# Planning for the DEFINITY®AUDIX® System

## Release 4.0

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Low-Voltage Directive 73/23/EEC

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# Contents

# About This Document

This document is designed as a supplement to the AUDIX® System Streamlined Implementation process flow. It includes:

- Checklists for use by the branch office when planning and implementing a new DEFINITY® AUDIX® system sale and installation

- Worksheets to be completed by the customer organization, the account executive, and/or the software specialist before the DEFINITY AUDIX system is installed

> **NOTE:**
> The term *system* is used to mean *DEFINITY AUDIX system* in the text, the chapter titles, and the table titles throughout this document.

## Intended Audience

This document is designed for the following audiences:

- Account Executive — Pre-sale

- Customer Support Representative — Post-sale and pre-next-sale

- Project Manager — Pre-sale and post-sale

- Design Specialist — Pre-sale

- Software Specialist — Post-sale

- Installer — Post-sale/implementation

- Software Associate — Post-sale

- Customer Organization — Pre-sale and post-sale

- Service organizations, including the Technical Service Organization (TSO), the Technical Service Center (TSC), the Multimedia Messaging Implementation Support Center (MMISC), the National Service Assistance Center (NSAC), International Technical Assistance Center (ITAC), the Centers of Excellence (COEs), and the Sales & Design Support Center (SDSC)[1] — Pre- and post-sale

# Prerequisite Skills or Knowledge

This document is written with the assumption that readers are familiar with the material in *DEFINITY AUDIX System — System Description*, 585-300-214 and *DEFINITY AUDIX System — Feature Descriptions*, 585-300-206.

# How This Document Is Organized

*Planning for the DEFINITY AUDIX System Release 4.0,* 585-300-602, covers the following topics:

- Chapter 1 describes the DEFINITY AUDIX system and general considerations for its implementation.

- Chapter 2 lists the tasks to be completed when the customer orders a new DEFINITY AUDIX system with a new switch.

- Chapter 3 lists the tasks to be completed when the customer orders a new DEFINITY AUDIX system for a switch that is already installed at the customer site.

- Appendix A provides worksheets for the account executive, software specialist, or design specialist to complete if the DEFINITY AUDIX system is to be installed into a switch that is already at the customer site. The worksheets can also be used if the DEFINITY AUDIX system is to be moved to different slots in the switch in which it currently resides or to a new switch.

- Appendix B provides worksheets for the software specialist or the design specialist to complete with the customer before initial switch administration.

- Appendix C provides worksheets for the customer to complete before initial DEFINITY AUDIX administration.

- Appendix D provides worksheets for the customer to complete before administering optional features such as Digital Networking or Automated Attendant.

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1. This book refers to these support organizations collectively as the Remote Services Center (RSC).

- [Appendix E](#) provides a worksheet for the account executive or the customer to complete for the system access terminals.

- [Appendix F](#) provides an overview of administration and maintenance tasks.

- [Appendix G](#) provides an overview of system administration tasks and recommended qualifications for the system administrator.

- [Appendix H](#) provides a worksheet for design support.

- List of [Abbreviations](#).

- [Glossary](#).

- [Index](#).

## How to Use this Document

To use this document, follow the implementation process flow as outlined in the appropriate implementation chapter — either [Chapter 2](#) or [Chapter 3](#). The tasks indicate at which points in the process flow the worksheets in the appendixes of this book should be completed. Where it is appropriate, the directions for a task refer the reader to a specific DEFINITY AUDIX system or switch document for further information.

Implementation tasks may vary for certain modes of operation for the system, such as control link integration and analog port emulation. This document does not include any information about these procedures. For information about special considerations for control link integration and analog port emulation, see *DEFINITY AUDIX System — System Description*, 585-300-214 or *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

## Trademarks and Service Marks

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- AUDIX® is a registered trademark of Lucent Technologies

- DEFINITY® is a registered trademark of Lucent Technologies

- INTUITY™ is a trademark of Lucent Technologies

# Related Resources

The forms in this document should be completed by the customer to enable a smooth installation of the DEFINITY AUDIX system and DEFINITY AUDIX-related administration of the switch. The following additional documents are recommended for use in conjunction with this document:

- *DEFINITY AUDIX System — System Description*, 585-300-214, and *DEFINITY AUDIX System — Feature Descriptions*, 585-300-206, describe the DEFINITY AUDIX system hardware and features not covered in this document.

- *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, contains detailed installation and migration instructions, as well as instructions for administering the DEFINITY AUDIX system and its switch.

- *DEFINITY AUDIX System Release 4.0 — Maintenance*, 585-300-121, *DEFINITY AUDIX System — Administration*, 585-300-507, and *DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213, provide information about ongoing maintenance and ongoing administration.

# How to Make Comments About This Document

While we have tried to make this document fit your needs, we are interested in your suggestions for improving it. We encourage your comments or suggestions to:

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# Overview

1

This document is designed to help make a DEFINITY AUDIX system installation run as smoothly as possible. It is to be used in conjunction with documents for the AUDIX Streamlined Implementation process and other DEFINITY AUDIX documents.

## DEFINITY AUDIX System Requirements

A prospective purchaser of the DEFINITY AUDIX system should be aware of the following system requirements:

- The DEFINITY AUDIX system can be installed in a System 75 R1V3, a System 75 XE, a DEFINTY Generic 1, a DEFINITY Generic 3, or a DEFINITY Generic 3csi (ProLogix). See Table 1-1 for a list of compatible switches and switch software loads.

- Lucent Technologies only supports configurations with one DEFINITY AUDIX system per switch.

- The DEFINITY AUDIX system requires two[1] contiguous universal port slots.

  For details on the carriers and universal port slots into which a DEFINITY AUDIX system can be installed, see Appendix A.

