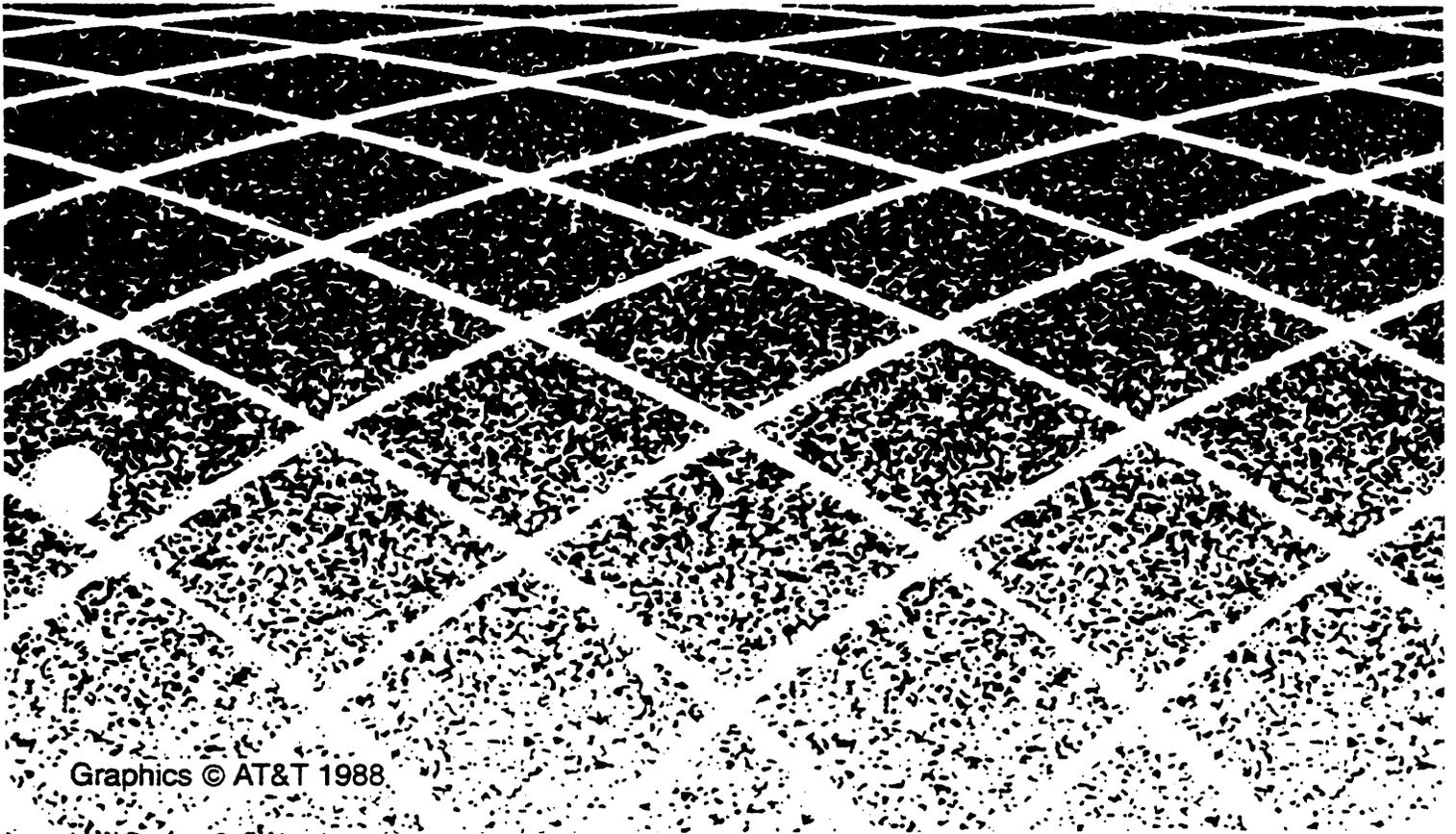




AT&T

AT&T 555-601-100A
Issue 1
September, 1993

AT&T FAX Attendant SystemTM
Release 2.1.1
For MERLIN LEGEND[®] Communications System
Release 2.0
System Manager's Guide Update



NOTICE

While reasonable effort was made to ensure that the information in this book was complete and accurate at the time of printing, AT&T cannot assume responsibility for any errors. Changes and/or corrections to the information contained in this document may be incorporated into future issues.

