

Lucent Technologies
Bell Labs Innovations



Integrated Solution II

for MERLIN LEGEND™ Communications System

System Manager's Guide

555-600-726
Issue 1

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Introduction

1

Integrated Solution II (IS-II) allows you to update and maintain features of your telephone network by combining the power of your AT&T MERLIN LEGEND™ Communications System and a UNIX®-based computer with advanced telephony software. IS-II, in conjunction with the MERLIN LEGEND Communications System, allows you to easily make updates and changes to your telephone system by making selections from menus on your computer screen.

Using this Guide

At the time you are ready to use this guide, your IS-II system W-II already have been installed and initialized by AT&T personnel or your AT&T-authorized dealer.

Each application supported by IS-II 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-II. Examples of frequently used procedures are included, and when necessary, you will be directed to other related documents.

Packaged with this System Manager's Guide is the *AT&T Integrated Solution II Installation and Maintenance Guide*, which describes installation and maintenance procedures for IS-II hardware, Platform Software, and applications. It is intended for your AT&T technician or your AT&T-authorized dealer.

Included with these documents are four diskettes. The IS-II Platform Software diskette is provided in case you lose all data on the hard disk drive. Three blank diskettes are provided for backing up your administrative and voice system files as part of regular application maintenance. (See "Backing Up Files" in Chapter 5 of this book.)

If you have questions or problems with IS-II that this System Manager's Guide does not resolve, call the AT&T National Hotline at 1-800-626-2888 or your AT&T-authorized dealer.

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 boxes, as in `[ENTER]`.
- Key combinations (holding down one key while pressing another key) are connected with hyphens; for example: `[CTRL] — [ALT] — [DEL]`
- Function keys, with changeable names, appear in boxes, as in `[SAVE]`.

Applications Supported by IS-II

Your IS-II consists of one or more of the following applications:

- **System Programming and Maintenance Utility**
System Programming and Maintenance Utility (SPM) allows you to add, move, and change your telephone features and assignments, and back up and restore the telephone switch system programming information.
- **Call Accounting System (optional)**
With the Call Accounting System (CAS), you can track incoming and outgoing calls 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.
- **Automated Attendant (optional)**
Automated Attendant (AA) is a low-cost solution for businesses requiring less features than those offered with AVP. Calls on specified lines are automatically answered, and callers are directed to the extension number of the person or department they are calling. (You can have either AVP or AA, but not both.)
- **AUDIX™ Voice Power (optional)**
AUDIX Voice Power (AVP) combines features of the Automated Attendant (AA) with an information service, message drop, call answer, and voice mail to retrieve calls and take messages when a user is busy or does not answer. (You can have either AVP or AA, but not both.)

Overview of Integrated Solution II (IS-II)

Your IS-II consists of a processor called the Master Controller II (or II+), a video monitor (monochrome or color), a keyboard, an optional tape drive, IS-II Platform Software, and one or more software application packages. This entire system is connected to your telephone system allowing you to administer your entire telephone system from your keyboard.

⇒ NOTE:

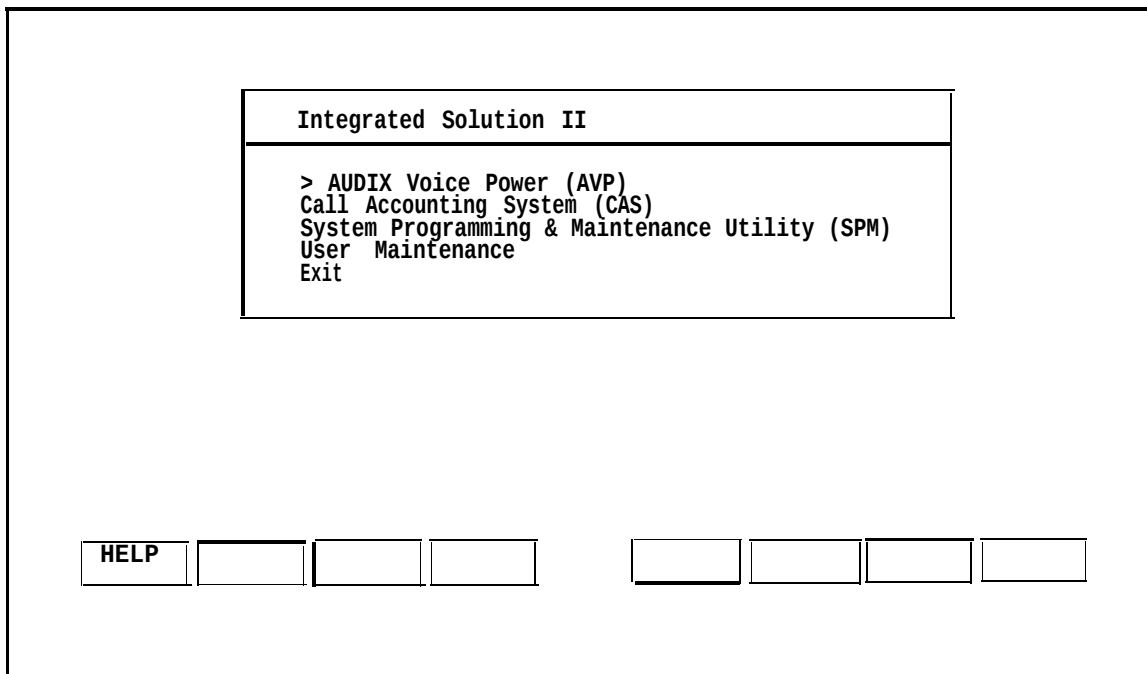
Throughout this guide, references to the Master Controller II apply to the Master Controller II+ as well. Any information that differs between the two processors will be noted specifically for the Master Controller II+.

Administration is an ongoing process by which you make changes to the system (such as adding new employees or changing their extensions) and perform routine user maintenance functions via menus and screens. You can select the function(s) you need to perform from the main menu; then, using this guide in conjunction with the appropriate application guides, you can perform any function on any application.

Once you log in, the IS-II main menu is displayed listing all the applications available to you. A sample IS-II main menu follows.

⇒ NOTE:

Automated Attendant is offered as one of the services in AUDIX Voice Power and as a standalone application on IS-II. If you install AUDIX Voice Power, the Automated Attendant service will be installed automatically; therefore, you cannot install Automated Attendant as a separate application in addition to AUDIX Voice Power. Similarly, if you have already installed the standalone Automated Attendant, you cannot install AUDIX Voice Power as well.



Screen 1-1. IS-II Main Menu

Chapters in this Guide

Chapter 1- Introduction

This chapter offers an overview of the Integrated Solution II including basic components and software applications supported.

Chapter 2- Master Controller II Features

This chapter details system components; explains the keyboard arrangement, function keys, and indicator lights; and shows you how to use the diskettes and disk drive.

Chapter 3- Getting Started

This chapter describes how to logon to the IS-II system and introduces the main menu.

Chapter 4- Administering IS-II Applications

This chapter shows you how to administer each application package and directs you to specific guides for additional information.

Chapter 5- IS-II User Maintenance

This chapter describes how to maintain the system through the User Maintenance menu on the system.

Chapter 6- Exiting from IS-II Applications

This chapter explains how to log off the system properly and exit menus and screens.

Appendix A - Forms

This appendix contains copies of the AVP, AA, and CAS forms that you need to administer these IS-II applications. Additional forms are required for the SPM application and are included in the appropriate Planning Guide for your telephone system.

Appendix B - Ordering Information

This section contains information for ordering additional documents and forms for your IS-II applications and/or system.

Master Controller II Features

2

Introduction

Your IS-II Master Controller II hardware consists of the following components:

- Master Controller II processor (with hard disk and diskette drive)
- Video monitor (monochrome or color)
- Keyboard
- Optional tape drive

This chapter highlights operational features of these components.

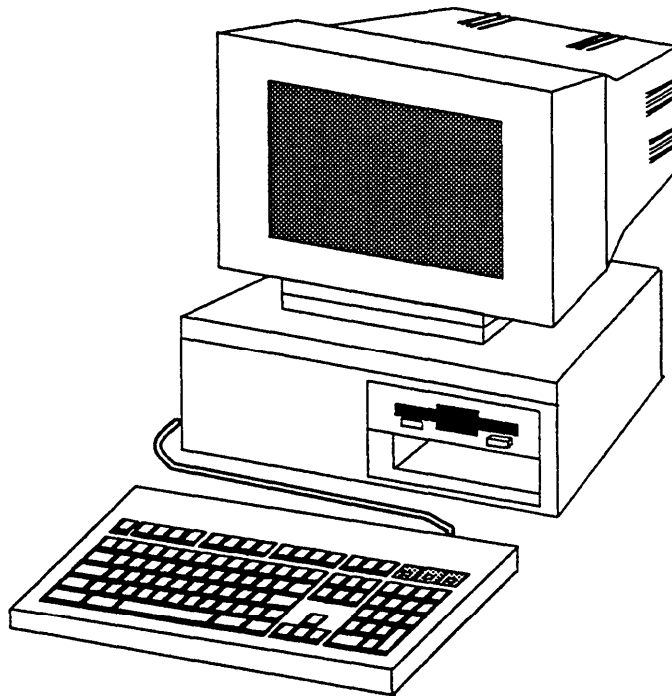


Figure 2-1. The Master Controller II

Master Controller II 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 is equipped with a hard disk and a 3.5-inch diskette drive.



NOTE:

Throughout this guide, references to the Master Controller II apply to the Master Controller II+ as well. Any information that differs between the two processors will be noted specifically for the Master Controller II+.

Reset Button

The reset button (brown) on the front panel resets the Master Controller II and causes the Power On Self-Test to execute. You can use it to restart the system without turning off the power.

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).

Power Button

The power pushbutton is blue and located at the bottom center of the system module front panel; it turns the system power OFF and ON.

NOTE:

Resetting the Master Controller II or shutting the power OFF should always be preceded by a system shutdown as described in Chapter 5, "IS-II User Maintenance."

The power indicator illuminates green when the system module power is on.

For the Master Controller II+, the power button is grey and located on the lower right of the system module; it also illuminates green when the power is on.

Drive Indicators

The fixed-disk drive access indicator (on the lower center panel) illuminates amber (green for the Master Controller II+ and located inside the door on the left) when a fixed-disk drive is in use.

The diskette drive access indicator illuminates amber (green for the Master Controller II+) when the drive is in use. The diskette drive has a release button; press it to eject the diskette.

Disk Drives

The Master Controller II uses diskettes and a hard disk drive to store information. The 3.5-inch diskettes are supported with IS-II. Fixed disk drives of 40MB, 80MB and 200MB storage capacity are available.

NOTE:

For the Master Controller II+, 100MB disk drives are available as well.

Diskette and fixed-disk drives are used to read and write to disks. Fixed-disk media is permanently installed in fixed-disk drives and cannot be removed. Diskettes are inserted and removed as needed.

Diskettes

Preserve the life of diskettes by observing the following guidelines:

- 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).
- Keep diskettes away from magnetic fields.

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 the diskette is inserted properly. The diskettes are protected by a hard plastic case. The spring-plate cover of the head aperture 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 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

The Tape Drive is optional for systems with 40MB and 80MB hard disk drives and is required for systems with 100MB or 200MB hard disks. It is used to save UNIX files, application program files, administrative files, and voice system files during backup.

Removable tape cartridges are used for data storage. Each tape cartridge has the storage capacity of 125MB. If a voice application is installed, you will need two tape cartridges for system backup; otherwise one tape cartridge is sufficient.

Tape Cartridge

Follow the recommendations shown below to insure 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. You may then withdraw it from the tape drive.

Video Monitor

You have either a monochrome or color video monitor attached to your Master Controller II processor. When you log onto the system, information on the screen offers you prompting information, allows you to see information as you key it into the system, and indicates function key assignments (as described in the "Function Keys" section in this chapter).

Keyboard

The keyboard allows you to communicate with the system by entering data or commands. The keyboard contains a microprocessor that communicates with the system module. Each time a key is pressed or released, the keyboard sends a coded message to the system module. These messages are interpreted by software running in the Master Controller II.

The following descriptions of the keys on the keyboard apply only to IS-II. 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.

Alphanumeric Key Group

The alphanumeric keys are similar to the keys on a typewriter. They include alphabetic characters, numerals, punctuation marks, and the spacebar.

Shift Key

The keyboard has two [SHIFT] keys. Use these keys to select uppercase alphabetic characters or the upper label on the numeric or character keys. To use, hold down the [SHIFT] key; then press the desired key.

Caps Lock Key

The [CAPS LOCK] key locks the alphabetic keys in uppercase mode. Press the key again to unlock.

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.

Backspace Key

The [BACKSPACE] key erases the previous character.

Ctrl Key

The keyboard has two [CTRL] (control) keys. These keys are usually interchangeable, but some software programs differentiate between the right control key and the left control key.

You will use the [CTRL] key in conjunction with the [ALT] (alternate) key and [DEL] (delete) keys to reboot the system as described in "Executing System Reset From the Keyboard" later in this section.

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 as described in "Executing System Reset from the Keyboard on the next page.

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. More detailed information about these keys is located in the upcoming section, "Function Keys."

Edit Key Group

The top three keys in this group perform software-defined control functions. These keys are [PRINT SCREEN] , [SCROLL LOCK] , and [PAUSE]

The six keys below the top three keys perform software-defined functions often related to data editing. These keys are [INSERT] , [DELETE] , [HOME] , [END] , [PAGE UP] , and [PAGE DOWN] .

Cursor Control Key Group (Arrow Keys)

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

Numeric Keypad

You can use these keys whenever you need to enter numbers.

NOTE:

The [Num Lock] indicator must be on for the keypad to function in this manner.

Indicator Lights

Separate indicator lights on the keys show the current settings of the [Num Lock] , [Caps Lock] , and [Scroll Lock] functions. When a light is on, the corresponding function is enabled.

Keyboard Operating Procedures

Some common keyboard operating procedures are described in the following paragraphs. Refer to your operating system and software documentation for more information about using the keyboard.

The keyboard sends all keystrokes to the system module as you type. Some software collects these characters without processing them until you end the entry by pressing the [ENTER] key. You can correct typing errors by using the [BACKSPACE] key.

Executing System Reset from the Keyboard

NOTE:

The keyboard reset ends the currently running program without saving the contents of the current system memory. Execute a reset only if you are sure your software has failed.

There are two reset methods: from the keyboard by using the key combination of [CTRL]—[ALT]—[DEL] ; or from the Master Controller II system module reset button.

⇒ NOTE:

Be sure you use the [DEL] key, *not* the [DELETE] key.

To execute a system reset from the keyboard, hold down the [CTRL] and [ALT] keys and then press the [DEL] key. This operation is sometimes called a *soft* reboot. A soft reboot executes a subset of the normal power-on sequence. Use this operation to restart the system after a system shutdown or software failure. Some software failures prevent the soft reboot from working correctly. If the soft reboot does not work, or if the hardware has failed, press the reset button.

⇒ NOTE:

Use reset only when prompted with: You may reboot the system now.

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.

Set Time and Date							
Date: Apr 24, 1990							
Time: 02:10							
AM/FM: FM							
Is Daylight Savings time ever used? Yes							

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

Screen 2-1. 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.

Screen Navigation

To select any item in a menu, you can use the arrow keys to move the cursor or type the first few characters of the menu item until the cursor moves to it.

Whenever you see a screen in this guide that shows two functions in any key at the bottom of the screen, it means that you can access the second row of functions by pressing **[F8]** (CHG-KEYS).