- With the maximum configuration, a customer can administer up to 2000 local subscribers or 100,000 remote subscribers on a DEFINITY AUDIX system.[2]

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1.  For the Compact Modular Cabinet (CMC), the DEFINITY AUDIX system only needs one slot if it is installed in slot 6.

- Switch releases G3R7.1 and above will recognize the DEFINITY AUDIX system's TN568 circuit pack. When the switch recognizes the DEFINITY AUDIX system, the system is operating in *native mode*.

- In all compatible switches, the DEFINITY AUDIX system can emulate a TN754, 8 port digital circuit pack. In G3V2 and above, the DEFINITY AUDIX system can also emulate a TN2181, 16-port digital circuit pack.[3] When the switch recognizes the DEFINTY AUDIX system as a TN754 or a TN2181 digital port circuit pack, it is operating in *non-native mode*. For more information about native and non-native mode, see *DEFINITY AUDIX System — System Description*, 585-300-214.

    **NOTE:**
    Even though the DEFINITY AUDIX system should emulate a TN2181 digital port circuit pack in switch releases G3V2 and above, DEFINITY AUDIX system Release 4.0 supports a maximum of 12 voice ports without Digital Networking or 8 voice ports with Digital Networking.

    **NOTE:**
    This document only covers display set integration. Under certain conditions, some customers may be able to operate the DEFINITY AUDIX system in control link integration. In these cases, other board emulation types may apply. See *DEFINITY AUDIX System Release 4.0 — System Description*, 585-300-214, for more information about switch integration and port board emulation types.

- The DEFINITY AUDIX system provides Multilingual capability. The system can carry up to nine Multilingual announcement sets. A special Telecommunications Device for the Deaf (TDD) announcement set is also available.

- The DEFINITY AUDIX system supports one Digital Networking channel.

    **NOTE:**
    For low-speed, DCP Mode 2 Digital Networking connections, the system supports a maximum of 100 local subscribers and 10,000 remote subscribers.

- The DEFINITY AUDIX system supports AMIS Analog Networking.

- The DEFINITY AUDIX system can be the AUDIX server on a local area network (LAN) for subscribers using INTUITY Message Manager on their PCs. Up to 500 INTUITY Message Manager subscribers can have a

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2. These numbers indicate the maximum number possible, which may not be desirable for peak performance.

3. Lucent Technologies recommends emulating a TN2181, 16-port digital port circuit pack in G3V2 and above to facilitate system expansion.

Transmission Control Protocol/Internet Protocol (TCP/IP) connection into the system. Up to 32 subscribers can be logged into the system at any one time using INTUITY Message Manager.

## Compatible Switches and Software

The DEFINITY AUDIX system can be installed in the following switches:

- System 75 R1V3, System 75 R1V3n
- System 75 XE
- DEFINITY Communications System Generic 1
- DEFINITY Communications System Generic 3i
- DEFINITY Communications System Generic 3s
- DEFINITY Communications System Generic 3si
- DEFINITY Communication System Generic 3csi (ProLogix)
- DEFINITY Communications System Generic 3vs
- DEFINITY Communications System Generic 3r

Not all software releases for these switches are compatible with the DEFINITY AUDIX system Release 4.0. Table 1-1 lists the switches and switch software loads that are compatible with the DEFINITY AUDIX system.

**Table 1-1.    Switches and Switch Software Releases Compatible with the DEFINITY AUDIX System**

| Switch | Do these Software Releases Support the System in Native Mode? |
|---|---|
| System 75[1] | |
| ■ Release 1 Version 3 | No |
| ■ Release 1 Version 3n | No |
| G1 | |
| ■ G1.1 | No |
| ■ G1.1n | No |
| G3vs[2] | |
| ■ Version 1 to Version 4 | No |
| ■ Release 5 to Release 6 | No |
| G3s[2] | |
| ■ Version 1 to Version 3 | No |
| G3i[2] | |
| ■ Version 1 to Version 3 | No |
| G3si | |
| ■ Version 4 | No |
| ■ Release 5 to Release 6 | No |
| G3si | |
| ■ Release 7 or higher | Yes |
| G3csi | |
| ■ Release 6 | No |
| G3csi | |
| ■ Release 7 or higher | Yes |
| G3r | |
| ■ Version 1 to Version 4 | No |
| ■ Release 5[3] to Release 6 | No |
| G3r | |
| ■ Release 7 or higher | Yes |

1.  MFATs cannot be used to access the DEFINITY AUDIX system with DEFINITY switch Release 5.3. Use of MFATs with the DEFINITY AUDIX system is supported in all software releases above 5.3.

2.  The Transfer Out of AUDIX feature is not supported on these switches prior to G3V2g.04.5.0.099.

3.  These switch releases do not support the use of multifunction analog telephones (MFATs) with the DEFINITY AUDIX system. The DEFINITY G3r switch supports MFATs in all releases above 5.3.

Customers with switch software releases below those specified in Table 1-1 must upgrade their switch software to accommodate the DEFINITY AUDIX system

Lucent Technologies also recommends that customers upgrade to the latest software issue for their switch releases.

**Table 1-2.   Voice Port Limits**

| Switch Type | Maximum Number of Voice Ports with Digital Networking | Maximum Number of Voice Ports without Digital Networking |
|---|---|---|
| All compatible switches | 8 | 12 |

## DEFINITY AUDIX Planning

In planning and implementing a DEFINITY AUDIX installation, the customer and Lucent Technologies employees must coordinate their efforts for the needs assessment/contract, pre-installation, installation, and post-installation activities. The following chapters contain an overview of the tasks that must be performed during each of these phases.

Throughout the implementation process, the Lucent Technologies project manager should be the customer's single point of contact. If the customer needs assistance with the DEFINITY AUDIX system after the cutover is complete and the system is accepted, the customer should contact the appropriate service organization:

- Customers in the U.S. should contact the TSC at 1-800-242-2121.
- Customers outside the U.S. should contact their COEs.