TRADEMARK NOTICE

UNIX is a registered trademark of UNIX System Laboratories, Inc.
Voice Power and AT&T Fax Attendant System are trademarks of AT&T.
AUDIX and MERLIN LEGEND are registered trademarks of AT&T.

SECURITY

As a customer of new telecommunications equipment you should be aware of the significant and growing problem of theft of long distance services by third parties, known commonly as "toll fraud." It is particularly important that you understand and take appropriate steps to deal with this crime because under applicable tariffs, you will be responsible for payment of associated toll charges. AT&T can not be responsible for such charges and will not make any allowance or give any credit resulting from toll fraud.

Toll fraud can occur despite the preventive efforts of network providers and equipment manufacturers. Toll fraud is a potential risk for every customer with telecommunications equipment having one or more of the following features: (1) remote access, (2) automated attendant (3) voice mail, (4) remote administration and maintenance, and (5) call forwarding (remote). This is not a product or design defect, but a risk associated with equipment having one or more of the features described above. If your new telecommunications equipment possesses any of these features, please consult the relevant portion of your documentation for further details and specific procedures to reduce the risk of toll fraud or contact your AT&T dealer for further details.

Instructions

Keep this update booklet handy for future reference by placing it in the pocket inside the back cover of your manual.

To update the information in your manual, please make the following changes:

- Pages 2-8 and 2-9: Cross out the pages and make a note on each page that the reader should refer to replacement pages 2-8, 2-8A, 2-8B, and 2-9 in this update booklet for corrected information.
- Page 3-60: Cross out the entire page and make a note on the page that the reader should refer to replacement page 3-60 in this update booklet for corrected information.
- Page 5-3: Cross out the entire page and make a note on the page that the reader should refer to replacement pages 5-3, 5-3A, and 5-3B in this update booklet for corrected information.

Summary of Changes

- Pages 2-8 and 2-9: The reconciliation program must be run manually when necessary. It does not run automatically.
- Page 3-60: The General Mailbox password must be set before the mailbox can be accessed.
- Page 5-3: The General Mailbox password must be set before the mailbox can be accessed.

The Integrated Solution on III environment allows integrated administration as follows:

1. A portion of the switch database for extensions and adjuncts is downloaded from the switch to the Extension Directory. The Extension Directory contains the System Numbering Plan information already administered for the switch.
2. Changes are made in the Extension Directory when the System Manager enters data.
3. When the changes made in the Extension Directory will affect how the switch operates, they are uploaded to the switch as programming requests. This programming is done automatically, as the database changes are made, and is transparent to the person making the changes.

Reconciliation

Programming changes made at the switch cannot be automatically sent to the Extension Directory. To keep the databases synchronized, when changes are made at the switch, run the reconciliation program to download the revised information to the Extension Directory.

See the *Integrated Solution III for MERLIN LEGEND Communications System System Manager's Guide*, Chapter 4, for the procedure for running the reconciliation program.

Subscriber Administration Planning

Subscriber administration is a multi-step process, and therefore has multiple forms that match the data entry process step-by-step. Subscriber administration follows these steps:

1. The Extension Directory is downloaded from the switch. This information is used to update the local extension directory used by AUDIX Voice Power and FAX Attendant. In all cases, the information downloaded takes precedence if the information in the local directory does not match.
2. Additions and deletions of AUDIX Voice Power/FAX Attendant subscribers are recorded in the local extension directory and are propagated to the switch by adding or deleting extensions from the default Call Coverage group and making other changes as necessary. Physical extensions are not deleted from the switch database, they are only disconnected from the AUDIX Voice Power/FAX Attendant configuration. "Special" extensions that are not part of the System Numbering Plan are added and deleted as necessary for use in AUDIX Voice Power/FAX Attendant.

