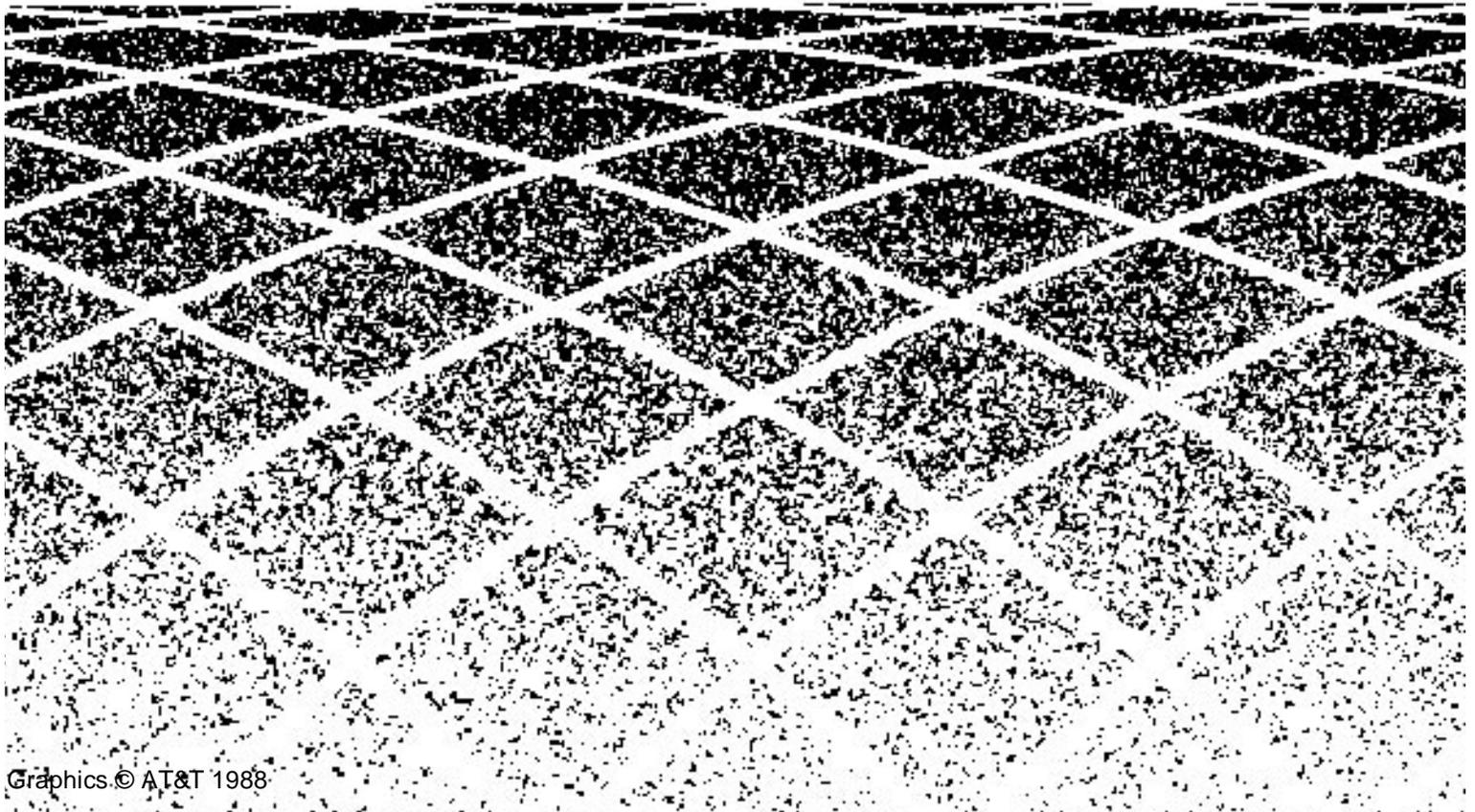




585-300-011
Issue 5
September, 1994

DEFINITY AUDIX System Documentation Guide



Contents

1	Ordering Information	1
2	DEFINITY AUDIX System Documentation	3

Contents

Ordering Information

1

The DEFINITY® AUDIX® System, AT&T's versatile voice mail system, is supported by a complete library of instructive documents. This guide provides information about the entire library so you can be certain you have precisely the documentation you need.

Customers can order publications listed in this book by mailing or calling the AT&T GBCS Publications Fulfillment Center. A check, money order, purchase order number, or charge card number (VISA, American Express, or MasterCard) is required with all orders. Make checks and money orders payable to RRD-AT&T. Subject to your company's credit approval, a purchase order is acceptable if your order exceeds \$50.00.

To order:

Mail: AT&T GBCS Publications Fulfillment Center
P.O. Box 4100
Crawfordsville, IN 47933

or

Call: 800-457-1235 (between 8:00 a.m. and 8:00 p.m. ET)
Outside USA: 317-361-5353

For returns:

Mail: AT&T GBCS Publications Fulfillment Center
1823 East Elmore Street
Crawfordsville, IN 47933

AT&T employees can order publications by supplying the following:

- 9-digit organization code, such as ZNYXXXXXX
- 6-digit location code, such as INXXXX
- 8-digit FML account number, such as 634XXXXX

AT&T Bell Laboratories' employees need only supply the following:

- Organization number, such as BLOXXXXX0
- 6-digit location code
- 10-digit work project number

The above information need only be supplied for the initial order unless any of it changes; later orders need only reference the customer number assigned at the time of the initial order.

Each order includes a packing slip listing the publications you ordered. If any of the publications you ordered cannot be shipped, the reason will be shown on the packing slip. When placing your order by phone, ask if the publication is available and in stock. This will save you time and enable you to take other action if the publication is not available when you place your order.

DEFINITY AUDIX System Documentation

2

This chapter provides information on the documentation that supports the DEFINITY AUDIX System. The table below identifies the title, order number, and issue number for each document, and the release it supports. A brief summary of each document is provided on the following pages.

Title	Number	Issue	Release Supported
General Information			
<i>DEFINITY AUDIX System — System Description</i>	585-300-205	5 or later	Up through R3.1
<i>DEFINITY AUDIX System — Feature Descriptions</i>	585-300-206	4 or later	Up through R3.1
<i>DEFINITY AUDIX System — R3.0 to R3.1 Change Description</i>	585-300-404	1 or later	R3.1 only
<i>DEFINITY AUDIX System — R3.1 to R3.2 Change Description</i>	585-300-405	1 or later	R3.2 only
Planning			
<i>Planning for the DEFINITY AUDIX System</i>	585-300-904	5 or later	Up through R3.1
<i>Planning for the DEFINITY AUDIX System R3.2</i>	585-300-601	1 or later	R3.2 only
Installation and Maintenance			
<i>DEFINITY AUDIX System — Installation and Upgrade</i>	585-300-111	5 or later	Up through R3.1

Title	Number	Issue	Release Supported
<i>DEFINITY AUDIX System — Installation and Upgrade</i>	585-300-118	1 or later	R3.2 only
<i>DEFINITY AUDIX System — Installation Checklist</i>	585-300-109	4 or later	Up through R3.1
<i>DEFINITY AUDIX System — Maintenance</i>	585-300-110	5 or later	Up through R3.2
System Administration			
<i>DEFINITY AUDIX System — Digital Networking</i>	585-300-534	1 or later	R3.2
<i>Switch Administration for the DEFINITY AUDIX System</i>	585-300-509	5 or later	Up through R3.2
<i>DEFINITY AUDIX System — Administration</i>	585-300-507	5 or later	Up through R3.2
<i>DEFINITY AUDIX System — Forms Reference</i>	585-300-207	2 or later	R1.0 - R2.0 only
<i>DEFINITY AUDIX System — R3.0 Forms Reference</i>	585-300-210	1 or later	R3.0 only
<i>DEFINITY AUDIX System R3.1 — Screens Reference</i>	585-300-211	1 or later	R3.1 only
<i>DEFINITY AUDIX System R3.2 — Screens Reference</i>	585-300-212	1 or later	R3.2 only
<i>AUDIX Administration and Data Acquisition Package</i>	585-302-502	12 or later	AUDIX R1V2-R1V8, DEFINITY AUDIX R1.0-R3.2, Intuity AUDIX R1.0-R3.0
<i>AMIS Analog Networking</i>	585-300-512	5 or later	Up through R3.2
<i>DEFINITY AUDIX System Announcement Customization — U.S. English</i>	585-300-527	1 or later	R3.0, R3.1, R3.2*
<i>DEFINITY AUDIX System Announcement Customization — Latin Spanish</i>	585-300-528	1 or later	R3.0, R3.1, R3.2*
<i>DEFINITY AUDIX System Announcement Customization — Canadian French</i>	585-300-529	1 or later	R3.0, R3.1, R3.2*
<i>DEFINITY AUDIX System Announcement Customization — British English</i>	585-300-530	1 or later	R3.0, R3.1, R3.2*

Title	Number	Issue	Release Supported
<i>DEFINITY AUDIX System Announcement Customization — U.S. English TDD</i>	585-300-526	1 or later	R3.0, R3.1, R3.2*

*See the document description regarding release-specific support.

System Use			
<i>A Portable Guide for Voice Messaging</i>	585-300-701	3 or later	AUDIXR1V8, DEFINITY AUDIX R1.0-R3.2, Intuity R1.0 & R2.0
<i>Voice Messaging Quick Reference</i>	585-300-702	3 or later	AUDIXR1V8, DEFINITY AUDIX R1.0-R3.2, Intuity R1.0 & 2.0
<i>Outcalling Quick Reference</i>	585-310-721	1 or later	AUDIXR1V8, DEFINITY AUDIXR1.0 - R3.0, Intuity R1.0
<i>Voice Messaging Outcalling Quick Reference</i>	585-300-706	1 or later	DEFINITY AUDIX R3.1 & R3.2, Intuity R2.0 & R3.0
<i>Multiple Personal Greetings Quick Reference</i>	585-300-705	5 or later	AUDIXR1V8, DEFINITY AUDIX R1.0-R3.2, Intuity R1.0 & R2.0
<i>DEFINITY AUDIX System Subscriber Artwork Package</i>	585-300-703	4 or later	Up through R3.2
<i>Voice Messaging Wallet Card</i>	585-300-704	2 or later	Up through R3.2

Title	Number	Issue	Release Supported
<i>AUDIX Business Card Stickers</i>	585-304-705	2 or later	DEFINITY AUDIX, AUDIX R1, Intuity AUDIX
<i>Intuity Message Manager User's Guide</i>	585-310-725	1 or later	R1.0
<i>Intuity Message Manager User's Guide Release 2.0</i>	585-310-731	1 or later	R2.0

- ***DEFINITY AUDIX System — System Description***

585-300-205, Issue 5 or later
September 1994

Provides a technical description of the DEFINITY AUDIX System hardware and software (up through release 3.1 only) and an overview of its uses with various switching systems. Information is directed to telecommunications managers, systems consultants, branch office specialists, and services support staff. Includes system design and operation, maintenance and administration, sizing and ordering, price element codes (PECs), abbreviations and glossary. An 8¹/₂-inch by 11-inch, 78-page document.

- ***DEFINITY AUDIX System — Feature Descriptions***

585-300-206, Issue 4 or later
September 1994

Provides a detailed description of user, administration, and system features available in the DEFINITY AUDIX System (up through release 3.1 only) for both display set and control link switch integrations. The document is designed to be used as a tool for answering questions about DEFINITY AUDIX features. The features are presented in alphabetical order and include the following information: description, applications, requirements, considerations, feature operation (including flow charts for user interactions), interactions with switch features, and interactions with other DEFINITY AUDIX features. Feature and command summaries and a feature history are included in appendixes. An 8¹/₂-inch by 11-inch, 438-page document.

- *DEFINITY AUDIX System — R3.0 to R3.1 Change Description*

585-300-404, Issue 1 or later
September 1994

Describes the DEFINITY AUDIX System changes from release 3.0 to release 3.1. Includes new and enhanced features, plus a description of changes and improvements. An 8¹/₂-inch by 11-inch, 70-page document.

- *DEFINITY AUDIX System — R3.1 to R3.2 Change Description*

585-300-405, Issue 1 or later
September 1995

Describes the DEFINITY AUDIX System changes from release 3.1 to release 3.2. Includes new and enhanced features, plus a description of changes and improvements. An 8¹/₂-inch by 11-inch, 42-page document.

- *Planning for the DEFINITY AUDIX System*

585-300-904, Issue 5 or later
September 1994

This document provides checklists and worksheets for planning, implementing, and installing a DEFINITY AUDIX System (up through release 3.1 only) in a new PBX or in a PBX already at the customer site. It also includes steps for a DEFINITY AUDIX software upgrade or system move and a section on preparing for Intuity Message Manager (IMM). The appendixes contain worksheets for PBX carrier configuration, initial DEFINITY AUDIX administration, and initial switch administration. An 8¹/₂-inch by 11-inch, 146-page document.

- *Planning for the DEFINITY AUDIX System R3.2*

585-300-601, Issue 1 or later
September 1995

This document provides checklists and worksheets for planning, implementing, and installing a DEFINITY AUDIX System R3.2 in a new PBX or in a PBX already at the customer site. It also includes steps for a DEFINITY AUDIX software upgrade or system move and a section on preparing for Intuity Message Manager (IMM). The appendixes contain worksheets for PBX carrier configuration, initial DEFINITY AUDIX administration, and initial switch administration. An 8¹/₂-inch by 11-inch, 148-page document.

- *DEFINITY AUDIX System — Installation and Upgrade*

585-300-111, Issue 5 or later
September 1994

Presents task-oriented procedures for installing a new DEFINITY AUDIX System (up through release 3.1 only). The purpose of this manual is to guide the installer through the steps to install the hardware and software, bring the system into service, and verify that it is fully operational. It is intended primarily for the on-site technician directly involved in the installation. It is also useful for system administrators, field support, and hotline personnel. Includes prerequisites, hardware installation, initial system administration, acceptance tests, initial subscriber administration, customer acceptance, upgrade instructions, price element codes (PECs), and option settings. An 8¹/₂-inch by 11-inch, 194-page document.

- *DEFINITY AUDIX System R3.2 — Installation and Upgrade*

585-300-118, Issue 1 or later
September 1995

Presents task-oriented procedures for installing a new DEFINITY AUDIX System R3.2. The purpose of this manual is to guide the installer through the steps to install the hardware and software, bring the system into service, and verify that it is fully operational. It is intended primarily for the on-site technician directly involved in the installation. It is also useful for system administrators, field support, and hotline personnel. Includes prerequisites, hardware installation, initial system administration, acceptance tests, initial subscriber administration, customer acceptance, upgrade instructions, price element codes (PECs), and option settings. An 8¹/₂-inch by 11-inch, 186-page document.

- *DEFINITY AUDIX System — Maintenance*

585-300-110, Issue 5 or later
September 1995

Describes how to maintain and troubleshoot the DEFINITY AUDIX System. Information is directed toward AT&T Tier I services personnel. Includes repair orientation; maintenance strategy; circuit packs; SCSI devices; environment; voice, control, and LAN links; digital networking; file systems; software; audits and shutdown codes; utilities, upgrades, and on-site diagnosis; and price element codes (PECs). An 8¹/₂-inch by 11-inch, 232-page document.

- *DEFINITY AUDIX System — Digital Networking*

585-300-534, Issue 1 or later
September 1995

Describes DEFINITY AUDIX digital networking and provides instructions for planning, installing, administering, and using digital networking. An 8 $\frac{1}{2}$ -inch by 11-inch, 154-page document.

- *Switch Administration for the DEFINITY AUDIX System*

585-300-509, Issue 5 or later
September 1995

Describes the steps required to administer an AT&T PBX to make DEFINITY AUDIX service available. Includes System 75, Generic 1, and Generic 3 administration for display set and control link switch integration and digital and analog port emulations. An 8 $\frac{1}{2}$ -inch by 11-inch, 362-page document.

- *DEFINITY AUDIX System — Administration*

585-300-507, Issue 5 or later
September 1995

Describes procedures and strategies for performing ongoing administration for the DEFINITY AUDIX System. Information is directed to the system administrator. Includes preparing for system operations; feature administration; ongoing preventive maintenance; ongoing subscriber administration; ongoing data administration; alarms, logs, and audits; traffic reports; automated attendant; ongoing system security; and Intuity Message Manager and LAN considerations. An 8 $\frac{1}{2}$ -inch by 11-inch, 206-page document.

- *DEFINITY AUDIX System — Forms Reference*

585-300-207, Issue 2 or later
April 1993

Displays and describes individual release 1.0 and release 2.0 terminal-screen forms used for system administration and maintenance. An 8 $\frac{1}{2}$ -inch by 11-inch, 326-page document.

- *DEFINITY AUDIX System R3.0 — Forms Reference*

585-300-210, Issue 1 or later
December 1993

Displays and describes individual release 3.0 terminal-screen forms used for system administration and maintenance. An 8½-inch by 11-inch, 390-page document.

- *DEFINITY AUDIX System R3.1 — Screens Reference*

585-300-211, Issue 1 or later
September 1994

Displays and describes individual release 3.1 administration and maintenance screens. The data fields of each screen are described, including default values and valid value ranges. Information is directed to system administrators and AT&T service technicians. Includes DEFINITY AUDIX administration and maintenance screens and a table of administration log entries. An 8½-inch by 11-inch, 288-page document.

- *DEFINITY AUDIX System R3.2 — Screens Reference*

585-300-212, Issue 1 or later
September 1995

Displays and describes individual release 3.2 administration and maintenance screens. The data fields of each screen are described, including default values and valid value ranges. Information is directed to system administrators and AT&T service technicians. Includes DEFINITY AUDIX administration and maintenance screens and a table of administration log entries. An 8½-inch by 11-inch, 316-page document.

- *AUDIX Administration and Data Acquisition Package*

585-302-502, Issue 12 or later
September 1995

Describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer (PC) for further processing. This document describes ADAP as used with AUDIX R1V2 through R1V8, DEFINITY AUDIX R1.0 through R3.2, and Intuity AUDIX R1.0-3.0. Information is directed to AUDIX administrators who use standardized reports and to application programmers who develop customized reports. Two interfaces are described: (1) the menu-driven PC2AUDIX application used by AUDIX administrators to retrieve data to the PC and generate standardized reports, and (2) DOS-level commands used by programmers to retrieve data for use in customized reports and to access and modify subscriber data in the voice messaging system database.

Instructions are also provided for using both interfaces to modify subscriber data directly in the voice messaging system database. An 8 1/2-inch by 11-inch, 462-page document.

- *AMIS Analog Networking*

585-300-512, Issue 5 or later
September 1994

Describes AMIS analog networking. Includes overview, planning and design, AUDIX administration, DEFINITY AUDIX administration, Intuity system administration, administration logs entry, administration forms summary, and subscriber operation. An 8 1/2-inch by 11-inch, 260-page document.

- *DEFINITY AUDIX System Announcement Customization — U.S. English*

585-300-527, Issue 1 or later
December 1993

Lists voice fragments that compose all release 3.0 U.S. English system announcements and provides detailed procedures for customizing those announcements. Includes announcements, related fragments and their text, and a table which cross-references fragments with all the announcements that use them. This book can also be used for R3.1 and R3.2, although there were some announcement changes for R3.1 not included in this book. See Appendix B of the *DEFINITY AUDIX System — Installation and Upgrade* book (585-300-118). An 8 1/2-inch by 11-inch, 200-page document.

- *DEFINITY AUDIX System Announcement Customization — Latin Spanish*

585-300-528, Issue 1 or later
December 1993

Lists voice fragments that compose all release 3.0 Spanish system announcements and provides detailed procedures for customizing those announcements. Includes announcements, related fragments and their text, and a table which cross-references fragments with all the announcements that use them. This book can also be used for R3.1 and R3.2, although there were some announcement changes for R3.1 not included in this book. See Appendix B of the *DEFINITY AUDIX System — Installation and Upgrade* book (585-300-118). An 8 1/2-inch by 11-inch, 200-page document.

- *DEFINITY AUDIX System Announcement Customization — Canadian French*

585-300-529, Issue 1 or later
December 1993

Lists voice fragments that compose all release 3.0 Canadian French system announcements and provides detailed procedures for customizing those announcements. Includes announcements, related fragments and their text, and a table which cross-references fragments with all the announcements that use them. This book can also be used for R3.1 and R3.2, although there were some announcement changes for R3.1 not included in this book. See Appendix B of the *DEFINITY AUDIX System — Installation and Upgrade* book (585-300-118). An 8¹/₂-inch by 11-inch, 200-page document.

- *DEFINITY AUDIX System Announcement Customization — British English*

585-300-530, Issue 1 or later
December 1993

Lists voice fragments that compose all release 3.0 British English system announcements and provides detailed procedures for customizing those announcements. Includes announcements, related fragments and their text, and a table which cross-references fragments with all the announcements that use them. This book can also be used for R3.1 and R3.2, although there were some announcement changes for R3.1 not included in this book. See Appendix B of the *DEFINITY AUDIX System — Installation and Upgrade* book (585-300-118). An 8¹/₂-inch by 11-inch, 200-page document.

- *DEFINITY AUDIX System Announcement Customization — U.S. English TDD*

585-300-526, Issue 1 or later
December 1993

Provides the release 3.0 Baudot-coded announcements used for the hearing impaired. This book can also be used for R3.1 and R3.2, although there were some announcement changes for R3.1 not included in this book. See Appendix B of the *DEFINITY AUDIX System — Installation and Upgrade* book (585-300-118). An 8¹/₂-inch by 11-inch, 202-page document.

- *A Portable Guide for Voice Messaging*

585-300-701, Issue 2 or later
November 1993

This pocket-size guide provides the subscriber with concise yet comprehensive task-oriented information for effectively using voice messaging functions such as recording and sending messages, creating personal greetings, creating mailing lists and personal directories, and leaving a call answer message. Tips and highlights and flowcharts are included. Product coverage includes AUDIX R1V8 (Standard User Interface), DEFINITY AUDIX R1.0-R3.2, and Intuity AUDIX R1.0 & R2.0. A 3¹/₂-inch by 6³/₄-inch, 36-page pocket guide.

- *Voice Messaging Quick Reference*

585-300-702, Issue 3 or later
November 1993

This concise quick reference summarizes the use of the most commonly used AUDIX subscriber features. Product coverage includes AUDIX R1V8 (Standard User Interface), DEFINITY AUDIX R1.0-R3.2, and Intuity AUDIX R1.0 & R2.0. One package includes 150 quick references. An 8¹/₂-inch by 14-inch, two-sided sheet (folded to 8¹/₂-inches by 3¹/₂-inches).

- *Outcalling Quick Reference*

585-310-721, Issue 1 or later
November 1993

This concise quick reference summarizes the Outcalling feature for AUDIX R1V8, DEFINITY AUDIX R1.0, R2.0, and R3.0, and Intuity R1.0. One package includes 150 quick references. An 8¹/₂-inch by 11-inch, two-sided sheet (folded to 8¹/₂-inches by 3¹/₂-inches).

- *Voice Messaging Outcalling Quick Reference*

585-300-706, Issue 1 or later
September 1994

This concise quick reference summarizes the use of the Outcalling feature on DEFINITY AUDIX release 3.1 and 3.2 and Intuity R2.0 and R3.0 systems. One package includes 150 quick references. An 8¹/₂-inch by 11-inch, two-sided sheet (folded to 8¹/₂-inches by 3¹/₂-inches).

- *Multiple Personal Greetings Quick Reference*

585-300-705, Issue 5 or later
November 1993

This concise quick reference summarizes the use of the multiple personal greetings feature. Product coverage includes AUDIX R1V8 (Standard User Interface), DEFINITY AUDIX R1.0-R3.2, and Intuity AUDIX R1.0 & R2.0. One package includes 150 quick references. An 8¹/₂-inch by 14-inch, two-sided sheet (folded to 8¹/₂-inches by 3¹/₂-inches).

- *DEFINITY AUDIX System Subscriber Artwork Package*

585-300-703, Issue 4 or later
September 1994

This package includes the camera-ready artwork for the *Voice Messaging Quick Reference*, the *Multiple Personal Greetings Quick Reference*, the *Voice Messaging Outcalling Quick Reference*, the *Voice Messaging Wallet Card*, the *Voice Messaging Tips and Highlights*, the *Voice Messaging with a TDD*, and the *Dual Language Greetings*. Customers may use the camera-ready artwork to print their own version of each document. The *Template Letter for Using the AMIS Analog Networking and Message Delivery Features* can be customized for a specific site.

- *Voice Messaging Wallet Card*

585-300-704, Issue 2 or later
September 1994

A job aid intended for the seasoned AUDIX subscriber that includes a summary of commands, plus a memory jogger for the subscriber's entry-level menu of task choices. One package includes 150 wallet cards.

- *AUDIX Business Card Stickers*

585-304-705, Issue 2 or later
November 1993

An aid for those who call AUDIX subscribers, the stickers are intended to be attached to the backs of subscribers' business cards. If the subscriber does not answer the call, card-holding callers will have directions for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet. Each sticker is 1¹/₂-inches by 3-inches.

- *Intuity Message Manager User's Guide*

585-310-725, Issue 1 or later
September 1994

Provides installation, operation, and troubleshooting instructions for users of the Intuity Message Manager R1.0 client software that runs on a personal computer. A 6¼-inch by 8½-inch, 70-page document.

- *Intuity Message Manager User's Guide Release 2.0*

585-310-731, Issue 1 or later
June 1995

Provides installation, operation, and troubleshooting instructions for users of the Intuity Message Manager R2.0 client software that runs on a personal computer. A 6¼-inch by 8½-inch, 130-page document.

We'd like your opinion.

AT&T welcomes your feedback on this document. Your comments can be of great value in helping us improve our documentation.

**DEFINITY AUDIX System Documentation Guide
585-300-001, Issue 5, September 1995, Comcode 107488561**

1. Please rate the effectiveness of this document in the following areas:

	Excellent	Good	Fair	Poor
Ease of Finding Information				
Clarity				
Completeness				
Accuracy				
Organization				
Appearance				
Examples				
Illustrations				
Overall Satisfaction				

2. Please check the ways you feel we could improve this document:

- Improve the overview/introduction
- Improve the table of contents
- Improve the organization
- Add more figures
- Add more examples
- Add more detail
- Make it more concise
- Add more step-by-step procedures/tutorials
- Add more troubleshooting information
- Make it less technical
- Add more/better quick reference aids
- Improve the index

Please add details about your concern. _____

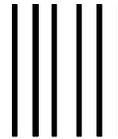
3. What did you like most about this document? _____

4. Feel free to write any comments below or on an attached sheet. _____

If we may contact you concerning your comments, please complete the following:

Name: _____ Telephone Number: () _____
Company/Organization _____ Date: _____
Address: _____

When you have completed this form, please fold, tape, and return to address on back
If you would prefer to fax this form, our fax number is (303) 538-1741. Thank you.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS

PERMIT NO. 522

DENVER, CO

POSTAGE WILL BE PAID BY ADDRESSEE

AT&T
Product Documentation Development
Room 22-2C11
11900 N. Pecos Street
Denver, CO 80234