# New System Ordered with New Switch

# 2

[Table 2-1](#) is a checklist that summarizes the tasks required for planning and installing the DEFINITY AUDIX system when it is ordered with a new switch. The checklist is designed to help all parties involved coordinate their planning and implementation activities. Where it is appropriate, tasks refer to documents that contain more detailed instructions or information.

The symbol ➜ in the checklist points to a worksheet in the appendixes that should be filled in at that point in the planning process.

[Table 2-1](#) is designed to be used in conjunction with the AUDIX Streamlined Implementation process flow. For more detailed information on DEFINITY AUDIX implementation, see the binders produced for AUDIX Streamlined Implementation. These binders should be in each Lucent Technologies branch office.

For switch implementation tasks, consult the binders produced for Streamlined Implementation and the appropriate switch planning document.

**Table 2-1.   New System with New Switch**

| Task | Party | Requirements | Date Complete |
|---|---|---|---|
| **Performing Assessment and Contract Tasks** | | | |
| Complete needs assessment | Account executive | Determine the appropriate voice messaging and software application solution for the customer. If a DEFINITY AUDIX system is the best solution, determine the approximate number of voice ports, hours of voice storage, and PC software applications the customer needs. For further information about DEFINITY AUDIX capacity and sizing, see *DEFINITY AUDIX System — System Description*, 585-300-214.<br><br>If the DEFINITY AUDIX system will be used as a server for INTUITY Message Manager over a local area network (LAN), work with the customer's LAN administrator to set up a demarcation point on the wallfield. This point must be within 25 feet from the back of the switch. A 10BaseT connection is needed. Lucent Technologies provides a 104A mounting block as the demarcation point on the wall for this connection to plug into. Lucent Technologies also provides a D8W modular wall cord to make the connection between the mounting block and DEFINITY AUDIX adapter cable. | |
| | ➜ | Fill in Worksheet C-2 to identify the equipment needed for INTUITY Message Manager. | |
| | ➜ | Determine whether the customer will use AMIS Analog or Digital Networking. Fill out Worksheet D-1. For more information about the system's requirements for AMIS Analog and Digital Networking, see *DEFINITY AUDIX System Release 4.0 — System Description*, 585-300-214.<br><br>Determine what primary and secondary Multilingual announcement sets will be used. | |

**Table 2-1. New System with New Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| | ➜ | Fill in Worksheet C-1 and Worksheet C-7 to activate the Multilingual option and Worksheet C-8 to specify language sets. Identify any peripheral equipment the customer needs, including terminals, modems, and cables not included with the DEFINITY AUDIX system PEC. | |
| | ➜ | Fill in Worksheet E-1. | |
| Generate a configuration | Account executive or design specialist ➜ | See *DEFINITY AUDIX System — System Description,* 585-300-214 for detailed information about the DEFINITY AUDIX system. If the customer wants to use Digital Networking, complete form 1154 in Appendix H. | |
| Review equipment room requirements | Project manager or account executive | See *DEFINITY AUDIX System — System Description,* 585-300-214 for detailed information about environmental considerations. Review the equipment room's environmental requirements with the customer and obtain the customer's signature. | |
| **Preparing for Installation** | | | |
| Order documentation | Account executive | If the customer wants documentation to arrive before the DEFINITY AUDIX system, order it at this time, or any time before you place the order for the system. | |

*Continued on next page*

**Table 2-1.   New System with New Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| | | The CD-ROM, *DEFINITY AUDIX System Release 4.0 Documents*, 585-300-803, includes the following documentation:<br><br>*Planning for the DEFINITY AUDIX System Release 4.0*, 585-300-602<br><br>*DEFINITY AUDIX System — System Description*, 585-300-214<br><br>*DEFINITY AUDIX System — Feature Descriptions*, 585-300-206<br><br>*BCS Product Security Handbook*, 555-025-600<br><br>*DEFINITY AUDIX System — Administration*, 585-300-507<br><br>*DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213<br><br>*Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122<br><br>*DEFINITY AUDIX System Release 4.0 — Maintenance,* 585-300-121<br><br>*AUDIX Administration and Data Acquisition Package*, 585-302-502<br><br>*AMIS Analog Networking*, 585-300-512<br><br>*DEFINITY AUDIX System — Digital Networking*, 585-300-534 | |
| Order training | Account Executive | Determine whether the customer wants to purchase live or CD-ROM-based training, and order the appropriate courses. | |

*Continued on next page*

**Table 2-1.  New System with New Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| Attend training | Customer | Attend any training courses you purchased. | |
| Prepare the site | Customer | Prepare the equipment room for installation. See *DEFINITY AUDIX System — System Description,* 585-300-214 for complete information about environmental considerations.<br><br>To install the DEFINITY AUDIX system, each station must have a unique extension and caller ID. The DEFINITY AUDIX system will reject the switch database if two or more extensions have the same caller ID or no caller ID because this appears to the DEFINITY AUDIX system as a duplicate ID. Modify the switch database at this time, if necessary, to ensure that each station has a unique caller ID. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. | |
| Perform software/station reviews | Project manager and customer ➜ | Determine how the customer would like the switch and the DEFINITY AUDIX system administered during initial administration.<br><br>Fill in the worksheets in Appendix B, Appendix C, and Appendix D.<br><br>See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, and *DEFINITY AUDIX System — Administration*, 585-300-507, for information about translations and administration.<br><br>Discuss system security issues, including toll fraud. See *BCS Product Security Handbook*, 855-025-600, *DEFINITY AUDIX System — System Description*, 555-300-214, *DEFINITY AUDIX System — Feature Descriptions,* 585-300-206 for more information about these issues. | |