You record the basic Extension Directory information on FORM DX in *the AT&T AUDIX Voice Power™/FAX Attendant System™ Planning and Implementation* document.

Feature and Planning Review

3. Once the basic information has been established for an extension, other operational parameters are requested. This includes whether the extension has call coverage provided by the switch, whether this is a new "special" extension, whether an automatic dialing button is to be programmed for the station set and the subscriber's associated private fax extension. (For additional information, see *Types of Fax Subscribers* later in this chapter.

You also record this information on FORM DX.

4. The voice associated parameters for the subscriber are entered. You record this information on FORM DA. (FORM DA is on the same sheet of paper as FORM DX.)
5. Finally, the fax associated parameters for the subscriber are entered. You record this information on FORM DF. (FORM DF is on the back of FORMS DX and DA.)

Types of Fax Subscribers

Generally, there are three FAX Attendant subscriber classes:

1. Personal Fax Number Subscribers without Fax Machines (Class 1)
2. Subscribers with Fax Mailboxes but without Personal Fax Numbers (Class 2)
3. Fax Machine Call Coverage Subscribers (Class 3)

Personal Fax Number Subscribers without Fax Machines (Class-1)

Each class 1 subscriber will have a personal fax number. This may be a Direct Inward Dial (DID) number from the Central Office telephone switch or a private line administered on the subscribers personal fax extension. A personal fax number will:

Implementing FAX Attendant

Mailbox greeting provided with AUDIX Voice Power is:

You will now be able to leave a message in a general mailbox. You can press 0 to speak to an operator at any time. If you know the intended recipient of your message be sure to include their name in your message. This will enable the system administrator to forward your message to them. Please wait for the tone to begin recording.

A new General Mailbox greeting can be recorded in the same manner as any other subscriber would record a new greeting. To administer the greeting for the General Mailbox, follow these steps:

1. Log in as extension 9999 with the password assigned to that mailbox.

— The system presents the AUDIX Voice Power Activity menu.

- [1] *Record Messages*
- [2] *Get Messages*
- [3] *Administer Name or Greeting*
- [5] *Administer Lists and Password*
- [6] *Administer Outcalling*
- [8] *To Go to FAX Attendant*
- [*][T] *Transfer to Another Extention*

2. Press [3]

— AUDIX Voice Power presents the Name and Greetings Administration submenu.

- Fax Equipment Operation
 - Fax Channel Administration
 - Fax Transmission Control
 - Fax Equipment Diagnostics

System Management Operations

System management operations are primarily concerned with retrieving messages from the General Mailbox.

Retrieving Messages from the General Mailbox

The General Mailbox handles overflow fax messages. Overflow indicates that the subscriber's mailbox is either too small, or is not being emptied out on a regular basis. The General Mailbox Service Administrator is responsible for delivering messages to the appropriate subscriber and deleting them from the General Mailbox.

The General Mailbox functions like any other mailbox. To collect the messages left in the General Mailbox, log in as 9999.

NOTE:

To reduce the risk of unauthorized access, AT&T has changed the default password for the General mailbox (extension 9999) to the # sign. The # sign prevents anyone from accessing the mailbox.

If you choose to enable the General mailbox during administration, you must specify a password for this mailbox or it will be inaccessible.

Discarding Old Fax Messages

Fax messages that have been left by individuals in the General Mailbox for more than the allotted holding period should be moved to the Fax Mail Administrator's Mailbox.

Old messages moved to the Fax Mail Administrators Mailbox are like any other fax message the administrator receives. The Fax Mail Administrator has three options for handling old messages: