) into the disk drive until it clicks and locks into place. The release button pops out to indicate that the diskette is inserted properly. The diskettes are protected by a hard plastic case. The spring-plate cover of the head aperture opens automatically when you insert the diskette, and it closes automatically when you remove the diskette from the disk drive.



CAUTION:

DO NOT remove a diskette from the drive when the access indicator light is on. Removing the diskette while the access indicator is on can damage the data on the diskette.

To remove the diskette from the disk drive, press the release button after the access light goes out. The diskette pops out.

Tape Drive Requirements and Capacities

The tape drive is used to save UNIX system files, application program files, administrative files, and voice system files during backup. Removable tape cartridges are used for data storage. The Master Controller III has a 250 MB tape drive, while the Master Controller II+ has a 125 MB tape drive. If a voice or fax application is installed, you will need two tapes for complete system backup; otherwise, one tape is sufficient.

For the Master Controller II+ (with a 125 MB tape drive), we recommend DC6320 tapes, manufactured by 3M.

For the Master Controller III (with a 250 MB tape drive), we recommend DC6525 tapes, also manufactured by 3M.

Tape Cartridge

Follow the recommendations shown below to ensure that your tape cartridges will perform well for as long as possible.

- Store tapes in their protective cases.
- Clean the read-write head as recommended for your tape drive.
- Don't touch the tape itself.
- Don't store the tape cartridge in dusty environments.
- Don't remove the tape cartridge while the drive is moving.
- Don't leave the tape cartridge in the drive when you turn the system off.
- Don't expose the tape cartridge to magnetic or electrical fields or extreme temperatures.

You can write-protect the tape cartridge to reduce the possibility of accidentally writing over or erasing important data. Using a small, non-magnetic, flat blade screwdriver, turn the write-protection screw until the arrow on the screw points to the word "SAFE" on the cartridge.

To load the tape cartridge, orient it with the metal plate down and with the long edge containing the write-protect screw to the left. Push the cartridge into the drive until you feel resistance and then press the cartridge further into the drive until you hear and feel a click. This is a latch. Release the cartridge and it will slide back out slightly and then lock into place.

To remove the tape cartridge, push it fully into the drive until it clicks, and then release it. This causes the cartridge to disengage from the drive and pop out slightly. You may then withdraw it from the tape drive.

Video Monitor

When you log into the system, the video monitor provides prompting information, allows you to see information as you key it into the system, and indicates function key assignments.

Keyboard

The following descriptions of the keys on the keyboard apply only to IS III. Documents that came with your applications describe the functionality of these keys within the application.

Escape Key

The software or operating system determines the function of the **ESC** key. Refer to your operating system and software manuals for an explanation of this key.

Enter Key

After typing a command or a response to a prompt, press the **ENTER** key to the right of the alphanumeric key group to execute the command or send the response to the system. Screen prompts and specific documentation will tell you when to use this key. Some software will prompt you to strike **RETURN**. Use the **ENTER** key in these cases.

Tab Key

The **TAB** key moves the cursor forward to the next field on a line.

Ctrl Key

The keyboard has two **CTRL** (control) keys. These keys are usually interchangeable and used in conjunction with other keys (for example, **CTRL-H**).

Alt Key

The keyboard has two **ALT** (alternate) keys (right and left). Use the **ALT** key in conjunction with the **CTRL** key and the **DEL** keys to reboot the system. However, it is preferable to use the Reset button to reboot the system.

Cursor Control Key Group (Arrow Keys)

The keyboard has two sets of arrow keys that move the cursor. With IS II 1, use the arrow keys that are to the left of the alphanumeric keys.

Function Key Group

The software program or operating system determines the action of the twelve function keys (**F1** to **F12**), at the top of the keyboard. IS III uses only **F1** through **F8**.

Function Keys

When labels appear at the bottom of a screen, they correspond to function keys on the top row of the keyboard. The leftmost label identifies the function of the first function key, **F1**; the key to the right is **F2**; and so on. If the label on the screen is blank, the corresponding function key has no functionality for that screen.

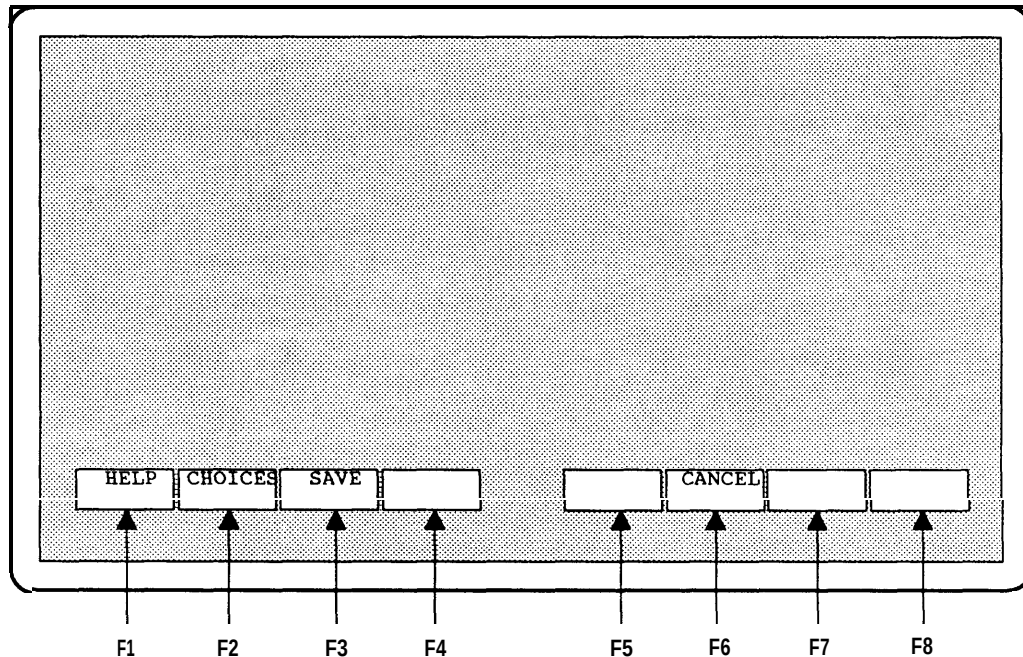


Figure A-5. Relationship between Function Keys and Screen Labels

It is important to remember that these keys do not always perform the same functions, either within the same application or across different applications. Before pressing a function key, check on the bottom of your screen to see which function key is assigned to the function you want to perform.

Remote Maintenance Device

For the Master Controller II+, the remote maintenance device is the RMD, which operates at 1200 bits per second (bps).

For the Master Controller III, the remote maintenance device is the RMD-HS, which operates at transmission speeds up to 9600 bps.

Appendix B: Ordering Information

B

Manuals

In addition to this guide (*Integrated Solution III for System 75 and DEFINITY® Communications System, System Manager's Guide*) and *Integrated Solution III for System 75 and DEFINITY® Communications System Installation and Maintenance* (Document No. 555-230-716), there are other manuals required for detailed information on the DEFINITY system and each IS III supported application package. To order copies of the documents listed below, contact your AT&T sales representative or AT&T Authorized Dealer, or call 1-600-432-6600 (U. S. A.) or 1-800-255-1242 (Canada).

■ System 75

- *AT&T System 75 Implementation Manual, Release 1 Version 3*
Document No. 555-200-652, Issue 3

■ DEFINITY G1

- *AT&T DEFINITY® Communications System Generic 1 and System 75 and System 75 XE Administration and Measurement Reports*
Document No. 555-200-500, Issue 5

■ DEFINITY G3

- *AT&T DEFINITY® Communications System Generic 1 and Generic 3 System Management*
Document No. 555-230-500, Issue 1, January 1992
Document No. 555-230-500ADD, Addendum 1, September 1992
Document No. 555-230-500ADD2, Addendum 2 for DEFINITY G3vs, March 1993
- *AT&T DEFINITY® Communications System Generic 3i Implementation*
Document No. 555-230-650, Issue 1, January 1992
Document No. 555-230-650ADD, Addendum 1, September 1992
Document No. 555-230-650ADD2, Addendum 2, March 1993
Document No. 555-230-650ADD3, Addendum 3 for DEFINITY G3vs, March 1993
- *AT&T DEFINITY® Communications System Generic 1 and Generic 3i System Reports*
Document No. 555-204-510
- *AT&T DEFINITY® Communications System Generic 3r System Reports*
Document No. 555-230-510

- *AT&T Call Accounting System (CAS) Integrated Solution II Planning Guide and Forms*
Document No. 585-247-050
- *AT&T Call Accounting System (CAS) Integrated Solution II Site Installation and Implementation Guide*
Document No. 585-247-010
- *AT&T Call Accounting System (CAS) Integrated Solution User's Guide*
Document No. 585-247-120
- *AT&T Call Accounting System (CAS) Integrated Solution Quick Reference Card*
Document No. 585-247-121
- *HackerTracker™ for Integrated Solution Call Accounting System*
Document No. 585-247-122

- *AT&T AUDIX™ Voice Power, Release 2.1.1, Planning Guide and Forms*
Document No. 585-310-901
- *AT&T AUDIX™ Voice Power, Release 2.1.1, User's Guide*
Document No. 585-310-521
- *AT&T AUDIX™ Voice Power, Release 2.1.1, System Manager's Guide*
Document No. 585-310-520
- *AT&T AUDIX™ Voice Power, Release 2.1.1, Switch Notes for System 75 Communications System*
Document No. 585-310-010

- *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, Planning and Forms*
Document No. 555-007-101
- *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 for System 75 and DEFINITY® Communications System Generic 1 and Generic 3*
Document No. 555-007-201

Appendix C: Terminal Types

C

IS III Terminal Types

This appendix indicates the terminal types that IS III recognizes. In the following table, column 1 indicates the manufacturers, listed in alphabetical order; column 2 indicates the name of the terminal; and column 3 indicates what you enter at the **TERM=** prompt when logging into IS III from a remote PC or terminal. See Chapter 2 for the procedure on logging into IS III remotely.

Manufacturer	Terminal	Your entry at the TERM= prompt
ADDS	Regent Series	<i>regent</i>
	Viewpoint	<i>viewpoint</i>
Ann Arbor	4080	<i>aa or annarbor</i>
ANSI	ANSI	<i>ansi</i>
AT&T	UNIX system 386 console	<i>at386</i>
	4410	<i>4410</i>
	4425	<i>4425</i>
	513	<i>513</i>
	5420	<i>5420</i>
	5620	<i>5620</i>
	605	<i>605</i>

(Continued on next page)

Terminal Types (Continued)

Manufacturer	Terminal	Your entry at the TERM= prompt
AT&T (continued)	615	615
	620	620
	630	630
	715	615
Beehive	Beehive	sb or bh3m or microb
Contel	C300	c300
	C301	c301
Control Data	CDC	cdc456
Data Media	Color Scan 10	cs10
	1520	dm1520
	2500	dm2500
DEC	VT100	vt100
	VT52	vt52
	VT220	vt220
Fortune	Fortune	fortune
General Terminal	100	i100 or gt100
Hazeltine	1000	h1000
	2000	h2000
	Esprit	esprit
Heathkit	Heathkit	h19 or h19-a or heath-ansi
Hewlett-Packard	HP262x where x is a number for example, HP2621	hp262x or 262x where x is a number for example, hp2621 or 2621

(Continued on next page)

Terminal Types (Continued)

Manufacturer	Terminal	Your entry at the TERM= prompt
Lear Siegler	ADM1A	adm1a
Microterm	Microterm	microterm or mime
Perkin Elmer	550	pe550
	1100	pe1100
Sperry	UTS30	uts30
Tektronix	4105	tek4105
	4107 or 4109	tek4107
Teleray	3700	t3700
	3800	t3800
Televideo	912	912b or tvi912
Texas Instruments	700	ti700
	800	ti800
Visual	V50	vi50
	V200	vi200
Zenith	Zenith	z29

Appendix D: CAS Alarm Notification

D

CAS and HackerTracker Alarms

The Call Accounting System sends alarms to the printer and, if AUDIX Voice Power is installed, also sends voice mail alarms to all members of the group list specified for the alarm type. Alarms are sent when hard disk usage exceeds 50%, 75%, and 95% so that previously collected call detail records can be processed and removed to make room for new call detail records, fax messages, and voice messages.



NOTE:

If the disk usage exceeds 95%, CAS will stop collecting call detail records so that the remaining space can be used for fax and voice messages.

The optional HackerTracker also sends printer alarms and, if AUDIX Voice Power is installed, voice mail alarms whenever it detects possible phone abuse or toll fraud as defined by the System Manager. For additional information, see the *HackerTracker™ for Integrated Solution Call Accounting System* document.

Alarms sent to the printer do not require administration. The remainder of this appendix provides information on the administration of voice mail group lists used for voice mail alarm notification. The procedures used to implement the alarm notification are provided in Chapter 4.

To allow generality in how these voice mail alarms are processed, each alarm is sent to a voice mail group list. For each of the three levels of hard disk space alarms and for the HackerTracker alarm, you must specify the voice mail group list owner's extension, the voice mail group list identification, and the extensions of the members of the voice mail group who will receive the alarm messages. The group owner extension and the group list identification should be provided by completing the first column of the CAS Alarm Notification Form provided later in this Appendix. Each group list ID can have a maximum of six digits.

The second column of the form should contain the extensions of the AUDIX Voice Power subscribers who will receive the corresponding alarm messages. These extensions are entered when the group list is created via the AUDIX Voice Power touch-tone interface. The group list member extensions are not used during software installation.



NOTE:

The group lists must exist before voice mail alarm notification can occur. In addition, subscriber and other administration may be required for the operation of AUDIX Voice Power.

Alarm Strategy

The alarm strategy depends upon the size and nature of the business. In general, for a smaller business, use the “All Alarms” option to send all alarms to the same group of persons. For a larger business, use the individual alarm options to send different alarms to different groups of people.

- Use the “All Alarms” option at the top of the CAS Alarm Notification Form to specify the single group list ID and group list owner extension where all alarms will be sent. Do not use the remainder of the form.
- Use the individual alarm specifications at the bottom of the CAS Alarm Notification Form to send each alarm to a different group of people. Do not use the top of the form.
 - Send the initial “Warning” (50% used) disk space alarm to whoever will be responsible for processing and deleting the collected call records.
 - Send the next “Minor Alarm” (75% used) message to the same people, and also to whoever may be “covering” for them if they are out sick or on vacation.
 - Send the final “Major Alarm” (95% used) message to all of these people and to their supervisor as well, so that coverage can be provided even in unusual situations.
 - **Send the HackerTracker alarm directly to whoever is responsible for taking action about phone abuse or toll fraud.**

Suggested Defaults

For convenience in testing, you may want to set the group owner extension to 9999 (the general mailbox) and the group list ID to 999999. For testing, be sure to administer extension 9999 as a member of group list 999999 via the touch-tone interface to AUDIX Voice Power. These values can be reassigned later for actual system operation.

Voice Mail Messages

The following voice mail messages are sent by the Call Accounting System and HackerTracker:

- **HackerTracker Alarm**

"This is an alarm message from the HackerTracker. One of the criteria for detecting phone fraud or abuse has been exceeded. Please retrieve the HackerTracker alarm report immediately from the CAS application and determine the specific conditions that generated the alarm. Toll fraud or phone abuse may have occurred. Please act on this information immediately to prevent further fraud or abuse."

- **Warning—50% Disk Usage**

"This is an urgent message from the Call Accounting System. The call record storage has reached 50% of the allowed capacity. Please back up the CAS system and then delete old call records. Please be sure to restart call processing."

- **Warning—50% Inodes Used**

"This is an urgent message from the Call Accounting System. Call costing may not be running. If you stopped call processing on purpose, please restart it immediately. Otherwise, call the AT&T Help Line immediately to report a potential problem. Ignoring this warning will lead to a system problem."

- **Minor Alarm—75% Disk Usage**

"This is a warning message from the Call Accounting System. CAS call record storage has reached 75% of the allowed capacity. Please back up the CAS system and then delete old call records. Please be sure to restart call processing. CAS will continue to store call records until 95% of the allowed capacity is reached. At 95% capacity, the call record collection process will be stopped resulting in permanent loss of call records from your PBX."

- **Minor Alarm—75% Inodes Used**

"This is a warning message from the Call Accounting System. Call costing may not be running. If you stopped it on purpose, please restart it immediately. Otherwise, call the AT&T Help Line immediately to report the problem. Ignoring this warning can lead to a system lock-up and loss of voice mail. To avoid lock-up, call collection and processing will automatically be halted, resulting in irrecoverable loss of call record data from your PBX."

- **Major Alarm—95% Disk Usage**

"This is an urgent warning from the Call Accounting System. Too many call records are stored on the CAS system hard disk. CAS call record collection has been stopped to prevent system lock-up. New call records are being permanently lost until some old call records are deleted. This action is being taken to prevent system lock-up. Please back up the CAS system and then delete old call records. Please be sure to restart call processing."

■ Major Alarm—95% Inodes Used

"This is an urgent warning from the Call Accounting System. Call accounting has used up more system resources than allocated to it. Call collection and processing has been halted to avoid a system lock-up. You are incurring irrecoverable loss of call records data from your PBX. Please call the AT&T Help Line immediately to report the problem."

CAS Alarm Notification Form

CAS Alarms	AUDIX Voice Power Group Member Extensions
Use this section of the form to send all alarms to the same group list.	
All Alarms Group List ID: _____ Group Owner _____ Extension: _____	
Use this section of the form to send individual alarms to different group lists.	
Warning (50% disk/file usage) Group List ID: _____ Group Owner _____ Extension: _____	
Minor Alarm (75% disk/file usage) Group List ID: _____ Group Owner _____ Extension: _____	
Major Alarm (95% disk/file usage) Group List ID: _____ Group Owner _____ Extension: _____	
HackerTracker Alarms Group List ID: _____ Group Owner _____ Extension: _____	

Index

A

applications,
 co-resident, 3-1
 standalone, 3-1
AUDIX Voice Power, 1-1
 exiting, 3-5

B

backing up files,
 administrative, to diskette, 4-6
backups, 4-2
 administrative files, 4-6
 entire system, 4-10
bps, A-11

C

Call Accounting System (CAS), 1-1
 accessing, 3-10
 exiting, 3-13
 overview, 3-10
call detail record,
 disk space requirements, 4-16
CAS alarms, 3-10
CAS alarm group lists,
 configuring, 4-25
 creating and changing, 4-23
co-resident applications, 3-1
 AUDIX Voice Power/FAX Attendant, 3-4, 3-7
cursor key problems, 2-7

D

Date setting, 4-35
DCP boards, 1-3
disk drive,
 capacities, A-6
 requirements, A-6
disk usage,
 maximum CAS records, 4-16
 maximum voice hours, 4-16
 maximum fax pages, 4-16
Disk Usage Report,
 displaying, 4-12
 warning messages, 4-15
diskettes, A-7
drive indicators, A-6

F

Fax disk usage, 4-16
FAX Attendant,
 accessing, 3-6
 exiting, 3-9
function keys, A-10
 problems, 2-7

G

group lists,
 configuring, 4-25
 creating and changing, 4-23

H

HackerTracker, 3-10
 CAS menu item, 3-13
help, on-line, 2-8

I

Is III,
 applications supported, 1-1
 logging into, 2-1
 logging out, 2-10

L

logging into IS III,
 locally, 2-2
 remotely, 2-4
login procedure, 2-1
logout procedure, 2-10

M

Master Controller, 1-2
 components, A-1

O

on-line help, 2-8

P

password,
 AUDIX Voice Power/FAX Attendant, 3-4, 3-7
 CAS, 3-12
 logging into IS III locally, 2-2
 logging into IS III remotely, 2-4
passwords, 1-4
 changing, 4-17
 criteria, 4-17
power button, A-5
print scheduler/spooler,
 restarting, 4-32
problems,
 keys, 2-7
 screen display, 2-7

R

remote maintenance device, A-11
remote access, 2-4
 problems, 2-6
reset button, A-5
RMD, A-11
RMD-HS, A-11

S

scheduler/spooler, 4-32
screen display problems, 2-7
screen navigation, 2-7
security, 1-4
shutdown,
 procedures, 4-40
standalone applications, 3-1
 FAX Attendant, 3-9
system manager,
 responsibilities, 1-2, 4-1
system backup to tape, 4-10

T

tape cartridge, A-6
tape drive,
 capacities, A-6
 requirements, A-6
TERM= prompt, 2-5, C-1
time and date,
 setting, 4-35
toll fraud, 1-7
transferring calls,
 toll fraud, 1-7

V

voice file,
 disk space requirements, 4-16
Voice System Administration,
 accessing, 4-43