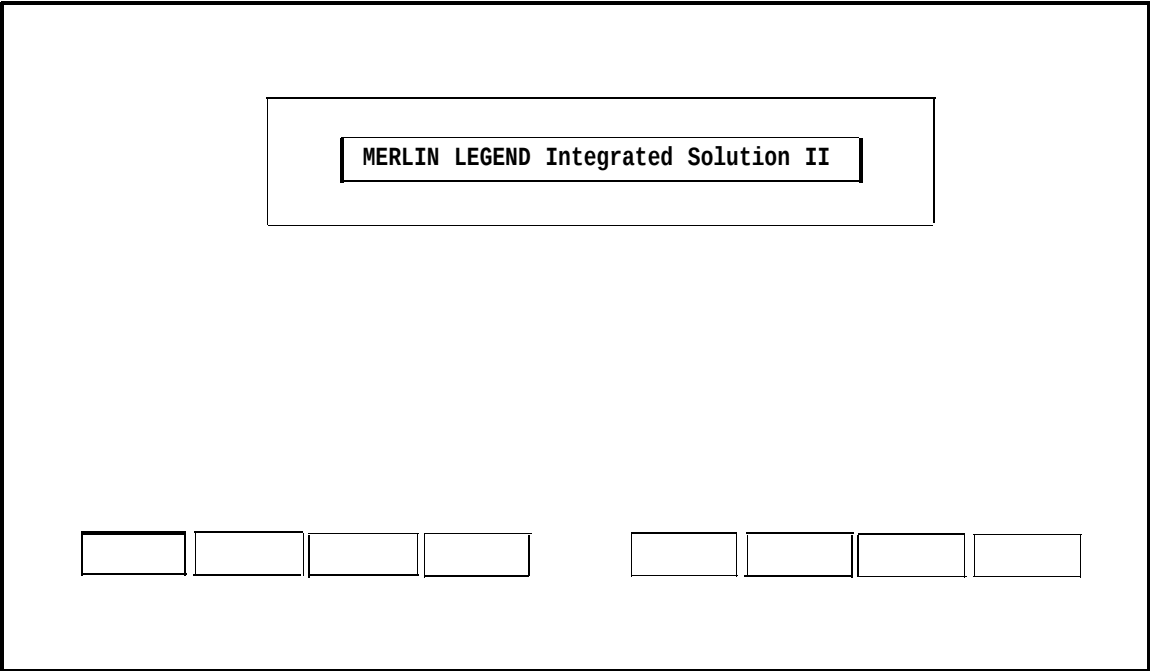
Getting Started

3

This section discusses some of the procedures you will need to know before you begin to enter or make changes to the applications.

Logging In

At the console `Login:` prompt, type *is* and press `[ENTER]`. If a password is required, you will be prompted to enter it. If so, type the password (no characters will display on the screen) and press `[ENTER]`. The screen displays the following:



Screen 3-1. Login Screen

Main Menu

The IS-II main menu is then automatically displayed, listing all the applications that are currently installed. A sample IS-II main menu is shown below.

Integrated Solution II			
>AUDIX Voice Power (AVP) Call Accounting System (CAS) System Program and Maintenance Utility (SPM) User Maintenance Exit			

HELP							
------	--	--	--	--	--	--	--

Screen 3-2. IS-II Main Menu

You can select items from the IS-II Main Menu by using one of two methods:

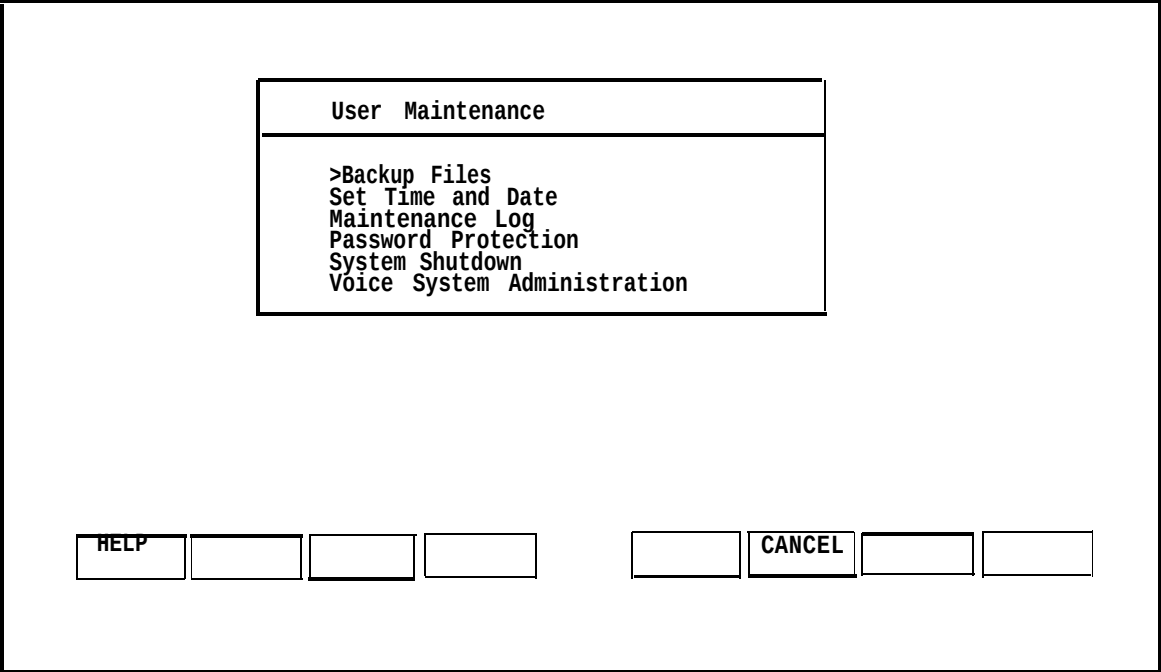
- Press the [↑] or [↓] key to make your selection and then press [ENTER] .
- Type the first few unique letters of your option and then press [ENTER] .

After you select an application, go to the appropriate section in this guide for further assistance.

Setting Time and Date

The time and date for IS-II must be synchronized with the time and date for your system. To set the time and date for IS-II, perform the following procedure

1. Select User Maintenance from the IS-II Main Menu. A screen similar to the following appears:



User Maintenance
>Backup Files
Set Time and Date
Maintenance Log
Password Protection
System Shutdown
Voice System Administration

Screen 3-3. User Maintenance Menu

2. Select Set Time and Date from the User Maintenance menu. The following screen appears.

**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: Jul 06, 1991			
Time: 03:42			
AM/PM: PM			
Is Daylight Savings Time ever used? Yes			

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

Screen 3-4. Set Time and Date Screen

-The blinking cursor will be under the month.

- To change a field, use [TAB], [↑] or [↓] to move to that field; then press [F2] (CHOICES) to display the choices for that field. For the *month* field, the Choices menu appears as follows:

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

					CANCEL		
--	--	--	--	--	--------	--	--

Screen 3-5. Choices Menu

- Press the arrow keys to move to the correct month; then press [ENTER]. The Change Time and Date Screen reappears with the month you selected.
- 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.
- After you have entered the correct information, press [F3] (SAVE) to save the information.



NOTE:

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

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

Confirm Time and Date

The date is July 6, 1991, time is 03:42 PM

You MUST exit Integrated Solution II for any change to take effect.

CONT **CANCEL**

Screen 3-6. 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 IS-II Main Menu.
10. Exit from the IS-II Main Menu; then log in again for your changes to take effect.
11. Refer to Chapter 4, and follow the procedure to synchronize the time and date setting with the MERLIN LEGEND Communications System.

Administering IS-II Applications

4

Administration Procedure

After you log in, the IS-II Main Menu appears listing all the applications available to you. A sample IS-II Main Menu is shown below:

Integrated Solution II			
>AUDIX Voice Power (AVP)			
Call Accounting System (CAS)			
System Programming and Maintenance Utility (SPM)			
User Maintenance			
Exit			

HELP							
------	--	--	--	--	--	--	--

Screen 4-1. IS-II Main Menu

You can select items from the IS-II Main Menu by using one of two methods:

- Press [▲] or [▼] then press [ENTER] when you have made your selection.
- Type the first few unique letters of your option; then press [ENTER] .

**NOTE:**

Although each application has its own documentation, which you will need, be sure to read the appropriate section(s) in this chapter *before* using the application-specific documentation.

System Programming and Maintenance Utility (SPM)

System Programming and Maintenance Utility (SPM) allows you to add, move, and change your telephone features and assignments and back up and restore the telephone switch system programming information on IS-II.

Synchronizing Time and Date

Once you have set the time and date for IS-II (see Chapter 3, "Getting Started"), you must synchronize the settings with the MERLIN LEGEND Communications System as follows. A sample IS-II Main Menu is shown below.

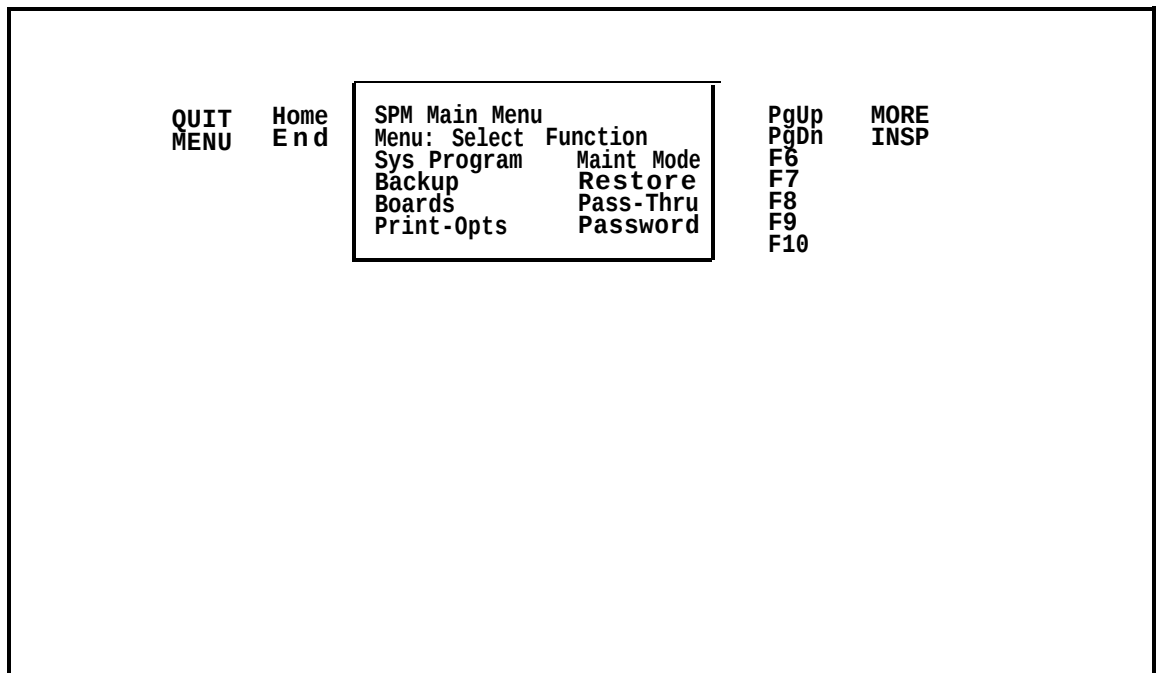
Integrated Solution II			
AUDIX Voice Power (AVP) Call Accounting System (CAS) >System Programming and Maintnenace Utility (SPM) User Maintenance Exit			

HELP

Screen 4-2. IS-II Main Menu

1. Select System Programming and Maintenance Utility (SPM) from the IS-II Main Menu.
 - A welcome screen appears.
2. Press any key to continue.

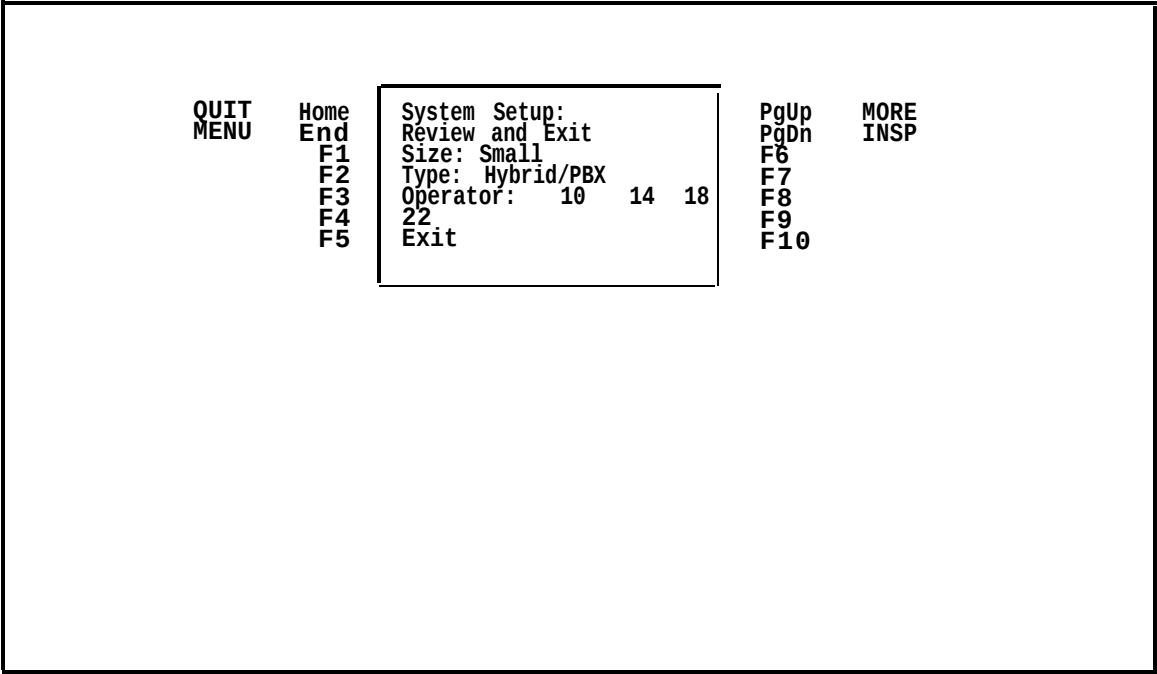
— The System Programming and Maintenance Utility Main Menu appears.



Screen 4-3. SPM Main Menu

3. Press F1 (Sys Program) to continue.

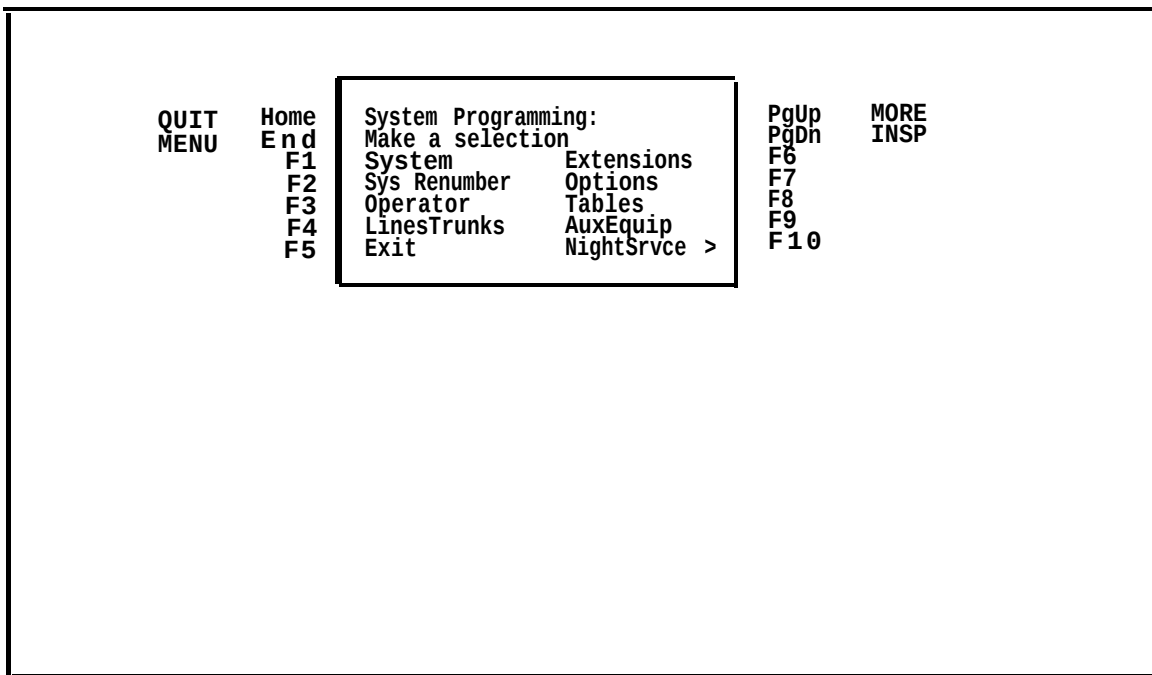
— A System Setup Screen, similar to the following, appears. (The displayed information may differ depending on the configuration.)



Screen 4-4. System Setup Screen

- 4. Press [F5] (EXIT) to continue.

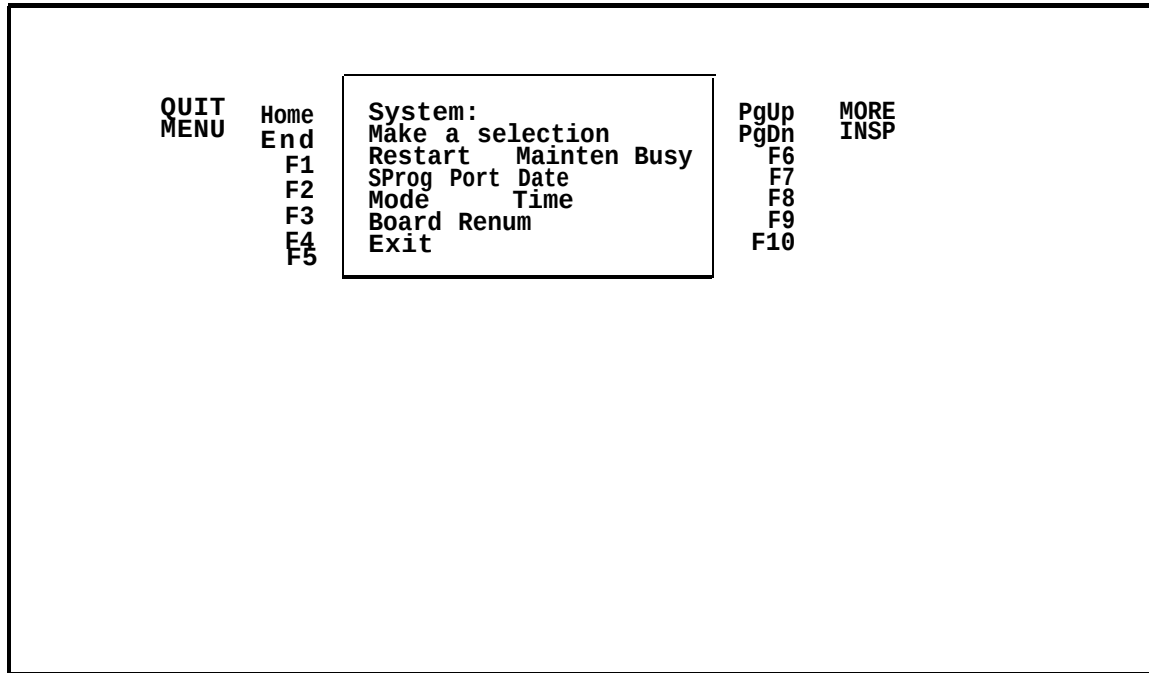
— The System Programming Screen appears.



Screen 4-5. System Programming Screen

5. Press [F1] (SYSTEM) to continue.

— The System Screen appears.



Screen 4-6. System Screen

6. Press [F7] (DATE) to continue.

— The Date Screen appears.

QUIT	Home	Date:	PgUp	MORE
MENU	End	Enter month (00-12)	PgDn	INSP
	F1	Day (00-31) Year (00-99)	F6	
	F2	092190	F7	
	F3	Backspace	F8	
	F4	Exit	F9	
	F5	Enter	F10	

Screen 4-7. Date Screen

7. Use [F4] (BACKSPACE) to backspace over the date as shown; then enter the date as month, day, year (no spaces).
8. Press [F10] (ENTER) to complete the date change.
9. Press [F5] (EXIT) to return to the System Screen.

⇒ NOTE:

If you choose not to change the time, exit the program by pressing [CTRL] — [F10] to return to the IS-II Main Menu.

10. To change the time while on the System Screen, press [F8] (TIME).

— The Time Screen appears.

QUIT	Home	Time:	PgUp	MORE
MENU	End	Enter hour (00-23) and	PgDn	INSP
	F1	minutes (00-59)	F6	
	F2	1821	F7	
	F3	Backspace	F8	
	F4	Exit	F9	
	F5	Enter	F10	

Screen 4-8. Time Screen

11. Use [F4] (BACKSPACE) to backspace over the time as shown; then enter the time as hour and minutes (no spaces).
12. Press [F10] (ENTER) to complete the time change.
13. To leave this screen, press [CTRL] — [F10] to return to the IS-II Main Menu.

Programming MERLIN LEGEND Communications System with SPM

To fully plan and program SPM, refer to the documents listed in the next selection.

Exiting SPM

To exit SPM and return to the IS-II Main Menu, press [Home] .

Related Documentation

The following documents detail planning (for either key or PBX systems), system programming, and reference material; they can be ordered through the AT&T Customer Information Center at 1-800-432-6600. When ordering, use the ordering number given after the document name:

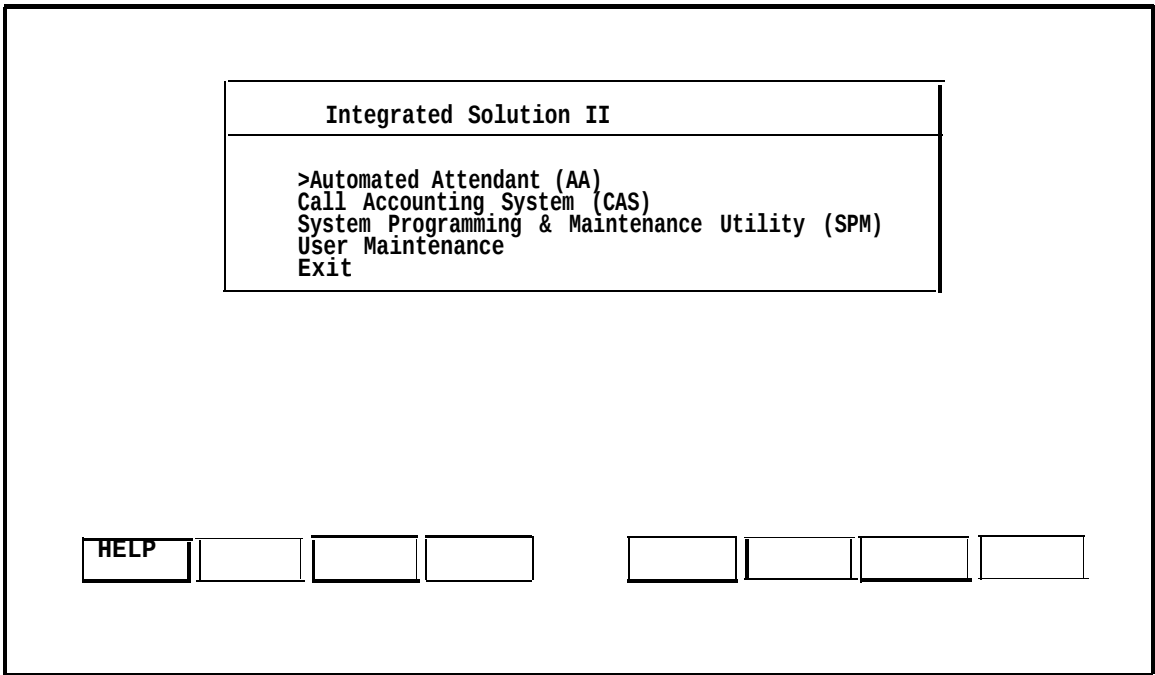
- *AT&T MERLIN LEGEND™ Communications System Key System Planning Guide and Key System Forms*, Doc. # 555-610-112
- *AT&T MERLIN LEGEND™ Communications System PBX System Planning Guide and PBX System Forms*, Doc. # 555-610-113
- *AT&T MERLIN LEGEND™ Communications System: System Programming Guide*, Doc. # 555-610-111
- *AT&T MERLIN LEGEND™ Communications System: System Reference*, Doc. # 555-610-110

Automated Attendant (AA)

Automated Attendant (AA) directs callers through a series of menu selections to reach a desired department, extension, or attendant. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to connect to their desired destination. Announcements can also be recorded for callers.

Accessing AA

After you log in, the IS-II Main Menu appears. If Automated Attendant is installed, it appears as one of your menu selections as shown below:



Screen 4-9. IS-II Main Menu

Select Automated Attendant from the IS-II Main Menu.

— The Voice Power Automated Attendant menu appears:

Voice Power Automated Attendant	
>Automated Attendant Administration Service Administration Registration Subscriber Administration System Parameter Administration	

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

Screen 4-10. Automated Attendant Menu

Administering AA

At this point, you are working within the AA application. The remainder of this section is intended to give you quick access to administrative functions you will perform frequently.

Follow the procedure on the next page if you are using subscriber administration to add or remove an employee or extension from Automated Attendant. To do Automated Attendant, service administrator, system parameter, and other subscriber administration, refer to the Automated Attendant documentation listed at the end of this section.

Adding or Removing Names or Extensions

Before you make any changes, write them on planning Form D1, Subscriber Administration.

To add or remove a name or an extension from Automated Attendant, use the following procedure:

1. From the Voice Power Automated Attendant menu, select Subscriber Administration.
 - The following screen appears:

Subscriber Administration

Extension: _____
Name: _____
Password: _____
Name Addressing Identifier: _____
TT Equivalent of Name Addressing Identifier: _____
Personal Operator: _____
Does the Subscriber have Switch Call Coverage?: _____
If No Call Aoverage, Enter Maximum Rings: _____
Comments: _____

ADD
HELP

DELETE
CHOICES

CHANGE
DB MGMT

DISPLAY
PREV-FRM

MOVE
NEXT-FRM

CANCEL
CANCEL

FRM-MGMT
FRM-MGMT

CHG-KEYS
CHG-KEYS

Screen 4-11. Subscriber Administration Screen

2. Type the information and press [ENTER] after each field. (The “Name” and “Comments” fields are optional.)

3. Perform the appropriate procedure:
 - a. To add a subscriber to AA:
 - Press **[F1]** (ADD).
 - AA will confirm the addition.
 - b. To remove a subscriber from AA:
 - Enter the employee's extension number.
 - Press **[F4]** (DISPLAY) to display the record.
 - If it is the correct record, press **[F2]** (DELETE) to remove it.
 - AA will ask you to type **n** or **y** and then confirm the deletion.

NOTE:

If you make a mistake, use the arrow keys to move to the field with the error; then enter the correct information. If you have already pressed **[F1]** (ADD), enter the extension, press **[F4]** (DISPLAY), make your corrections, and press **[F3]** (CHANGE).

If you have added an incorrect extension, enter that extension and press **[F4]** (DISPLAY) to display the record. If it is the proper record, press **[F2]** (DELETE). If you have mistakenly deleted an extension, you must reenter all the information and press **[F1]** (ADD) again.

- The Confirm screen indicates that a subscriber has been added or removed.

4. Press **[F6]** (CANCEL) repeatedly until the IS-II Main Menu returns.

Changing Subscriber Data

You can change any subscriber data, except the extension, using the procedure below. To change an extension, use the Move Subscriber procedure that follows.

1. From the Voice Power Automated Attendant menu, select Subscriber Administration.
2. Enter the extension number of the record being changed.
3. Press **[F4]** (DISPLAY) to display the record.

4. Use the arrow keys to advance to the appropriate field(s), type the change; then press **[F3]** (CHANGE).

— The Confirm screen appears indicating the change has been made.

NOTE:

If you make a mistake, use the arrow keys to move to the field with the error; then enter the correct information and press **[F3]** (CHANGE) again.

5. Press **[F6]** (CANCEL) repeatedly until the IS-II Main Menu returns.

Moving a Subscriber

At some time, you may need to move a subscriber from one extension to another. To move a subscriber, follow these steps:

1. From the Voice Power Automated Attendant menu, select Subscriber Administration.
 - The Subscriber Administration form appears.
2. Type the old extension number of the subscriber that you want to move.
3. Press **[F4]** (DISPLAY) to display the subscriber information associated with the specified extension number.
 - AUDIX Voice Power fills in the remainder of the Subscriber Administration form with the associated subscriber data.
4. If this is the correct subscriber, press **[F8]** (MOVE) to begin the move. If this is not the correct subscriber, return to step 2.
 - The Move Subscriber form appears.
5. Enter the new extension and press **[F3]** (SAVE).
 - A window appears requesting confirmation of the move.
6. Type **y** to confirm the move (or **n** to cancel the move).
 - A window appears confirming that the move has taken place.
7. Press any key to continue.
 - An empty Subscriber Administration form appears.
8. Repeat steps 2 through 8 until all changes have been made.
9. Press **[F6]** (CANCEL) repeatedly to return to the IS-II Main Menu.

NOTE:

The new extension cannot already be in use within the database. On confirmation, the new extension will inherit voice mail, call-answer greeting, name, and other subscriber attributes of the old extension. The old extension will be deleted from the database.

You cannot move the general mailbox (extension 9999) or the maintenance mailbox (9998) to another extension.

Updating the Database

Once you have administered changes to AA, perform the backup procedure described in Chapter 5, "IS-II User Maintenance," so that you have a backup of the most recent database.

Updating Forms

Any changes made through Subscriber Administration must be recorded on Form D1: Subscriber Administration, which is included in Appendix A of this guide as well as in the *AT&T Integrated Voice Power Automated Attendant Planning Guide and Forms*.

Printing or Displaying the Subscriber List

If you have a working printer connected, you can print a list of the current subscriber database that you can refer to as you are administering the system. After you administer additions, changes, or deletions to the subscriber database, print a hard copy for your records. Then you can refer to the printout before you make further changes to the database.

Use the following procedure to print or display the subscriber list:

1. If you are going to print, make sure the printer is connected and turned on.
2. From IS-II the Main Menu, select Automated Attendant.
3. From the Voice Power Automated Attendant menu, select Subscriber Administration.
4. Press **[F8]** (CHG-KEYS) and then **[F3]** (DB MGMT).
5. To print, select Print Subscriber Database; to display, select Display Subscriber Database.

The following represents a typical subscriber database printout or display:

Ext.	Name	Subscribers List Comments	Name Recorded
201	L. Andrews		Yes
202	J. Asay		Yes
203	R. Bidgood		Yes
204	B. Brown		Yes
205	T. Frissora		Yes
206	G. Jelliff		Yes
207	J. Jenkins	Sys. Admin.	Yes
208	D. Jones		Yes
209	S. Norton		Yes
210	N. Nwobi		Yes
211	C. Rafferty		Yes
212	C. Smith		Yes
213	M. Tetley		Yes
214	Sales Dept.	DGC Acc. Code	Yes
215	Message Drop		Yes
Total Number of Subscribers in the Database: 15			

Screen 4-12. Sample Subscriber List Printout or Display

Exiting Automated Attendant

To exit Automated Attendant, press [F6] (CANCEL) repeatedly until the IS-II Main Menu returns.

Related Documentation

The following documents were packaged with your Automated Attendant system and should be referred to for details on Automated Attendant administration, service administrator registration, subscriber and system parameter administration. If you need to order any of these documents, call the AT&T Customer Information Center at 1-800-432-6600 and use the document order numbers.

- *AT&T Integrated Voice Power Automated Attendant System Manager's Guide*, Doc. # 555-600-728
- *AT&T Integrated Voice Power Automated Attendant Planning Guide and Forms*, Doc. # 555-600-727

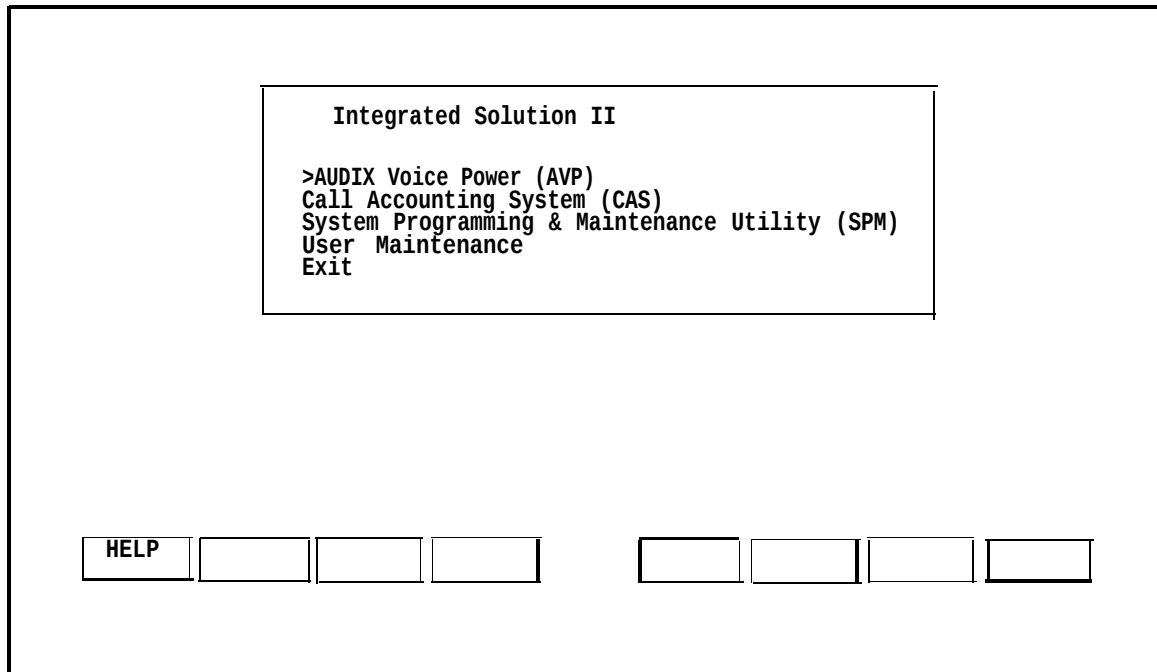
AUDIX Voice Power (AVP)

AUDIX Voice Power offers five unique services:

- **Automated Attendant**
Directs callers through a series of menu selections to reach a desired department, extension, or attendant. Announcements can also be recorded for callers.
- **Information Service**
Allows the system administrator to record a message, such as providing business hours, to play to callers on specified lines. Once the message is played, callers are disconnected.
- **Message Drop**
Allows callers on designated lines to leave a specific message, such as a response to a survey, without connecting them to a department or an individual.
- **Voice Mail**
Enables subscribers within the system to retrieve messages left by callers and allows users to send messages to individuals and groups of people.
- **Call Answer Service**
Acts as a personal answering machine for registered subscribers. Allows callers to leave messages for a department or person when the extension is busy or does not answer.

Accessing AUDIX Voice Power

After you log in, the IS-II Main Menu appears. If AUDIX Voice Power is installed, it appears as one of your menu selections as shown below:



```
Integrated Solution II

>AUDIX Voice Power (AVP)
Call Accounting System (CAS)
System Programming & Maintenance Utility (SPM)
User Maintenance
Exit
```

HELP [] [] [] [] [] [] [] []

Screen 4-13. IS-II Main Menu

Select AUDIX Voice Power from the IS-II Main Menu.

— The following AUDIX Voice Power menu appears:

AUDIX Voice Power	
>Automated Attendant Administration Outcalling Administration Service Administrator Registration Subscriber Administration System Parameter Administration	

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

Screen 4-14. AUDIX Voice Power Menu

Administering AVP

At this point, you are working within the AVP application. The remainder of this section is intended to give you quick access to administrative functions you will perform frequently.

Follow the upcoming procedure if you are using subscriber administration to add or remove an employee or extension from AVP. To do AVP Automated Attendant, outcalling, service administrator, system parameter, and other subscriber administration, refer to the AUDIX Voice Power documentation listed at the end of this section.

Adding or Removing Names or Extensions

Before you make any changes, write them on planning Form D.

To add or remove a name or an extension from AUDIX Voice Power, use the following procedure:

1. From the AUDIX Voice Power menu, select Subscriber Administration.
 - The following screen appears: .

Subscriber Administration			
		Extension:	_____
		Name:	_____
		Password:	_____
		Identifier:	_____
TT Equivalent of	Name	Addressing	Identifier:
		Mode of	_____
		Mailbox Size:	_____min
		Personal Operator:	_____
		Comments:	_____
		Class of Service:	_____
Custom Class of Service Parameters			
Does the Subscriber have		Seitch Call Coverage?:	_____
If No Call Coverage, Enter		Maximum Rings:	_____
		Coverage Service:	_____
		Outcalling Allowed?:	_____
ADD	DELETE	CHANGE	DISPLAY
HELP	CHOICES	DB MGMT	PREV-FRM
		MOVE	CANCEL
		NEXT-FRM	CANCEL
		FRM-MGMT	CHG-KEYS
		FRM-MGMT	CHG-KEYS

Screen 4-15. Subscriber Administration Form

2. Type the information and press [ENTER] after each field. (The -"Name" and "Comments" are optional.)

3. Perform the appropriate procedure:
 - a. To add a subscriber to AVP:
 - Enter the subscriber information; press [ENTER] after each field.
 - Press [F1] (ADD).
 - AVP will confirm the addition.
 - b. To remove a subscriber from AVP:
 - Enter the subscriber's extension number.
 - Press [F4] (DISPLAY) to display the record.
 - If it is the correct record, press [F2] (DELETE) to remove it.
 - AVP will ask you to type **n** or **y** then AVP will confirm the deletion.

NOTE:

If you make a mistake, use the arrow keys to move to the field with the error; then enter the correct information. If you have already pressed [F1] (ADD), enter the extension, press [F4] (DISPLAY), make your corrections, and press [F3] (CHANGE) .

If you have added an incorrect extension, enter that extension and press [F4] (DISPLAY) to display the record. If it is the proper record, press [F2] (DELETE) . If you have mistakenly deleted an extension, you must reenter all the information and press [F1] (ADD) again. (The person whose extension you deleted by error will have lost all greetings and messages.)

- The Confirm screen indicates that a subscriber has been added or removed.
- 4. Press **[F6]** (CANCEL) until the IS-II Main Menu returns.

Changing Subscriber Data

You can change any subscriber data, except the extension, using the procedure below. To change an extension, use the Move Subscriber procedure that follows.

1. From the AUDIX Voice Power menu, select Subscriber Administration.
2. Enter the extension number of the record being changed.
3. Press **[F4]** (DISPLAY) to display the record.
4. Use the arrow keys to advance to the appropriate field(s), type the change; then press **[F3]** (CHANGE).
 - The Confirm screen appears indicating the change has been made.



NOTE:

If you make a mistake, use the arrow keys to move to the field with the error; then enter the correct information and press **[F3]** (CHANGE) again.

5. Press **[F6]** (CANCEL) repeatedly until the IS-II Main Menu returns.

Moving a Subscriber

At sometime, you may need to move a subscriber from one extension to another. To move a subscriber, follow these steps:

1. From the AUDIX Voice Power menu, select Subscriber Administration.
 - The Subscriber Administration form appears.
2. Type the old extension number of the subscriber that you want to move.
3. Press **[F4]** (DISPLAY) to display the subscriber information associated with the specified extension number.
 - AUDIX Voice Power fills in the remainder of the Subscriber Administration form with the associated subscriber data.
4. If this is the correct subscriber, press **[F8]** (MOVE) to begin the move. If this is not the correct subscriber, return to step 2.
 - The Move Subscriber form appears.
5. Enter the new extension and press **[F3]** (SAVE).
 - A window appears requesting confirmation of the move.
6. Type **y** to confirm the move (or **n** to cancel the move).

- A window appears confirming that the move has taken place.
- 7. Press any key to continue.
 - An empty Subscriber Administration form appears.
- 8. Repeat steps 2 through 7 until all changes have been made.
- 9. Press [F6] (CANCEL) repeatedly to return to the IS-II Main Menu.

**NOTE:**

The new extension cannot already be in use within the database. On confirmation, the new extension will inherit voice mail, call-answer greeting, name, and other subscriber attributes of the old extension. The old extension will be deleted from the database.

You cannot move the general mailbox (extension 9999) or the maintenance mailbox (9998) to another extension.

Updating the Database

Once you have administered changes to AVP, perform the backup procedure described in Chapter 5, "IS-II User Maintenance," so that you have a backup of the most recent database.

Updating Forms

Any changes made through Subscriber Administration must be recorded on Form D: Subscriber Administration, which can be found in your *AT&T AUDIX Voice Power Planning Guide and Forms*. A copy of this form is also provided in Appendix A of this guide.

Printing or Displaying the Subscriber List

If you have a printer connected, you can print a list of the current subscriber database that you can refer to as you are administering the system. After making additions, changes, or deletions to the subscriber database, print a hard copy for your records. You can then refer to the printout before making changes to the database.

Use the following procedure to print the subscriber list:

1. Be sure the printer is connected and turned on.
2. From the IS-II Main Menu, select AUDIX Voice Power .
3. From the AUDIX Voice Power menu, select Subscriber Administration .
4. Press [F8] (CHG-KEYS) and then [F3] (DB MGMT).
5. To print, select Print Subscriber Database; to display, select Display Subscriber Database.

The following represents a typical subscriber database printout or display:

<u>Ext.</u>	<u>Name</u>	<u>Subscribers List Comments</u>	<u>Name Recorded</u>
201	L. Andrews		Yes
202	J. Asay		Yes
203	R. Bidgood		Yes
204	B. Brown		Yes
205	T. Frissora		Yes
206	G. Jelliff		Yes
207	J. Jenkins	Sys. Admin.	Yes
208	D. Jones		Yes
209	S. Norton		Yes
210	N. Nwobi		Yes
211	C. Rafferty		Yes
212	C. Smith		Yes
213	M. Tetley		Yes
214	Sales Dept	DGC. Acc. Code	Yes
215	Message Drop		Yes
Total Number of Subscribers in the Database: 15			

Screen 4-16. Sample Subscriber List Printout or Display

Exiting AUDIX Voice Power

To exit AUDIX Voice Power, press [E6] (CANCEL) repeatedly to return to the IS-II Main Menu.

Related Documentation

The following documents were packaged with your AVP system and should be referred to for details on AVP Automated Attendant, outcalling, service administrator, subscriber administration, and system parameter administration. If you want to order a document, call the AT&T Customer Information Center at 1-800-432-6600 and give the order number shown after the document name:

- *AT&T AUDIX Voice Power System Manager's Guide*, Doc. # 555-600-723
- *AT&T AUDIX Voice Power Planning Guide and Forms*, Doc. # 555-600-721

Call Accounting System (CAS)

The Call Accounting System (CAS) allows you to track incoming and outgoing calls in order to provide costing reports and accurate records of phone usage. Using menus and screens, you can update and change the assignments and type of reports that CAS generates.

After you have read the documentation and are familiar with CAS, you can better understand the relationship of the various fields on the CAS screens. For example, if you want to track calls made by each member of your telemarketing group, you would first identify the department (telemarketing), the cost center (new account sales), and then each employee who is in that group. You can identify multiple departments, cost centers, and employees.

NOTE:

Before you administer any changes to CAS, be sure you have synchronized the time and date settings for IS-II and MERLIN LEGEND Communications System. Refer to "Setting Time and Date" in Chapter 3 for details. If the clocks are not synchronized, CAS cannot cost calls correctly.

Administering CAS

At this point, you are working within the CAS application. The remainder of this section is intended to give you quick access to administrative functions you will perform frequently. To fully administer CAS, refer to the documents listed at the end of this section.

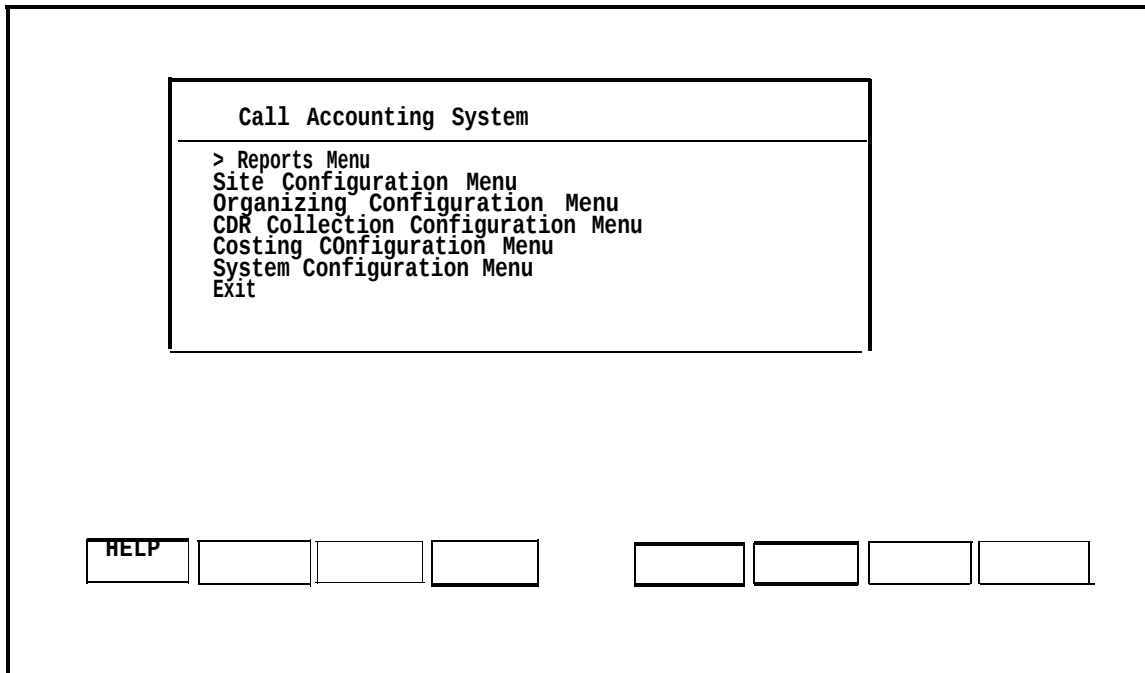
NOTE:

If you need assistance while performing any CAS procedure, press **[CTRL] — [W]** for a help screen.

Adding or Removing Trunks

To add or remove a trunk from an existing site, select Call Accounting System from the IS-II Main Menu.

— The CAS menu appears:



Call Accounting System							
> Reports Menu							
Site Configuration Menu							
Organizing Configuration Menu							
CDR Collection Configuration Menu							
Costing Configuration Menu							
System Configuration Menu							
Exit							

HELP							
------	--	--	--	--	--	--	--

Screen 4-17. Call Accounting System Menu

1. Select the Site Configuration Menu.

— The following screen appears:

Site Configuration	
>Edit Site Information	
Edit Telephone System Configuration	
Edit Account Code Table	
Change Account Code in Call Record	
Install a Site	
Remove a Site	
Site Tables Menu	

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

Screen 4-18. Site Configuration Menu

2. Select Edit Telephone System Configuration.

— The first of four edit screens appears.

-Site Screen

COMMANDS: Query Next Previous Detail Exit Query for record
EDIT TELEPHONE SYSTEM CONFIGURATION - SITE
Site: YOUR COMPANY

Screen 4-19. Edit Telephone System Configuration - Site Screen

3. Select **Detail** to advance to the second screen as shown:

Trunk Group Screen	
COMMANDS: Query Next Previous Add Update Remove Master Detail Exit Find Detail Record	
EDIT TELEPHONE SYSTEM CONFIGURATION - TRUNK GROUP	
Site: YOUR COMPANY NAME	
Trunk Group:	
Facility:	
Number of Trunks:	

Screen 4-20. Edit Telephone System Configuration - Trunk Group screen



NOTE:

The trunk group ???? is a default that stores all unassigned calls; you cannot change this field.

4. Select **Add** to add the group (for example, 1), the facility (for example, CO), and the number of trunks in the group (for example, 3); or select **Remove** to remove information from these fields.

Press **[ENTER]** to advance to the next field.

5. Press **[ESC]** to save the change.



NOTE:

If you make a mistake, press **[CTRL] — [C]** to “cancel” the change.

6. Select **Detail** to advance to the third screen as shown:

-Dial Code Screen	
COMMANDS: Query Next Previous Add Update Remove Master Detail Exit Find Detail Record	
EDIT TELEPHONE SYSTEM CONFIGURATION - DIAL ACCESS CODE	
Site: YOUR COMPANY NAME	
Trunk Group:	
Facility:	
Number of Trunks:	
Dial Access Code:	
Rate (in cents):	
Rate Type:	
Carrier:	
Incoming Calls:	

Screen 4-21. Edit Telephone System Configuration - Dial Access Code Screen

7. Select **Add** to add the next five columns (for example, Dial Access Code *11*, Rate *-1*, Rate Type *not applicable*, Carrier *0*, Incoming Calls *N*), or select **Remove** to remove information from these fields.



NOTE:

When you reach this step, you can have the system provide the following defaults by typing **a**: Dial Access Code [blank] (you must fill this in), Rate Type [-1] (tariff costing), Carrier [0], and Incoming Calls [N]. Use the default settings unless you are aware of a special need in your particular system.

8. Press **[ESC]** to save the change.



NOTE:

If you make a mistake, press **[CTRL] — [C]**.

9. Select **Detail** again to display the final screen. You can define the trunks associated with this dial access code. For example, select **Add** to add 11; then press **[ESC]** to save. Select **Add** again to add 12 and then press **[ESC]**. Once more, select **Add** to add 13; then press **[ESC]** to save (or select **Remove** to remove information from all of these fields).

-Trunk Line Screen

COMMANDS: Query Next Previous Add Update Remove Master Detail Exit
Find Detail Record

EDIT TELEPHONE SYSTEM CONFIGURATION - TRUNK LINE

Site: YOUR COMPANY NAME

Trunk Group:

Facility:

Number of Trunks:

Dial Access Code:

Rate (in cents):

Rate Type:

Carrier:

Incoming Calls:

Trunk Line:

Screen 4-22. Edit Telephone System Configuration - Trunk Line Screen



NOTE:

The trunk line must be entered exactly as reported to your telephone system's call detail record. Also, repeat the facility access code in this field.

10. When you have added all the trunk lines, select **Exit** to exit the screen and return to the Site Configuration menu.



NOTE:

If you are adding more trunk lines, select **Master** to return to the Dial Access Code screen, or select **Master** again to return to the Trunk Group screen; then repeat the steps above.

11. Press **[F6]** (CANCEL) to return to the CAS menu.
12. Select **Exit** to exit CAS.
13. Press **[ENTER]** to return to the IS-II Main Menu.

Adding or Removing Employees from a Cost Center

1. Select Call Accounting System from the IS-II Main Menu.
 - After a welcome screen, the Call Accounting System Menu appears:

Call Accounting System
>Reports Menu
Site Configuration Menu
Organization Configuration Menu
CDR Collection Configuration Menu
Costing Configuration Menu
System Configuration Menu
Exit

HELP							
------	--	--	--	--	--	--	--

Screen 4-23. Call Accounting System Menu

2. Select Organization Configuration Menu to display the Organization Configuration Menu screen.

Organization Configuration

Edit Company Information
Edit Organization Table
Load Organization Table
Move Cost Centers between Departments
Move Extensions between Cost Centers
Move Personnel between Extensions
Directory Tables Menu
Organization Tables Menu

Screen 4-24. Organization Configuration Menu

3. Select Edit Organization Table to display the Edit Organization Table screen as shown on the next page.

-Site Screen

COMMANDS: Query Next Previous Detail Exit Query for record
EDIT ORGANIZATION TABLE - SITE
Site: YOUR COMPANY NAME

Screen 4-25. Edit Organization Table

4. Select **Detail** to advance to the next field. The header will indicate which field is being edited. For example, when you advance to the department field, the header changes to **EDIT ORGANIZATION TABLE- DEPARTMENT**.
5. When you reach this step, the department name is **UNATTACHED**. Perform the appropriate step:
 - Select **Add** to add a record.
 - Select **Update** to update/change a record.
 - Select **Remove** to remove a record.



NOTE:

Anyone not assigned a department or cost center will automatically be added to the Unattached department or UNATTACHED cost center.

-Site Screen

```
COMMANDS: Query Next Previous Add Update Remove Master Detail Exit  
Find Detail Record
```

EDIT ORGANIZATION TABLE - SITE

```
Site: YOUR COMPANY NAME  
Department: UNATTACHED  
Cost Center: UNATTACHED  
Extension: 99999  
Name: UNASSIGNED  
Authorization Code:  
Credit Card Number:  
Carrier:
```

Screen 4-26. Edit Organization Table - Site Screen (Detail)

6. When the appropriate information has been entered, press [ESC] .



NOTE:

If you make a mistake, press [CTRL] — [C] .

7. To exit, select Exit .
— The Organization Configuration Menu appears.
8. Press [F6] (CANCEL) to return to the CAS Menu.
9. Select Exit to exit CAS.
10. Press [ENTER] to return to the IS-II Main Menu.

Updating Forms

It is important that you maintain a written record of any additions, changes, or deletions you make to the Call Accounting System. Therefore, once you have entered a new trunk line or removed one, be sure to update the Telephone System Configuration worksheet that accompanied your Call Accounting System manual.

After you have entered changes, be sure to perform a backup so that you have an archive of the updated database. Likewise, if you have added, changed, or removed a department or employee from the company organization, update the Organization Configuration worksheet that is included with your Call Accounting System manual.

If you need to back up your call records in addition to your administrative files, see "Backing Up the Database" at the end of this chapter. To backup administrative files only, see Chapter 5, "IS-II User Maintenance."

Generating Reports

When you select the Reports Menu from the CAS Main Menu, you can generate many different types of standard CAS reports, specify selection criteria for specific reports that you want to generate, and schedule automatic report generation.

Standard CAS reports are categorized as follows:

- ANI/Demographics
- Account Code
- CDR Analysis
- Organization By Site

To perform report generation activities, do the following:

1. From the IS- II Main Menu, select Call Accounting System and press ENTER .
 - The CAS Main menu appears.

```

MERLIN LEGEND Call Accounting System
>Reports Menu
Site Configuration Menu
Organization Configuration Menu
CDR Collection Configuration Menu
Costing Configuration Menu
System Configuration Menu
Exit

```

HELP [] [] [] [] [] [] [] []

Screen 4-27. Call Accounting System (CAS) Main Menu

**NOTE:**

To cancel any activity, do one of the following:

- Press **[F6]** (CANCEL) if displayed at the bottom of the screen.
- Press **[CTRL] – [C]** (Cancel) if ^C is indicated at the top of the screen.
- Type **e** if Exit is indicated at the top of the screen when ^C is no longer indicated.

2. Select the Reports Menu and press **[ENTER]**.
 - The Reports Menu appears.

Reports
>ANI/Demographics Reports Menu Generate Selection Report Organization By Site Reports Menu Account Code Reports Menu CDR Analysis Reports Menu Schedule Reports

HELP

CANCEL

Screen 4-28. CAS Reports Menu

3. From this screen, you have the following options:
 - Select one of the standard report menus for updating or generating.



NOTE:

When you generate reports, you can send them to a printer, save them to files (overwrite or append), or display them onscreen.

- Select Generate Selection Report to customize reports and generate them.
- Select Schedule Reports to designate automatic generation for any report.

Selecting a Standard Report

To generate one of the CAS standard reports, follow this general procedure:

1. From the Reports Menu, select the standard report menu that you want and press **[ENTER]**. For example, select the ANI/Demographics Reports Menu.

- A menu appears indicating the reports in the category that you selected. For example, the ANI/Demographics Reports Menu appears.

ANI/Demographics Reports
>Generate Area Code Summary Report for Incoming Calls
Generate Area Code Summary Report for Outgoing Calls
Generate City/State Report for Incoming Calls
Generate City/State Report for Outgoing Calls
Generate Abandoned Call Selection Report

HELP

CANCEL

Screen 4-29. ANI/Demographics Reports Menu

2. Select the report that you want and press **[ENTER]**. For example, select Generate Area Code Summary Report for Incoming Calls.

- A screen appears for the report that you selected. For example, Area Code Summary Report for Incoming Calls appears.

COMMANDS: Update Generate Exit
 Update the displayed record

Area Code Summary Report for Incoming Calls

Reporting Period: A
Start of Period: Jan 1 1990
Output Method: P
Output Device: wide 570 1lp

Screen 4-30. Area Code Summary Report for Incoming Calls

Before generating the report (by pressing **g** for Generate), review the information onscreen. It indicates the reporting period, start date, and output specifications for the report you are about to generate. If you want to change it, press **u** (for Update) and then proceed as follows:

- The cursor appears in the first field, Reporting Period. Type the code for the period that you want the report to reflect and then move the cursor to the next field.



NOTE:

If you do not know the code for this or any other field, read the prompts at the bottom of the screen or press **[CTRL] — [W]** for Help. When you are finished using Help, press **[CTRL] — [C]** to return to the report screen.

- In the Start of Period field, type the start date for the report period indicated in the previous field; then move the cursor to the next field.
- In the Output Method field, indicate one of the following methods for report output and then move the cursor to the next field:
 - printer (type **p** to print the report)

- terminal (type **t** to display the report onscreen)
 - file (type **r** to “redirect” or overwrite an existing file)
 - file (type **a** to “append” an existing file)
- d. In the Output Device field, indicate the appropriate output device for the output method that you specified in the previous field.
- If you indicated a printer in the Output Method field, type the printer specifications and then move to the next field.

Example: wide 570 l lP

- If you indicated that you wanted the report displayed onscreen, skip this field. It will automatically be filled in as “Your Terminal.”
- If you chose to send the report to a file (by typing **r** or **a**), type the following path (with the filename of your choice):
/usr/cas/cas/errlogs/<filename>

NOTE:

By putting the files in /usr/cas/cas/errlogs, you will be able to access them via the View Logs option from the System Configuration screen.

4. Press [ESC] to save your entries (or [CTRL] — [C] to cancel them).
5. When you are ready to generate the report, type **g**.
 - The report is sent to the output device you specified.
 - Information appears briefly to confirm the information you just entered.

NOTE:

If you chose to display the report onscreen, press [ENTER] to page through it.

6. When you reach the end of the report, press [ENTER] to return you to the report menu. For example, the ANI/Demographics Reports Menu.
 - The report menu reappears.
7. Press [F6] (CANCEL) to return to the Reports Menu.

Generating Selection Reports

Selection reports are reports that you customize to reflect all information in the database that matches your specifications.

To specify selection criteria for the generation of one or more reports, do the following:

1. From the Reports Menu, select **Generate Selection Report** and press **[ENTER]**.
 - The Selection Report screen appears allowing you to generate a selection report for the data that meets all of the criteria in this screen.
 - The first field, **Report Number**, indicates that you are selecting criteria for report number 1. To select criteria for another report, type **n** (Next).

COMMANDS: Next Previous Update Generate Exit Find next record	
Selection Report	
Report Number:	1
Date Range:	Jan 1 1990 to Dec 31 1990
Time Range:	0:00 to 23:59
Duration Range:	0:00:00 to 23:59:00
Cost Range:	\$0.00 to \$1000.00
Extension Range:	0 to 99999
Site:	
Department:	
Cost Center:	
Trunk:	
Carrier Type:	
Routing Code:	
Source Type:	
Call Type:	
Account Code:	
Dialed Digits:	
Report Type:	D

Screen 4-31. Generate Selection Report Screen

2. Before generating the report (by pressing **g** for Generate), you can change the information onscreen by pressing **u** for Update. If you choose to update the screen, proceed as follows:
 - The cursor appears in the second field, **Date Range**.

⇒ NOTE:

The first field, Report Number, is generated automatically. You cannot change that field. As indicated in step 1, the report number indicates the report that you are customizing. To change the report, you must cancel out of Update and type **n** (for the next report) or type **p** (for the previous report).

- a. With the exception of Report Number, you can move the cursor to any field and enter the selection criteria of your choice.

⇒ NOTE:

If you do not know the code for this or any other field, read the prompts at the bottom of the screen or press **[CTRL] — [M]** for Help. When you are finished using Help, press **[CTRL] — [C]** to return to the report screen.

- b. When you are finished, press **[ESC]** to save your changes.
3. When you are ready to generate the report, type **g**.
4. Before generating the report (by pressing **g** for Generate), review the information onscreen. It indicates the output specifications for the report you are about to generate. If you want to change it, press **u** (for Update) and then proceed as follows:

- a. In the Output Method field, indicate one of the following methods for report output and then move the cursor to the next field:
 - printer (type **p** to print the report)
 - terminal (type **t** to display the report onscreen)
 - file (type **r** to “redirect” or overwrite an existing file)
 - file (type **a** to “append” an existing file)
 - b. In the Output Device field, indicate the appropriate output device for the output method that you specified in the previous field.
 - If you indicated a printer in the output Method field, type the printer specifications and then move to the next field.

Example: wide 570 l lP

- If you indicated that you wanted the report displayed onscreen, skip this field. It will automatically be filled in as “Your Terminal.”

- If you chose to send the report to a file (by typing **r** or **a**), type the following path (with the filename of your choice):

`/usr/cas/cas/errlogs/<filename>`



NOTE:

By putting the files in `/usr/cas/cas/errlogs`, you will be able to access them via the View Logs Option from the System Configuration screen.

5. Press `[ESC]` to save your entries (or `[CTRL] — [C]` to cancel them).
6. When you are ready to generate the report, type **g**.
 - The report is sent to the output device you specified.
 - Information appears briefly to confirm the information you just entered.



NOTE:

If you chose to display the report onscreen, press `[ENTER]` to page through it.

7. When you reach the end of the report, press `[ENTER]` to return you to the Reports Menu.

Scheduling Reports

You can schedule the automatic generation of any standard or selection report by entering its report code and then specifying the frequency, next run date, and output specifications.

1. From the Reports Menu, select Schedule Reports and press `[ENTER]`.

- The Schedule Reports screen appears.

COMMANDS: Next Previous Update Detail Exit Find next record
Schedule Reports
Number: 1 Report Code: ODS1 Frequency: N Next Run Date: 23:30 December 1 1991 Output Method: P Output Device: wide 570 I lp

Screen 4-32. Schedule Reports Screen

- As with the Selection Reports screen, the first field, Number , indicates that you are about to schedule automatic report generation for report number 1. To schedule another report type **n** until the report that you want is displayed.
2. Type **u** to update the information onscreen (and schedule automatic report generation for a particular report).
 - The cursor appears in the Report Code field.
 3. Type the report code for the report that you want to schedule.
 - a. To find a particular report code, press **[CTRL] — [W]** and then **[CTRL] — [C]** to display the report codes and their titles.
 - b. Press **[ENTER]** to page through the list until you find the title and code that you want.



NOTE:

The report code SR (Selection Report Criteria) will give you a report of all selection criteria that you specified for each selection report in the system. The report code SR## (Selection Report ##) allows you to select a particular selection report.

- c. When you have found the code you want, press **[CTRL] — [C]** to return to the Report Code field; then type the report code (for example, *acd* for the Account Code Detail Report).



NOTE:

If you are typing over another report code, make sure you space over any entries from the previous entry.



NOTE:

As an alternative to typing the report code, you can select one by pressing **[CTRL] — [M]**, highlighting the code that you want, and then pressing **[ENTER]**.

4. Move the cursor to the Frequency field; then type one of the frequency codes from the bottom of the screen to indicate whether this report will be generated:

- Y (yearly)
- Q (quarterly)
- M (monthly)
- B (biweekly)
- W (weekly)
- D (daily)
- H (hourly)
- O (once)
- N (never)
- ## (every number of days, up to 99)

Example: Type *m* for monthly.

5. Move the cursor to the Next Run Date field; then type the time and date (hh:mm mm/dd/yy) to indicate when the first report is to be generated.



NOTE:

If you are typing over another run date, make sure you space over any entries from the previous entry.

Example: Type *1:30 4/1/91* for *1:30 a.m. April 1, 1991*.

6. Move the cursor to the Output Method field; then indicate one of the following methods for report output and then move the cursor to the next field:
 - printer (type *p*) to print the report

- terminal (type **t**) to display the report onscreen
 - file (type **r** to “redirect” or overwrite an existing file in the `/usr/cas/cas/errlogs` directory)
 - file (type **a** to “append” an existing file in the `/usr/cas/cas/errlogs` directory)
7. In the Output Device field, indicate the appropriate output device for the output method that you specified in the previous field.
- If you indicated a printer in the Output Method field, type the printer specifications and then move to the next field.
- Example: wide 570 l lp
- If you indicated that you wanted the report displayed onscreen, skip this field. It will automatically be filled in as “Your Terminal.”
 - If you chose to send the report to a file (by typing **r** or **a**), type the following path (with the filename of your choice):
`/usr/cas/cas/errlogs/<filename>`
8. Press **[ESC]** to save your entries (or **[CTRL] — [C]** to cancel them).
- A message appears at the bottom of the screen indicating that the scheduling criteria is now updated.
9. As prompted, press **[ENTER]** until the following message appears:
- This report has been rescheduled
- The report is now scheduled for automatic generation per your specifications.
10. You now have the following options:
- Change the selection criteria that you specified for *this* report.
 - Schedule another report by typing **n** and then **u** for updating.
 - Access the Report Details screen as described in the next section, “Detail and Master Commands.”
 - Exit the Schedule Reports screen by typing **e**.

Detail and Master Commands

Once you have a report indicated, you can retrieve detailed information for that report. For standard reports, the `Detail` screen allows you to update the reporting period.

1. From the Schedule Reports screen, select the Detail command by typing **d**.

**NOTE:**

Make sure you have canceled out of the Update command
(**CTRL** — **C**) prior to typing **d**.

— The Report Details screen appears.

COMMANDS: Update Master Exit Update the displayed record
Schedule Reports - Report Details
Number: 1 Report Title: Account Code Detail Report Reporting Period: A Start of Period: Dec 1 1991 Increment Period?: Y

Screen 4-33. Schedule Reports - Report Details

— This screen indicates the report number for the scheduled report, the report title, the period that the report covers, and the start date within that period.

**NOTE:**

Selection reports do not have reporting periods; therefore, only the report number and title are displayed in Detail screens for selection reports.

2. If you wish, you can update the reporting period and its start date by changing these fields.

The Start of Period field allows you to specify the start date for the period that the report will cover.

The Increment Period? field defaults to Yes so that the period for the report is automatically incremented each time the report generates. You can change this to No if you do not want the next report to reflect the next period.

3. Type **m** (Master) to return to the previous screen or type **e** to exit.
 - The Report Menu returns.

Backing Up the Database

Use the following procedure to back up all the data in the Call Accounting System Database to tape or diskette.

⇒ NOTE:

Before beginning the backup procedure, make sure the tape or diskette is in the appropriate drive.

1. From the IS-II Main Menu, select Call Accounting System (CAS) and press [ENTER].
2. Select the System Configuration Menu and press [ENTER].
3. Select Diagnostics & Monitoring Menu and press [ENTER].
4. Select Backup CAS Data and press [ENTER].
 - Messages appear indicating the status of Costing (running and then stopping).
5. When Costing stops, press [ENTER] to continue (as prompted).
 - A confirmation message appears indicating that the entire CAS database will be saved to diskette or tape.
6. As prompted, press [ENTER] to continue.

⇒ NOTE:

If your system has both tape and diskette drives, you are prompted to select **d** (for diskette) or **t** (for tape). Make your selection and press [ENTER] to continue.

— The time and number of tapes (or diskettes) is calculated and then displayed. As indicated, diskettes are automatically formatted prior to the backup.

7. When the first diskette or tape is in the drive and labeled, press [ENTER] as prompted.
 - Messages appear indicating the progress of the entire backup procedure.
8. Follow the onscreen instructions to remove the diskette or tape and then label it with the appropriate number (if not already labeled).

9. Press [ENTER] to continue backup with the next tape or diskette.
10. Continue this procedure until the backup is finished; then press [ENTER] to conclude the backup procedure.
 - Messages appear indicating the status of Costing as it restarts.
11. When prompted, press [ENTER] .
 - You are returned to the Diagnostics & Monitoring Menu; the backup is completed.
12. To return to the CAS Main Menu, press [F6] (CANCEL) twice.
13. To exit CAS, select Exit and press [ENTER] .

Restoring the Database

Use the following procedure to restore all the data in the Call Accounting System Database from tape or diskette.



NOTE:

Before beginning the restore procedure, make sure the tape(s) or diskette(s) are in the proper order.



CAUTION:

Backing up the database does not save the PBX/KTS interface; therefore, whenever you restore the database, observe the following:

- a. *If you reinstall CAS and restart it, the PBX/KTS interface will be lost. To remedy this problem, reinstall PBX/KTS from the PBX/KTS diskette after reinstalling CAS. Use the Install PBX procedure.*
 - b. *Check the site information; do not reinstall the site if it already exists.*
1. From the IS-II Main Menu, select Call Accounting System (CAS) and press [ENTER] .
 2. Select the System Configuration Menu and press [ENTER] .
 3. Select Diagnostics & Monitoring Menu and press [ENTER] .
 4. Select Restore CAS Data and press [ENTER] .
 - Messages appear indicating the status of Costing (running and then stopping).

5. When Costing stops, press [ENTER] to continue (as prompted).
 - A confirmation message appears.
6. As prompted, press [ENTER] to continue.
7. As prompted, press [ENTER] when the first tape (or diskette) is in the drive and ready for restoration.
 - Messages appear indicating the progress of the entire restoration procedure.
8. Follow the onscreen instructions to remove and insert each diskette (or tape):
 - a. Press [ENTER] to continue restoration with each tape or diskette.
 - b. Continue until the entire database is restored; then press [ENTER] to conclude the backup procedure.
 - Messages appear indicating the status of Costing as it restarts.
9. When prompted, press [ENTER].
 - You are returned to the Diagnostics & Monitoring Menu; the restore procedure is completed.
10. To return to the CAS Main Menu, press [F6] (CANCEL) twice.

Exiting CAS

To exit CAS, select **Exit** from the CAS Main Menu and press **[ENTER]** .

Related Documentation

For additional details on this application, see the following guides:

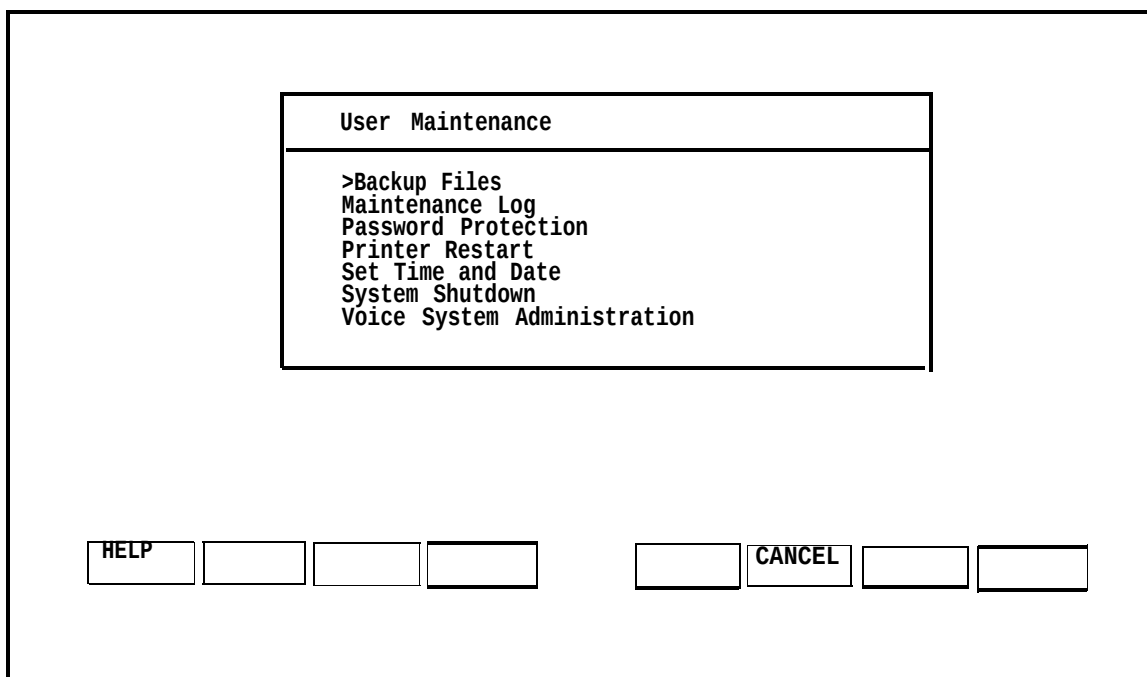
- *AT&T Call Accounting System (CAS) Integrated Solution II User's Guide*
Doc. # 585-247-070.
- *AT&T Call Accounting System (CAS) Integrated Solution II Planning Guide and Forms*
Doc. # 585-247-050
- *AT&T Call Accounting System (CAS) Integrated Solution II Site Installation and Implementation Guide*
Doc. # 585-247-010

User Maintenance

5

You were already introduced to the user maintenance procedure “Setting Time and Date,” in Chapter 3, “Getting Started.” This section describes the other user maintenance procedures available to you: backing up files, displaying the Disk Usage Report, password protection, printer restart, system shutdown, and voice system administration.

Select User Maintenance from the main menu. The User Maintenance menu is shown below:



The image shows a terminal window titled "User Maintenance". Inside the window, a list of options is displayed: ">Backup Files", "Maintenance Log", "Password Protection", "Printer Restart", "Set Time and Date", "System Shutdown", and "Voice System Administration". The first option, ">Backup Files", is highlighted with a greater-than sign. Below the list, there are two rows of buttons. The first row contains a button labeled "HELP" followed by three empty rectangular buttons. The second row contains three empty rectangular buttons followed by a button labeled "CANCEL" and two more empty rectangular buttons.

User Maintenance			
>	Backup Files		
	Maintenance Log		
	Password Protection		
	Printer Restart		
	Set Time and Date		
	System Shutdown		
	Voice System Administration		

HELP			
		CANCEL	

Screen 5-1. User Maintenance Menu

**NOTE:**

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

Backing Up Files

The information saved during a backup can be used to restore IS-II in the unlikely event of a catastrophic failure.

**NOTE:**

If you choose to do a complete system backup to tape, all IS-II files are saved. This includes UNIX files; application administrative files; and, if AVP or AA is installed, all voice system files. If you choose to back up administrative files to diskette, all the above-mentioned files are saved except for voice mailbox messages and system or personal greetings.

Prior to backing up IS-II, backup switch translation to the hard disk (via SPM). See the *AT&T MERLIN LEGEND™ Communications System: System Programming Guide*, for SPM backup procedures.

You should back up your files when subscriber information changes or prompt messages are changed. It is best to perform backups in the evening or when the telephone system is not busy. Backups performed during busy hours may cause warning messages.

Select Backup Files from the User Maintenance menu and the following screen appears:

Backup Files	
>Administer Files Backup to Diskette Complete System backup to Tape	

<table border="1" style="display: inline-table;"><tr><td>HELP</td></tr></table> <table border="1" style="display: inline-table; width: 50px; height: 20px;"></table> <table border="1" style="display: inline-table; width: 50px; height: 20px;"></table> <table border="1" style="display: inline-table; width: 50px; height: 20px;"></table>	HELP	<table border="1" style="display: inline-table; width: 50px; height: 20px;"></table> <table border="1" style="display: inline-table;"><tr><td>CANCEL</td></tr></table> <table border="1" style="display: inline-table; width: 50px; height: 20px;"></table> <table border="1" style="display: inline-table; width: 50px; height: 20px;"></table>	CANCEL
HELP			
CANCEL			

Screen 5-2. Backup Files



NOTE:

Complete System Backup to Tape appears only if you have a Streaming Tape Unit.

Administrative Files Backup to Diskette

Use this procedure to backup the administrative files for all the applications that have been installed. If you have AUDIX Voice Power or Automated Attendant, this procedure will include a process for backing up your voice files excluding messages and greetings. The blank diskettes you received are for this purpose.

1. Select Administrative Files Backup to Diskette and press [ENTER].

— The following screen appears:

Confirm

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

Strike ENTER when ready or ESC to stop.

2. Press [ENTER].

— The system calculates the approximate number of diskettes you need to do the backup. A system message also lets you know the approximate length of time you need to do the backup, and that the diskette(s) is (are) automatically formatted prior to backup.

3. When the Confirm message appears, insert a diskette to be formatted; then press [ENTER].

— If you have done everything correctly, you will see this message:

Formatting diskette - do not remove.

— If not, you will see this message

ERROR: diskette not formatted, make sure diskette
is inserted correctly, not write-protected, or
damaged.

— If the diskette is accepted, messages similar to the following are displayed:

IS II Application Administrative Files backup in progress.

xxx blocks

IS II Application Administrative Files backup to
diskette was successful. Remove the diskette from
the drive. Please label 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.

4. Remove the diskette, label it "System Files Backup", and press [ENTER]
 - If you do not have AUDIX Voice Power or Automated Attendant you will be returned to the menu.
 - If you have either of those applications, 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.
5. If you do not want to backup your Voice System files, press [ESC] .



NOTE:

If you exit at this point, be sure to backup your voice files as soon as possible.

- The system responds:
Voice System Backup aborted
Strike Enter when ready.
6. If you want to continue this process, press [ENTER] . The system will calculate the number of diskettes needed to do the Voice System backup.
 - The following message appears:
Calculating the number of diskettes required.
Please wait. The backup will need approximately 1
1.44MB 3.5" diskettes. The diskette(s) will be
automatically formatted prior to the backup.



NOTE:

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

7. When you see the following message:

```
Confirm  
Insert diskette #1 to be formatted  
Strike ENTER when ready or ESC to stop
```

insert a diskette to be formatted and press [ENTER] .

— The system responds:

```
Formatting diskette - do not remove
```

```
The voice files will now be backed up.
```

```
The voice files have been successfully backed up.
```

```
Remove the diskette and label it "Voice System
```

```
Backup"
```

```
Strike ENTER when ready.
```

8. Remove the diskette, label it "Voice System Backup", and press [ENTER] to return to the Backup Files menu.

Complete System Backup to Tape

This procedure should be done only when there is little or no traffic on the switch. This option is available only to users who have a Streaming Tape Unit (STU) installed. It will back up UNIX files and administrative files and, if you have AUDIX Voice Power or Automated Attendant, all your voice files. You need two blank tapes to do this.

1. Select Complete System Backup to Tape from the Backup Files window and press [ENTER] .
— The system responds by telling you how many tapes are required.
2. When you see
Strike ENTER when ready or ESC to stop.
press [ENTER] .
— The system responds:
Please insert the first tape cartridge and press Enter.

3. Insert the tape you will use to back up the System Files and press [ENTER] .
 - If you inserted the incorrect tape or used a damaged one, the following error message appears:

```
Confirm
Missing or damaged tape cartridge - please correct
```
 - If you insert the right tape, 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.

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".

Press ENTER when ready.
```
4. When you see the light on the tape drive go out, remove the tape, label it "System Files", and press [ENTER] .
 - If you do not have AUDIX Voice Power or Automated Attendant, you will be returned to the menu.
 - If you have either of those applications, the following message appears:

```
Confirm

A Complete Voice System Backup to Tape will backup
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.
```
5. Press [ENTER] .
 - The system responds:

```
Please insert the second cartridge tape and press
ENTER .
```
6. Insert the tape you will use to back up the voice files and press [ENTER] .
 - 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.
```
7. After the light on the tape drive goes out, remove and label the tape.
8. Press [ENTER] to return to the Backup Files window.

Displacing the Disk Usage Report

The Disk Usage Report provides information on the available disk space for system and voice partitions. If you are experiencing problems with AUDIX Voice Power or Call Accounting System, there may be a shortage of available disk space for call records or voice messages. The Disk Usage Report provides the current status of the hard disk for these applications.

1. From the User Maintenance window, select Maintenance Log and press **[ENTER]** .
— The Maintenance Log is displayed.

The screenshot shows a terminal window titled "Maintenance Log". Inside the window, there is a menu with two options: "Maintenance Log" (which is the title of the window) and ">Disk Usage Report". At the bottom of the window, there are two sets of buttons. The left set includes a "HELP" button followed by three empty rectangular boxes. The right set includes a "CANCEL" button followed by two empty rectangular boxes.

Screen 5-3. Maintenance Log

2. Select Disk Usage Report and press **[ENTER]** .
 - The Disk Usage Report appears. The report will look different depending on the hard disk size of the Master Controller II. 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 (AVP) or Automated Attendant (AA).

Disk Usage Report

HARD DISK SIZE: 80.00 MB
System Partition Size: 41.00 MB
System Partition Remaining: 3.54 MB
******Warning: System Partition Space is Low!**
Voice Partition Size: 4 Hours 50 Minutes
Voice Partition Remaining: 0 Hours 25 Minutes
******Warning: Voice Partition Space is Low:**

HELP

CANCEL

Screen 5-4. Sample Disk Usage Report

If the System Partition Warning is displayed, the disk contains too many CAS call records. Refer to the documentation supplied with your Call Accounting System for instructions on how to remove old call records.

If the Voice Partition Warning is displayed, the disk contains too many mail box voice messages. Ask the AUDIX Voice Power subscribers to remove old messages from their mail boxes.

3. Press **[F6]** (CANCEL) to return to the Maintenance Log window.

Adding or Changing Passwords

If you wish to limit access to applications, you may add or change passwords. For security reasons, only a technician can delete a password. If you wish to delete a password, contact your AT&T service representative at 1-800-628-2888 or your AT&T-authorized dealer.

To be accepted by the system, the passwords 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
- New passwords must differ from the old by at least three characters.

To change or add passwords, select Password Protection from the User Maintenance window and press **[ENTER]**.

- The Password Protection window is displayed showing all installed applications.

Password Protection

>AUDIX Voice Power (AVP)
Call Accounting Software (CAS)
IS II User Logging (is)
System Programming and Maintenance Utility (SPM)

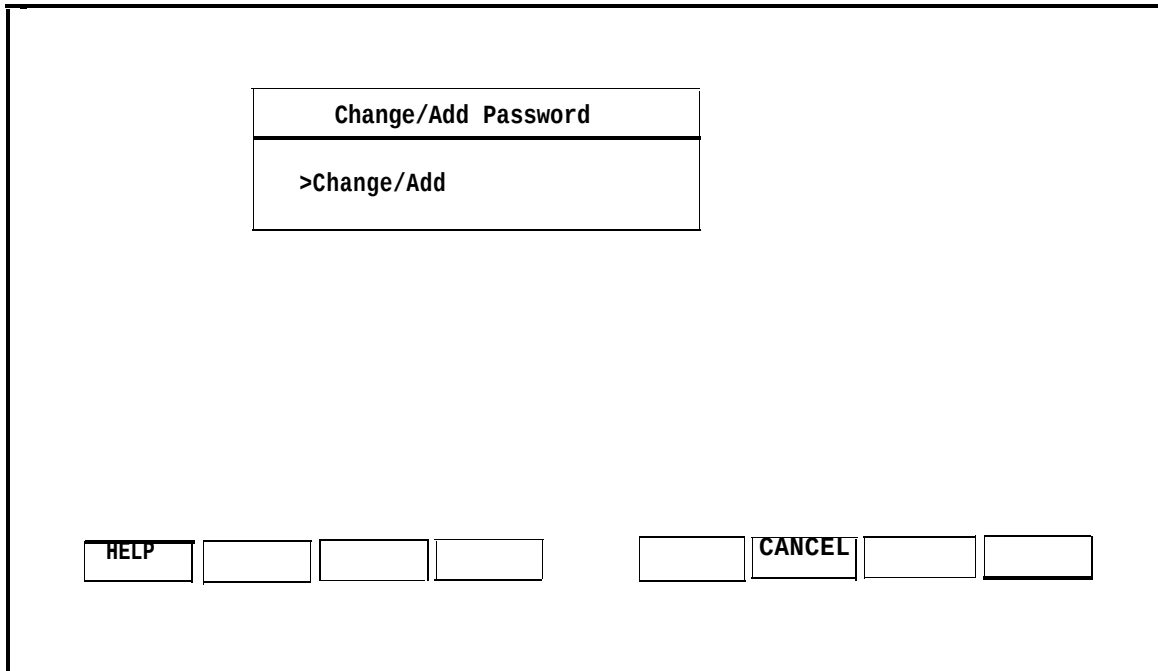
HELP

CANCEL

Screen 5-5. Password Protection

Use the arrow keys to select the item you want, and then press [ENTER] .

— The Change/Add Password window appears.



Change/Add Password
>Change/Add

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

Screen 5-6. Change/Add

1. Press [ENTER] to select Change/Add .
2. If a password exists and you are changing it, you will be prompted for the old password and then the new one as described in step 3. If no password exists, you will be prompted only for the new one.
3. When you see the first message below, enter the new password and press [ENTER] then re-enter it at the next prompt and press [ENTER] again.
Old password:
New password:
Re-enter new password:
The password has been changed
Strike ENTER when ready.
 - When you have completed this, you are notified that the password has been changed.
4. Press [ENTER] to return to the Password Protection window.

5. If you are finished, press **[F6]** (CANCEL) to return to the User Maintenance window. Otherwise, continue to make changes.
 - The change will take effect when you exit the Main Menu and log back in.

Restarting the Printer

To restart the printer scheduler/spooler (when it has run out of paper or been turned off), do the following:

1. Make sure the printer is on.
2. Select **Printer Restart** from the User Maintenance menu. The **Confirm Printer Restart** screen is displayed.
3. Press **[F6]** (CANCEL) to return to the User Maintenance window.

Shutting Down the System

To protect the data stored on the hard disk, this procedure *must always* be performed before turning off power to the system and before moving the hardware.

1. Select **System Shutdown** from the User Maintenance menu. The following screen appears

Shutdown

Shutdown will stop all active IS II applications which may include voice mail, automated attendant, or call accounting.

CONT

CANCEL

Screen 5-7. Shutdown Screen

5-12

2. Press **[F3]** (CONT) to continue the shutdown or **[F6]** (CANCEL) to cancel.

The system shuts down and then a reboot prompt appears.

3. Press **[CTRL] — [ALT] — [DEL]** to reboot the system or press the power button to turn off the machine.

Voice System Administration

This entry appears only if you have AVP or AA installed. Choosing it allows you to access certain administrative functions within the application.

1. Select Voice System Administration from the User Maintenance menu and press **[ENTER]**.
2. Type the password (if required) and then press **[ENTER]**.

— The following screen appears:

Voice System Administration							
>Application Package Administration Configuration Management Reports Switch Interface Administration System Monitor							
HELP			PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU FRM-MGMT	CHG-KEYS CHG-KEYS

Screen 5-8. Voice System Administration

3. Select the item you want and then press **[ENTER]**.

For more information on how to administer AVP or AA, refer to the System Manager's Guide provided with the application package.

Exiting From IS-II Applications

6

Exiting IS-II

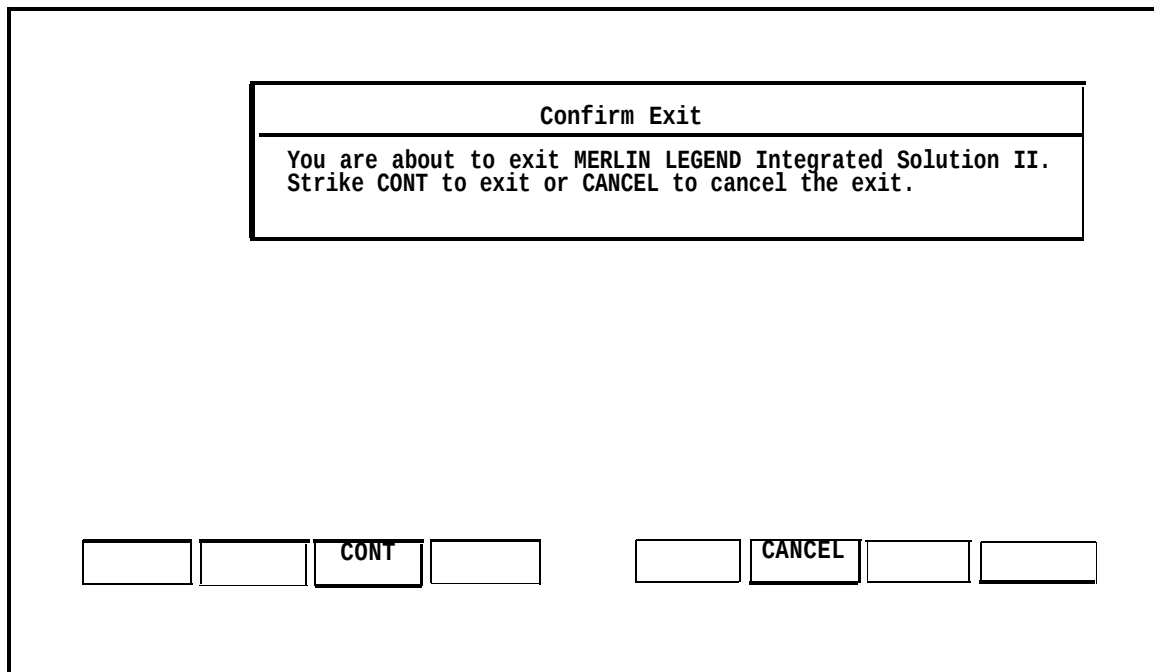
Use the following procedure to exit from IS-II. (When you exit IS-II, you will not cause the system to shut down. The system continues to operate normally after you exit.)



WARNING:

If you are turning off power to the system, you must follow the procedure in Chapter 5 under "Shutting Down the System."

To exit IS-II, select Exit from the IS-II Main Menu. The Confirm Exit menu appears



The diagram shows a rectangular frame representing a screen. Inside, at the top, is a smaller rectangle with a title bar labeled "Confirm Exit". Below the title bar, the text reads: "You are about to exit MERLIN LEGEND Integrated Solution II. Strike CONT to exit or CANCEL to cancel the exit." At the bottom of the main frame, there are two groups of four rectangular buttons each. The first group contains three buttons labeled "CONT" and one unlabeled button. The second group contains one unlabeled button, one button labeled "CANCEL", and two unlabeled buttons.

Screen 6-1. Confirm Exit Screen

Perform the appropriate step:

— Press **[F3]** (CONT) to exit.
or

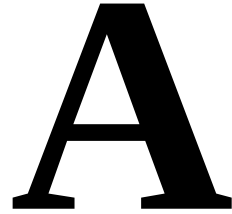
— Press **[F6]** (CANCEL) to cancel the exit.

After you exit, the Console Login: will be displayed.

Exiting Applications

Each application uses different function keys and options for exiting to the IS-II Main Menu from screens and menus within the applications. (When you exit an application, it continues to operate normally.) For information on these procedures, see Chapter 4, "Administering IS-II Applications".

Appendix A Forms



This appendix is divided into three sections, as follows:

- AUDIX Voice Power
- Automated Attendant
- Call Accounting System

AUDIX Voice Power

The forms on the following pages are taken from the *AT&T AUDIX Voice Power Planning Guide and Forms*, which you should consult before completing the information. Keep a supply of blank forms on hand, and always keep a copy of the completed forms in case you have to reconstruct data.

Form A-1. AUDIX Voice Power Channel Assignments

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

Form A-2. AUDIX Voice Power Switch Interface Administration

FORM B	
Switch Interface Administration	
Switch Hook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

Form A-3. AUDIX Voice Power System Parameter Administration

FORM C	
System Parameter Administration	
Voice Mail Parameters	
System Operator Extension:	_____
Pause for Touch Tone Input:	__sec
Maximum Extension Length:	__
Transfer to Subscriber Only?:	_____
System Mode of Addressing:	_____
Maximum Message Length:	_____sec
General Mailbox Owner Extension:	_____
Enable General Mailbox for Call Answer?:	_____
Allow Voice Mail/Call Answer Transfers?:	_____
Automated Attendant Parameters	
Touch-tone Gate Active?:	Day: _____ Night: _____
Auto Attendant Timeout Action:	Day: _____ Night: _____
Auto Attendant Menu Plays:	__
Fax Transfer Number:	_____
Present Options Before Leaving Message?:	_____
Message Waiting Lamp Parameters	
Code to Light: __ Code to Extinguish: __ Refresh?: __	

FORM D	
Subscriber Administration	
Extension:	_____
Name:	_____
Password:	_____
Name Addressing Identified	_____
Mode of Addressing:	_____
Mailbox Size:	_____min
Personal Operator:	_____
Comments:	_____
Class of Service Parameters	
Class of Service:	_____
Custom Class of Service Parameters	
Does Subscriber Have Switch Call Coverage?:	_____
If No Call Coverage, Enter Maximum Rings:	_____
Coverage Service:	_____
Outcalling Allowed?:	_____

Form A-5. AUDIX Voice Power Service Administrator Registration

FORM E Service Administrator Registration		
Service	Administrator's Name	Extension
Automated Attendant		
Call Answer		
Information Service		
Message Drop		
Voice Mail		

Form A-6. AUDIX Voice Power Outcalling Administration

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

Form A-7. AUDIX Voice Power Holiday Administration

FORM G	
Holiday Administration	
Date	Description

Form A-8. AUDIX Voice Power Service Hour Administration

FORM H			
Service Hour Administration			
Day	Service	Start Time	End Time
Sun			
Mon			
Tue			
Wed			
Thu			
Fri			
Sat			

Form A-9. AUDIX Voice Power Edit Workspace

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

Form A-10. AUDIX Voice Power Speech Menu

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

Form A-1 1. AUDIX Voice Power Automated Attendant Announcements

FORM K		
Automated Attendant Announcements		
D/N Service	Menu ##	Ann # #
Announcement		

Form A-12. AUDIX Voice Power Custom Messages

FORM L Custom Messages			
Place a check next to the custom message you are creating.			
☐	Call Answer Greeting	☐	Call Answer Good-Bye
☐	Voice Mail Greeting	☐	Information Service Message
☐	Message Drop Greeting	☐	Message Drop Good-Bye
☐	Touch-Tone Gate Message (Day)	☐	Touch-Tone Gate Message (Night)
☐	Automated Attendant Good-Bye	☐	
☐	Message:	☐	

Standard System Messages
listed on other side

Standard System Messages

- **Call Answer Greeting Message:**

Your call is being answered by AUDIX Voice Power. Please leave a message at the tone.

- **Call Answer Good-bye Message:**

Good-bye.

- **Voice Mail Greeting Message:**

Welcome to AUDIX Voice Power. Please enter extension and pound sign.

- **Information Service Greeting Message:**

Welcome to AUDIX Voice Power Information Service.

- **Message Drop Greeting Message:**

Welcome to the AUDIX Voice Power Message Drop service. Record at the tone.

- **Message Drop Good-bye Message:**

Good-bye.

- **Touch-Tone Gate Message:**

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

- **Automated Attendant Good-Bye Message:**

Good-bye.



NOTE:

There is no Automated Attendant greeting message. Instead:

- If the touch-tone gate is active, record the welcome message as part of the Touch-Tone Gate Message.
- If the gate is not active, record the welcome message at the start of the main menu.

Automated Attendant

The forms on the following pages are taken from the *AT&T Integrated Voice Power Automated Attendant Planning Guide and Forms*, which you should consult before completing the information. Keep a supply of blank forms on hand, and always keep a copy of the completed forms in case you have to reconstruct data.

Form A-13. Automated Attendant Channel Assignments

FORM A1		
Channel Assignments		
Channel	Service Type	Extension
0	Automated Attendant	
1	Automated Attendant	
2	Automated Attendant	
3	Automated Attendant	
4	Automated Attendant	
5	Automated Attendant	
6	Automated Attendant	
7	Automated Attendant	
8	Automated Attendant	
9	Automated Attendant	
10	Automated Attendant	
11	Automated Attendant	

Form A-14. Automated Attendant Switch Interface Administration

FORM B	
Switch Interface Administration	
Switch Hook Flash Duration	
Wink Disconnect Interval	
Signaling Type	

Form A-15. Automated Attendant System Parameter Administration

FORM C1	
System Parameter Administration	
System Operator Extension:	_____
Pause for Touch Tone Input:	_____
Maximum Extension Length:	_____
Transfer to Subscribers Only?:	—
System Mode of Addressing:	_____
Touch-tone Gate Active?:	Day: _____ Night: _____
Auto Attendant Timeout Action:	Day: _____ Night: _____
Auto Attendant Menu Plays:	_____
Fax Transfer Number:	_____

Form A-16. Automated Attendant Subscriber Administration

FORM D1							
Subscriber Administration							
Ext	Name	Password	Name Addressing Identifier	Pers Oper	CC	Max Rings	Comments
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		
					Yes		

Form A-17. Automated Attendant Administrator Registration

FORM E1		
Service Administrator Registration		
Service	Administrator's Name	Extension
Automated Attendant		

Form A-18. Automated Attendant Holiday Administration

FORM G	
Holiday Administration	
Date	Description

 **NOTE:**
There is no FORM F for Automated Attendant

Form A-19. Automated Attendant Service Hour Administration

FORM H			
Service Hour Administration			
Day	Service	Start Time	End Time
Sun			
Mon			
Tue			
Wed			
Thu			
Fri			
Sat			

Form A-20. Automated Attendant Edit Workspace

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

Form A-21. Automated Attendant Speech Menu

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

Form A-22. Automated Attendant Announcements

FORM K		
Automated Attendant Announcements		
D/N Service	Menu # #	Ann ##
Announcement:		

Form A-23. Automated Attendant Custom Messages

FORM L1 Custom Messages			
Place a check next to the custom message you are creating.			
☐	Touch-Tone Gate Message (Day)	☐	Automated Attendant Good-Bye
☐	Touch-Tone Gate Message (Night)	☐	
Message:			

Standard System Messages
listed on other side

Standard System Messages

■ **Touch-Tone Gate Message:**

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

■ **Automated Attendant Good-Bye Message:**

Good-bye.

 NOTE:

There is no Automated Attendant greeting message. Instead:

- If the touch-tone gate is active, record the welcome message as part of the Touch-Tone Gate Message.
- If the gate is not active, record the welcome message at the start of the main menu.

Call Accounting System

The forms on the following pages are taken from the *Call Accounting System (CAS) Planning Guide and Forms*, which you should consult before completing the information. Keep a supply of blank forms on hand, and always keep a copy of the completed forms in case you have to reconstruct data.

Form A-24. CAS Site Information Form

SITE INFORMATION		
SITE NAME		
AREA CODE	EXCHANGE	
ADDRESS		
CITY	STATE	ZIP
CONTACT PERSON		
CONTACT NUMBER		

Form A-25. CAS Telephone System Configuration Form

[illegible]

Form A-26. CAS Dialed Digit Processing Example

DIALED DIGIT PROCESSING							Page 1 of _____
SEARCH PATTERN		REPLACE PATTERN					Substitute Digits?
DIALED DIGITS	Trunk Group	Cost Method	RATE (cents)	Trunk Group	Call Type	DIALED DIGITS	
0%		T	0		ZERO+		N
011????????%		T					N
102220%		T	0	9999	ZERO+	0%	Y
10222011%		T		9999		011%	Y
10???0%		T	0		ZERO+	0%	Y
10???011%		T				011%	Y
1800????????%		C	0		SPCL		N
1900????????%		M	50		SPCL		N
411		C	43		SPCL		N
5551212		C	43		SPCL		N
800????????%		C	0		SPCL		N
900????????%		M	50		SPCL		N
911		C	0		SPCL		N
976????		M	50		SPCL		N
?		D					
?11		C	0		SPCL		N
?411		C	43		SPCL		N
?5551212		C	43		SPCL		N
??		D					
???		D					
???5551212		C	60		SPCL		N
????		D					
????5551212		C	60		SPCL		N
?????		D					
??????		D					

[illegible]

Form A-28. CAS Call Record Collection Information Form

CALL RECORD COLLECTION INFORMATION	
Collection Device: DIRECT	
Call Record Format	☐ legendbase (MERLIN LEGEND, basic SMDR Record) ☐ legendisdn (MERLIN LEGEND, ISDN format with ANI)
Communication Type: 1	
Time Zone(Hours from Greenwich Mean Time) ☐ 4 hours (Atlantic) ☐ 5 hours (Eastern) ☐ 6 hours (Central) ☐ 7 hours (Mountain) ☐ 8 hours (Pacific) ☐ 10 hours (Alaska) ☐ 11 hours (Hawaii)	Daylight savings time observed? ☐ Yes ☐ No
Direct PBX Interface Parameters: PBX Port Baud Rate: 1200 PBX Port Bits: 8 PBX Port Stop Bits: 1 PBX Port Parity: None	

Form A-29. CAS Organization Configuration Form

[illegible]

Form A-30. CAS Report Schedules Form

REPORT SCHEDULES		Page _ of _												
Report Number	Report Code & Title													
	Frequency: ☐ Yearly ☐ Bi-weekly ☐ Hourly ☐ Quarterly ☐ Weekly ☐ Once ☐ Monthly ☐ Daily ☐ Every ___ days Next run date: Time (HH:MM) Date (MM/DD/YY)													
	Output Method & Device: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">METHOD</th> <th style="width: 20%; text-align: center;">DEVICE</th> </tr> </thead> <tbody> <tr> <td>☐ Print compressed:</td> <td style="text-align: center;">P</td> <td style="text-align: center;">wide 570 lp</td> </tr> <tr> <td>☐ Print uncompressed:</td> <td style="text-align: center;">P</td> <td style="text-align: center;">lp</td> </tr> <tr> <td>☐ Other (select one):</td> <td colspan="2" style="text-align: center;">P (pipe), R (redirect), A (append)</td> </tr> </tbody> </table>			METHOD	DEVICE	☐ Print compressed:	P	wide 570 lp	☐ Print uncompressed:	P	lp	☐ Other (select one):	P (pipe), R (redirect), A (append)	
		METHOD	DEVICE											
	☐ Print compressed:	P	wide 570 lp											
	☐ Print uncompressed:	P	lp											
☐ Other (select one):	P (pipe), R (redirect), A (append)													
Reporting Period (from Start of Period / /) ☐ Year ☐ Bi-week ☐ Hour ☐ Quarter ☐ Week ☐ _ days ☐ Month ☐ Day ☐ All calls in storage (ignore Start of Period)														
Increment Period? ☐ Yes ☐ No														
Report Number	Report Code & Title													
	Frequency ☐ Yearly ☐ Bi-weekly ☐ Hourly ☐ Quarterly ☐ Weekly ☐ Once ☐ Monthly ☐ Daily ☐ Every _ days Next run date: Time (HH:MM) Date (MM/DD/YY)													
	Output Method & Device: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%; text-align: center;">METHOD</th> <th style="width: 20%; text-align: center;">DEVICE</th> </tr> </thead> <tbody> <tr> <td>☐ Print compressed:</td> <td style="text-align: center;">P</td> <td style="text-align: center;">wide 570 lp</td> </tr> <tr> <td>☐ Print uncompressed:</td> <td style="text-align: center;">P</td> <td style="text-align: center;">lp</td> </tr> <tr> <td>☐ Other (select one):</td> <td colspan="2" style="text-align: center;">P (pipe), R (redirect), A (append)</td> </tr> </tbody> </table>			METHOD	DEVICE	☐ Print compressed:	P	wide 570 lp	☐ Print uncompressed:	P	lp	☐ Other (select one):	P (pipe), R (redirect), A (append)	
		METHOD	DEVICE											
	☐ Print compressed:	P	wide 570 lp											
	☐ Print uncompressed:	P	lp											
☐ Other (select one):	P (pipe), R (redirect), A (append)													
Reporting Period (from Start of Period __ / __ / __) ☐ Year ☐ Bi-week ☐ Hour ☐ Quarter ☐ Week ☐ _ days ☐ Month ☐ Day ☐ All calls in stroage (Ignore Start of Period)														
Increment Period? ☐ Yes ☐ No														

Form A-31. CAS Cost Adjustments Example

COST ADJUSTMENTS						Page — of —
CALL TYPE	TAX %	MARKUP %	SURCHARGE (CENTS)	MINIMUM CHARGE (CENTS)	MINIMUM DURATION (HH:MM:SS)	NETWORK CORRECTION (HH:MM:SS)
IDDD	0	0	0	0	0:00:30	0:00:15
INCOM	0	0	0	0	0:00:00	0:00:00
IS-IL	0	0	0	0	0:00:30	0:00:15
IS-OL	0	0	0	0	0:00:30	0:00:15
IWTS0	0	0	0	0	0:00:30	0:00:15
IWTS1	0	0	0	0	0:00:30	0:00:15
IWTS2	0	0	0	0	0:00:30	0:00:15
IWTS3	0	0	0	0	0:00:30	0:00:15
IWTS4	0	0	0	0	0:00:30	0:00:15
IWTS5	0	0	0	0	0:00:30	0:00:15
IWTS6	0	0	0	0	0:00:30	0:00:15
LATA	0	0	0	0	0:00:30	0:00:15
LOCAL	0	0	0	0	0:00:30	0:00:15
MTS	0	0	0	0	0:00:30	0:00:15
OS-IL	0	0	0	0	0:00:30	0:00:15
OS-OL	0	0	0	0	0:00:30	0:00:15
SPCL	0	0	0	0	0:00:30	0:00:15
WATS0	0	0	0	0	0:00:30	0:00:15
WATS1	0	0	0	0	0:00:30	0:00:15
WATS2	0	0	0	0	0:00:30	0:00:15
WATS3	0	0	0	0	0:00:30	0:00:15
WATS4	0	0	0	0	0:00:30	0:00:15
WATS5	0	0	0	0	0:00:30	0:00:15
WATS6	0	0	0	0	0:00:30	0:00:15
ZERO+	0	0	0	0	0:00:30	0:00:15

[illegible]

[illegible]

Appendix B: Ordering Information

B

Manuals

In addition to the Integrated Solution II documents, there are other manuals required for detailed information on the MERLIN LEGEND Communications System and each IS-II supported application package. To order copies of the documents listed below, contact your AT&T sales representative or call 1-800-432-6600 (U.S.A.) or 1-800-255-1242 (Canada).

- *AT&T MERLIN LEGEND™ Communications System: System Reference*
Doc. # 555-610-110
- *AT&T MERLIN LEGEND™ Communications System: System Programming Guide*
Doc. # 555-610-111
- *AT&T MERLIN LEGEND™ Communications System Key System Planning Guide and Key System Forms*
Doc. # 555-610-112
- *AT&T MERLIN LEGEND™ Communications System PBX System Planning Guide and PBX System Forms*
Doc. # 555-610-113

- *AT&T Call Accounting System (CAS) Integrated Solution II Planning Guide and Forms*
Doc. # 585-247-050
- *AT&T Call Accounting System (CAS) Integrated Solution II User's Guide*
Doc. # 585-247-070
- *AT&T Call Accounting System (CAS) Integrated Solution II Site Installation and Implementaion Guide*
Doc. # 585-247-010

Appendix B: Ordering Information

- *AT&T AUDIX Voice Power User's Guide*
Doc. # 555-600-724
 - *AT&T AUDIX Voice Power Installation and Maintenance Guide*
Doc. # 555-600-722
 - *AT&T AUDIX Voice Power System Manager's Guide*
Doc. # 555-600-723
 - *AT&T AUDIX Voice Power Planning Guide and Forms*
Doc. # 555-600-721
-
- *AT&T Integrated Voice Power Automated Attendant System Manager's Guide*
Doc. # 555-600-728
 - *AT&T Integrated Voice Power Automated Attendant Installation and Maintenance Guide*
Doc. # 555-600-729
 - *AT&T Integrated Voice Power Automated Attendant Planning Guide and Forms*
Doc. # 555-600-727

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