**Table 2-1.   New System with New Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
|  |  | Discuss the system password with the customer. Customers can change the system password for the *cust* login to whatever they want. Lucent Technologies controls the password for the *craft* and other logins, so the RSC can perform remote maintenance |  |
| Allocate a Direct Inward Dialing (DID) or Central Office (CO) Line for the AUDIX maintenance port | Project manager and customer | The customer is responsible for providing a remote-maintenance access line to the modem of the DEFINITY AUDIX system. The customer can purchase a 1FB from the local telephone service provider or provide a DID line from the switch. A circuit terminating at the switch console or other answering position is not suitable. |  |
| Check the customer site | Project manager | Verify that the customer's equipment room is ready for equipment delivery. |  |
| Receive equipment | Customer | Receive the switch with the DEFINITY AUDIX system installed. |  |
| **Installing the System** |  |  |  |
| Install the DEFINITY AUDIX hardware | Installer | Install the cables, modems, terminals, and any other peripheral equipment as described in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. |  |
| Test the hardware | Installer | Test the DEFINITY AUDIX hardware. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for detailed instructions. |  |
| Perform initial switch administration | Software specialist or design specialist | Use the worksheets from Appendix B and the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to perform the initial switch administration. |  |

**Table 2-1. New System with New Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| Verify customer options | Installer | The factory normally activates the customer options before shipping. Use Worksheet C-1 to check port activation, the switch and port connection types, the Digital Networking and Multilingual options, and maximum number of INTUITY Message Manager login sessions. If necessary, change the settings for these features on the SYSTEM-PARAMETERS CUSTOMER OPTIONS screen as described in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. Contact the MMISC to confirm the changes. | |
| Activate AUDIX server hardware (LAN) options | Installer | Use Worksheet C-2 and the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to check connection of the system to the LAN and activation of INTUITY Message Manager. Also see *INTUITY Message Manager User's Guide*, 585-310-731. | |
| Perform initial DEFINITY AUDIX administration | Installer | Use the worksheets from Appendix C, as well as the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to perform the initial DEFINITY AUDIX system administration. | |
| Test Alarm Origination | Project manager ➜ | Fill in Worksheet C-9. Enter the information from this worksheet on the SYSTEM-PARAMETERS MAINTENANCE screen and then test the Alarm Origination feature.<br><br>Call the RSC to add the customer to the Initialization and Administration System (INADS) database and request maintenance support. | |

*Continued on next page*

**Table 2-1. New System with New Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|-------------|---------------|
| | | For detailed instructions on testing Alarm Origination, see *DEFINITY AUDIX System Release 4.0 — Installation and Switch Administration.* | |
| Test the DEFINITY AUDIX features | Installer | Test the DEFINITY AUDIX features. For detailed instructions, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. | |
| Perform initial subscriber administration | Software specialist and customer | Add the initial subscribers. Use Worksheet C-8. | |
| Perform customer initial administration | Customer | Install the AUDIX Administration and Data Acquisition Package (ADAP). See *AUDIX Administration and Data Acquisition Package*, 585-302-502.<br><br>Record and administer Automated Attendants. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Record and administer customized announcements. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Identify primary and secondary language announcement sets. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Administer any other optional features you purchased. See Appendix D for more information and worksheets for optional features. | |

**Table 2-1. New System with New Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| | | Test any features you administered in this step.<br><br>Back up the data you entered using the magneto-optical disk drive. | |
| Administer Digital Networking per spec provided | Software specialist | Administer and test Digital Networking. See Appendix B for more information about Digital Networking. | |

# New System Ordered for Existing Switch

# 3

Table 3-1 is a checklist that summarizes the tasks required for planning and installing a DEFINITY AUDIX system when it is ordered for a switch that the customer already has on site. The checklist is designed to help all parties involved coordinate their planning and implementation activities. Where it is appropriate, tasks refer to documents that contain more detailed instructions or information.

The symbol ➡ in the checklist points to a worksheet in the appendixes that should be filled in at that point of the planning process.

Table 3-1 is designed to be used in conjunction with the AUDIX Streamlined Implementation process flow. For more detailed information on DEFINITY AUDIX implementation, see the binders produced for AUDIX Streamlined Implementation. These binders should be in each Lucent Technologies branch office.

> ⇒ **NOTE:**
> This table does not include information about control link integration, which may be relevant for some DEFINITY AUDIX system installations in switch releases below DEFINITY G3 Release 7.1. For more information about installation options in earlier switch releases, see *DEFINITY AUDIX System Release 4.0 — System Description, 585-300-214,* and *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0*, 585-300-122.

**Table 3-1.  New System with Existing Switch**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| **Performing Assessment and Contract Tasks** | | | |
| Complete needs assessment | Account executive | Determine the appropriate voice messaging and software application solution for the customer. If a DEFINITY AUDIX System is the best solution, determine the approximate number of voice ports, hours of voice storage, and PC software applications the customer needs. For further information about DEFINITY AUDIX capacity and sizing, see *DEFINITY AUDIX System — System Description*, 585-300-214.<br><br>Verify that the switch and switch software load can accommodate the DEFINITY AUDIX System. See Table 1-1 for a list of compatible switches and switch software loads.<br><br>➜ Determine whether the customer will operate the system in display set or control link integration. Fill in Worksheet A-1 to identify the equipment needed for the connection. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for detailed information about control link integration.<br><br>**⟹ NOTE:**<br>The customer must have an existing Processor Interface (PI) or Processor Gateway (PGATE) circuit pack in the switch to operate the DEFINITY AUDIX system in control link integration. | |

*Continued on next page*

**Table 3-1.    New System with Existing Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
|  |  | If the DEFINITY AUDIX system will be used as a server for INTUITY Message Manager over a LAN, work with the customer's LAN administrator to set up a demarcation point on the wallfield. This point must be within 25 feet from the back of the switch. A 10BaseT connection is needed. Lucent Technologies provides a 104A mounting block as the demarcation point on the wall for this connection to plug into. Lucent Technologies also provides a D8W modular wall cord to make the connection between the mounting block and the DEFINITY AUDIX adapter cable. |  |
|  | ➜ | Fill in Worksheet C-2 to identify the equipment needed for INTUITY Message Manager. |  |
|  | ➜ | Determine whether the customer will use AMIS Analog or Digital Networking. Fill out Worksheet D-1. For more information about the system's requirements for AMIS Analog and Digital Networking, see *DEFINITY AUDIX System Release 4.0 — System Description*, 585-300-214. |  |
|  |  | Determine what primary and secondary Multilingual announcement sets will be used. |  |
|  | ➜ | Fill in Worksheet C-1 and Worksheet C-7 to activate the Multilingual option, and Worksheet C-8 to specify language sets. |  |
|  |  | Identify any peripheral equipment needed, including terminals, modems, and cables not included with the DEFINITY AUDIX system PEC. |  |
|  | ➜ | Fill in Worksheet E-1. |  |

**Table 3-1.   New System with Existing Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|-------------|---------------|
| Determine DEFINITY AUDIX location | Account executive | See *DEFINITY AUDIX System — System Description*, 585-300-214 for detailed information about environmental considerations.<br><br>Complete the Switch Carrier Configuration worksheets in Appendix A, and find two contiguous port slots (one slot in a CMC) into which the DEFINITY AUDIX system can be installed. Give the completed worksheets to the project manager. | |
| Generate a configuration | Account executive<br><br>➜ | See *DEFINITY AUDIX System — System Description,* 585-300-214, for detailed information about the DEFINITY AUDIX system.<br><br>If the customer wants to use Digital Networking, complete form 1154 in Appendix H. | |
| Perform site survey | Project manager | Verify that the switch and switch software load can accommodate the DEFINITY AUDIX system. See Table 1-1 for a list of compatible switches and switch software loads.<br><br>Using the information in Appendix A, make sure there are enough contiguous slots available in a carrier that are suitable for the DEFINITY AUDIX system. | |
| Review equipment room requirements | Project manager or account executive | Review equipment room environmental requirements with the customer and obtain the customer's signature. | |

*Continued on next page*

**Table 3-1.   New System with Existing Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|---|---|---|---|
| **Preparing for Installation** | | | |
| Order documentation | Account executive | If the customer wants documentation to arrive before the DEFINITY AUDIX system, order it at this time, or any time before you place the order for the system.<br><br>The CD-ROM, *DEFINITY AUDIX System Release 4.0 Documents*, 585-300-803, includes the following documentation:<br><br>*Planning for the DEFINITY AUDIX System Release 4.0*, 585-300-602<br><br>*DEFINITY AUDIX System — System Description*, 585-300-214<br><br>*DEFINITY AUDIX System — Feature Descriptions*, 585-300-206<br><br>*BCS Product Security Handbook*, 555-025-600<br><br>*DEFINITY AUDIX System — Administration*, 585-300-507<br><br>*DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213<br><br>*Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122<br><br>*DEFINITY AUDIX System Release 4.0 — Maintenance,* 585-300-121<br><br>*AUDIX Administration and Data Acquisition Package*, 585-302-502<br><br>*AMIS Analog Networking*, 585-300-512 | |

*Continued on next page*

Table 3-1. New System with Existing Switch (Continued)

| Task | Party | Requirements | Date Complete |
|---|---|---|---|
| | | *DEFINITY AUDIX System — Digital Networking*, 585-300-534 | |
| Attend training | Customer | If you purchased any DEFINITY AUDIX system training classes, attend before the system arrives. If you want to purchase the CD-ROM-based training courses for administration, order it before the system arrives. | |
| Order switch carrier reconfiguration | Project manager | Place an order for switch carrier reconfiguration, if required. Any switch carrier reconfiguration should be completed before material on job (MOJ) for the DEFINITY AUDIX hardware. | |
| Perform software and station reviews | Project manager and customer  ➜ | Determine how the customer wants the switch and the DEFINITY AUDIX system administered during initial administration.  Fill in the worksheets in Appendix B, Appendix C, and Appendix D.  See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0*, 585-300-122, and *DEFINITY AUDIX System — Administration*, 585-300-507, for complete information on translations and administration.  Discuss system security issues with the customer, including toll fraud. For more information about system features and switch integrations, see *BCS Product Security Handbook*, 855-025-600, *DEFINITY AUDIX System — System Description*, 585-300-214, and *DEFINTY AUDIX System — Feature Descriptions*, 585-300-602. | |

**Table 3-1. New System with Existing Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| | | Discuss the system password with the customer. Customers can change the system password for the *cust* login to whatever they want. Lucent Technologies controls the password for the *craft* and other logins, so the RSC can perform remote maintenance. | |
| Remove switch translations | Installer | Remove any translations for circuit packs to be moved to reconfigure the carrier. For detailed information on using switch administration screens, see the implementation manual appropriate for the customer's switch. | |
| Reconfigure switch carrier | Installer | See Worksheet A-1 and Worksheet A-2 to see which circuit packs should be moved. Perform remove and add functions to move the circuit packs. Rewire cables and cross-connect field, as required. See the customer's switch documentation for information on using switch screens. | |
| Administer moved circuit packs | Installer | Administer any circuit packs that were moved. Test the switch for the new physical arrangement of the circuit packs and for proper administration. | |
| Check the customer site | Project manager | If reconfiguration was required for the carrier circuit pack, verify the reconfiguration is complete. | |
| Allocate a Direct Inward Dialing (DID) or Central Office (CO) Line for AUDIX maintenance port | Project manager and customer | The customer is responsible for providing a remote-access line to the modem of the DEFINITY AUDIX system. The customer can purchase a 1FB from the local telephone service provider or provide a DID line from the switch. A circuit terminating at the switch console or other answering position is not suitable. | |

**Table 3-1.   New System with Existing Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| Prepare the site | Customer | Prepare equipment room for installation. See *DEFINITY AUDIX System — System Description*, 585-300-214, for complete information about environmental considerations.<br><br>In order to install the DEFINITY AUDIX system, each station needs a unique extension and caller ID. For example, the DEFINITY AUDIX system will reject the switch database if two extensions have the same caller ID. The DEFINITY AUDIX system will also reject the database if there is more than one extension with no caller ID because this appears to the system as a duplicate ID. Modify the switch database at this time, if necessary, to ensure that each station has a unique caller ID. | |
| Receive equipment | Customer | Receive the DEFINITY AUDIX system. | |
| **Installing the System** | | | |
| Install the DEFINITY AUDIX Hardware | Installer | Install the DEFINITY AUDIX hardware in the slots designated on Worksheet A-2.<br><br>Install cables, terminals, modems, and any other peripherals. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for detailed instructions. | |
| Test the hardware | Installer | Test the DEFINITY AUDIX hardware. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for detailed instructions. | |
| Perform initial switch administration | Software specialist or design specialist | Use the worksheets from Appendix B and the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to perform the initial switch administration. | |

**Table 3-1. New System with Existing Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| Verify customer options | Installer | The factory normally activates the customer options before shipping. Use Worksheet C-1 to check port activation, the switch and port connection types, the Digital Networking and Multilingual options, and maximum number of INTUITY Message Manager login sessions. If necessary, change the settings for these features on the SYSTEM-PARAMETERS CUSTOMER OPTIONS screen as described in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. Then contact the MMISC to confirm the changes. | |
| Activate AUDIX server hardware (LAN) options. | Installer | Use Worksheet C-2 and the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to check connection of the system to the LAN and activation of INTUITY Message Manager. Also see *INTUITY Message Manager User's Guide*, 585-310-731. | |
| Perform initial DEFINITY AUDIX administration | Software specialist | Use the worksheets from Appendix C, as well as the instructions in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, to perform the initial DEFINITY AUDIX system administration. | |
| Test Alarm Origination | Project Manager ➜ | Fill in Worksheet C-9. Enter the information from this worksheet on the SYSTEM-PARAMETERS MAINTENANCE screen and then test the Alarm Origination feature.<br><br>Call the RSC to add the customer to the Initialization and Administration System (INADS) database and request maintenance support. | |

*Continued on next page*

**Table 3-1.  New System with Existing Switch  (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
|  |  | For detailed instructions on testing Alarm Origination, see *DEFINITY AUDIX System Release 4.0 — Installation and Switch Administration*. |  |
| Test the DEFINITY AUDIX features | Installer | Test the DEFINITY AUDIX features. For detailed instructions, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122. |  |
| Perform initial subscriber administration | Software specialist and customer | Add the initial subscribers. Use Worksheet C-8. |  |
| Perform customer initial administration | Customer | Install the AUDIX Administration and Data Acquisition Package (ADAP). See *AUDIX Administration and Data Acquisition Package*, 585-302-502.<br><br>Administer and record automated attendants. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Record and administer customized announcements. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Identify primary and secondary language announcement sets. See *DEFINITY AUDIX System — Administration*, 585-300-507, for complete instructions.<br><br>Administer any other optional features you purchased. See Appendix D for more information and worksheets for optional features. |  |

**Table 3-1. New System with Existing Switch (Continued)**

| Task | Party | Requirements | Date Complete |
|------|-------|--------------|---------------|
| | | Test any features you administered in this step.<br><br>Back up the data you entered using the magneto-optical disk drive. | |
| Administer Digital Networking | Installer | Test and administer Digital Networking. See Appendix B for more information about Digital Networking. | |

# Switch Carrier Configuration Worksheets

# A

To install a DEFINITY AUDIX system in a System 75 or DEFINITY switch at a customer site, the switch must have two[1] contiguous port slots available in a carrier. If the switch does not have two contiguous port slots available, the system will have to be rearranged or a new carrier purchased.

⇒ **NOTE:**
Verify that the switch and switch software load can accommodate the DEFINITY AUDIX system. See Table 1-1 for a list of compatible switches and switch software loads.

Whoever is assigned the task of reconfiguring the circuit packs should complete the following steps:

1. Complete Worksheet A-1. In the first row, indicate the of carrier, such as port carrier or control carrier. In the remaining rows, write the circuit pack currently occupying the indicated port slot. The total number of port slots depends on the type of switch and function of the carrier.

2. Using the carrier configuration rules in the correct document for the customer's switch, determine how two[1] contiguous port slots can be obtained for the DEFINITY AUDIX system.

   - For System 75, R1V3, use *AT&T System 75 Reference Manual, System Description*, 555-200-200, Issue 3 or later

   - For System 75 G1, and G3V1, use *DEFINITY Communications System Generic 1 and System 75 Feature Description,* 555-200-201 *and DEFINITY 75/85 Communications System Generic 1.1 Implementation,* 555-204-654

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1.  For the CMC, the DEFINITY AUDIX system only needs one slot if it is installed in slot 6.

- For System 75 XE, use *AT&T System 75 XE System Description*, 555-201-200, Issue 1 or later

- For DEFINITY Generic 1 or Generic 3, use *DEFINITY® Communications System Generic 1 and Generic 3 System Description and Specifications*, 555-230-200, Issue 1

- For G3V2 or higher, use *DEFINITY Communications System Generic 3 System Description and Specifications*, 555-230-201, Issue 2 or higher.

- For ProLogix R6 or higher, *DEFINITY Enterprise Communications Server Release 6 — System Description Pocket Reference*, 555-230-211, Issue 3 or higher.

In reconfiguring the circuit packs use the following guidelines:

- Move as few packs as possible; look for a carrier that has one or two contiguous port slots already available.

- Consider the costs of testing once the carrier has been rearranged (for example, tie trunks and DS1 packs are more expensive to test than some other types of circuit packs).

- Keep in mind the ease with which circuit packs can be moved. Some circuit packs are listed below in order of easiest to most difficult to move. This list, however, is not complete:

  — Analog packs: stations, CO, WATS, DID, and AUX

  — Hybrid packs

  — Digital packs

  > **NOTE:**
  > (Try to avoid packs associated with any of the following: data sets with many feature buttons, console, data lines, emergency transfer line, CEO's line, speech synthesizers, announcements.)

  — BRI packs

  — Tone detector packs

  — Tie trunk packs

  — ISDN packs

  — DS1 packs

  — Pooled modem packs

  — Tone Clock Board (not movable)

  — ASAI-related packs

3. Complete Worksheet A-2 to show which two[1] contiguous slots the DEFINITY AUDIX system will use and where the other circuit packs should be placed. Give the completed Worksheet A-2 to the technician who will rearrange the carrier circuit packs.

# Worksheet A-1: Port Slot Assignments (Before Carrier Rearrangement)

Date _____

Prepared by _____

Contact telephone number _____

Complete the following worksheet to indicate how circuit packs are currently arranged in the switch carrier.

On the worksheet, the slots are numbered as seen from the *front* of the carrier, with slot 1 on the far left and slot 20 on the far right. It is not necessary to fill in the worksheet for all existing circuit packs. Specify only those circuit packs that must be moved (if any) in the carrier reconfiguration process.

|  | Carrier A | Carrier B | Carrier C | Carrier D | Carrier E |
|---|---|---|---|---|---|
| Carrier Function |  |  |  |  |  |
| Port slot 1 |  |  |  |  |  |
| Port slot 2 |  |  |  |  |  |
| Port slot 3 |  |  |  |  |  |
| Port slot 4 |  |  |  |  |  |
| Port slot 5 |  |  |  |  |  |
| Port slot 6 |  |  |  |  |  |
| Port slot 7 |  |  |  |  |  |
| Port slot 8 |  |  |  |  |  |
| Port slot 9 |  |  |  |  |  |
| Port slot 10 |  |  |  |  |  |
| Port slot 11 |  |  |  |  |  |
| Port slot 12 |  |  |  |  |  |
| Port slot 13 |  |  |  |  |  |
| Port slot 14 |  |  |  |  |  |
| Port slot 15 |  |  |  |  |  |
| Port slot 16 |  |  |  |  |  |
| Port slot 17 |  |  |  |  |  |
| Port slot 18 |  |  |  |  |  |
| Port slot 19 |  |  |  |  |  |
| Port slot 20 |  |  |  |  |  |

# Worksheet A-2: Port Slot Assignments (For Carrier Rearrangement)

Date                                                      _____

Prepared by                                          _____

Contact telephone number              _____

Complete the following worksheet to indicate how circuit packs should be arranged in the switch carrier before the DEFINITY AUDIX system is installed. On the worksheet, the slots are numbered as seen from the *front* of the carrier, with slot 1 on the far left and slot 20 on the far right. It is not necessary to fill in the worksheet for all existing circuit packs. Specify only the new positions of circuit packs that must be moved (if any) and then indicate the two slots the DEFINITY AUDIX system is to occupy.

Use the information in this appendix to determine the carrier into which the DEFINITY AUDIX system should be installed.

|  | **Carrier A** | **Carrier B** | **Carrier C** | **Carrier D** | **Carrier E** |
|---|---|---|---|---|---|
| **Carrier Function** |  |  |  |  |  |
| Slot 1 |  |  |  |  |  |
| Slot 2 |  |  |  |  |  |
| Slot 3 |  |  |  |  |  |
| Slot 4 |  |  |  |  |  |
| Slot 5 |  |  |  |  |  |
| Slot 6 |  |  |  |  |  |
| Slot 7 |  |  |  |  |  |
| Slot 8 |  |  |  |  |  |
| Slot 9 |  |  |  |  |  |
| Slot 10 |  |  |  |  |  |
| Slot 11 |  |  |  |  |  |
| Slot 12 |  |  |  |  |  |
| Slot 13 |  |  |  |  |  |
| Slot 14 |  |  |  |  |  |
| Slot 15 |  |  |  |  |  |
| Slot 16 |  |  |  |  |  |
| Slot 17 |  |  |  |  |  |
| Slot 18 |  |  |  |  |  |
| Slot 19 |  |  |  |  |  |
| Slot 20 |  |  |  |  |  |

# Worksheet A-3: Port Slot Locations for the DEFINITY AUDIX System Assembly

Date          _____

Prepared by          _____

Contact telephone number          _____

In the worksheet below, specify the locations of the two (one for a CMC) contiguous slots into which the DEFINITY AUDIX system assembly is to be installed.

| Slot occupied by DEFINITY AUDIX System | Digital Port Equipment Location[1] |
|---|---|
| first | |
| second | |

---

1. For System 75, the equipment location is a 5-character identifier; the first character identifies the carrier, the second and third characters identify the slot number, and the fourth and fifth characters identify the port number. For example, a valid location for System 75 is **B0701**: carrier B, slot 07, and port 01. For all other switches, an additional 1 or 2 digits is prepended to the carrier, slot, and port location to identify the cabinet. For example, the location **02B0701** specifies cabinet 02, carrier B, slot 07, port 01.

The two contiguous slots are administered with codes or left blank as listed in the following table. The assignments are dependent on the switch type. The right-hand slot will connect with the TN568 circuit pack.

| Switch | Left-hand slot | Right-hand slot |
|---|---|---|
| All switch releases 7.1 or higher | **ADX12D** <br> **ADX8D** | **TN568** |
| All switch release lower than 7.1 | | **TN754** <br> **TN2181** |

# Switch Administration Worksheets

# B

Before a software associate or software specialist can perform initial switch administration, he or she must obtain certain information from the customer. This appendix has worksheets that a software associate or software specialist and the customer should complete before installation. The worksheets include information necessary for required switch administration and any optional switch features the customer wants to use. These tasks are described in detail in *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

Worksheets are included for the following tasks:

- Administer the voice ports as stations

- Assign the hunt group

- Assign the call coverage group for voice ports

- Assign the call coverage path for subscribers

- Administer digital networking ports

- Administer 7400A data module or ADU

- Assign a hunt group for the digital networking ports

- Administer a modem

- Assign the hunt group for data modules, ADUs, and modems

In this appendix, the following conventions apply for values listed in the right-hand column of the worksheets:

- [values in plain type and brackets] are the defaults

- **[values in bold type with brackets]** are recommended

- **values in bold type with no brackets** are required

# Worksheet B-1: Administer the Voice Ports as Stations

Date _____

Prepared by _____

Contact telephone number _____

The information in the following tables is required for administering the DEFINITY AUDIX voice ports on the switch. For more information on these fields, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

> ⇒ **NOTE:**
> All digital ports must be administered on the switch and on the DEFINITY AUDIX system regardless of how many ports the customer purchased. However, only the number of ports actually purchased are administered in the hunt group.

| | |
|---|---|
| Extension<br>Complete next table. | See next table |
| Set type options, digital port emulation | **ADX16D** (All switch releases 7.1 and higher)[1]<br>**7405D** (All switch releases lower than 7.1;) |
| Port<br>Complete next table. | See next table |
| Name<br>Complete next table. | See next table |
| Lock Messages | **n** |
| Coverage Path<br><br>Enter the number you want to use to identify the coverage path for voice ports. This coverage path should cover all calls to the DEFINITY AUDIX hunt group. | |
| COR<br><br>To prevent toll fraud, Lucent Technologies recommends that you select a Class of Restriction (COR) for voice ports such that subscribers can only call other numbers with the *same* COR. If, after careful consideration, you find that subscribers do need to be able to call numbers with different CORs, add permissions for these (one at a time) as required. (The Digital Networking, Message Delivery, and Outcalling features require that subscribers be able to access outside lines.) See *DEFINITY AUDIX System — Administration*, 585-300-507 for more information on preventing toll fraud. | |
| COS<br><br>Select a class of service (COS) for the voice ports that permits the Call Forwarding all Calls and the Data Privacy features to be activated. Lucent Technologies recommends that the COS permit *only* these features to be activated. | |
| LWC Reception | **no** |

| | |
|---|---|
| LWC Activation | **y** |
| SMDR or CDR Privacy | **[n]** |
| Redirect Notification | **[n]** |
| Bridged Call Alerting | **[n]** |
| Coverage Message Retrieval | **[y]** |
| Auto Answer | **[n]** |
| Data Restriction | **[n]** |
| Idle Appearance Preference | **[n]** |
| Restrict Last Appearance<br><br>Complete next table. | See next table |
| Coverage Module | **[n]** |
| AUDIX Name (G3r only)<br><br>This name appears on the switch USER-DEFINED ADJUNCT NAMES screen. | |
| Display Language (G3i-Global only) | **English** |
| Feature Module (S75 and G1 only) | **[n]** |
| Headset (S75 only) | **[n]** |
| Client Room Redirection | **Yes** |

---

1.  ADX16D is the recommended set type for digital port emulation in all DEFINTY switches V2 and higher.

# Worksheet B-2: Assign the Hunt Group

Date _____

Prepared By _____

Contact Telephone Number _____

The information in the following tables is required for assigning the hunt group. Use Table B-1 for switch releases lower than G3V2 and System 75. Use Table B-2 for G3V2 and higher and Prologix.

Enter the location, name, and extension for each of the voice ports in the worksheets below.

**Table B-1.   G3 Lower than V2, System 75**

| DEFINITY AUDIX Port | Digital Port Equipment Location[1] | Name[2] | Extension | Restrict Last Appearance |
|---|---|---|---|---|
| 1 | | **[AUDIX 1]** | | **n** |
| 2 | | **[AUDIX 2]** | | **n** |
| 3 | | **[AUDIX 3]** | | **n** |
| 4 | | **[AUDIX 4]** | | **n** |
| 5 | | **[AUDIX 5]** | | **n** |
| 6 | | **[AUDIX 6]** | | **n** |
| 7 | | **[AUDIX TRANSFER]** | | **n** |
| 8 | | **[AUDIX 8]** | | **y** |

1.   For System 75, the equipment location is a 5-character identifier; the first character identifies the carrier, the second and third characters identify the slot number, and the fourth and fifth characters identify the port number. As an example, a valid location for System 75 is **B0701**: carrier B, slot 07, and port 01. For all other switches, an additional 1 or 2 digits is prepended to the carrier, slot, and port location to identify the cabinet. For example, the location **02B0701** specifies cabinet 02, carrier B, slot 07, port 01.
2.   These names are recommended. Other names are acceptable, but they must begin with AUDIX

Enter the location, name, and extension for each of the 12 voice ports in the worksheet below:

## Table B-2. G3V2 and Higher, ProLogix

| DEFINITY AUDIX Port | Digital Port Equipment Location | Name | Extension | Restrict Last Appearance |
|---|---|---|---|---|
| 1 | | **[AUDIX 1]** | | **n** |
| 2 | | **[AUDIX 2]** | | **n** |
| 3 | | **[AUDIX 3]** | | **n** |
| 4 | | **[AUDIX 4]** | | **n** |
| 5 | | **[AUDIX 5]** | | **n** |
| 6 | | **[AUDIX 6]** | | **n** |
| 7 | | **[AUDIX 7]** | | **n** |
| 8 | | **[AUDIX 8]** | | **n** |
| 9 | | **[AUDIX 9]** | | **n** |
| 10 | | **[AUDIX 10]** | | **n** |
| 11 | | **[AUDIX TRANSFER]** | | **n** |
| 12 | | **[AUDIX 12]** | | **y** |

The following information is required to define a hunt group (containing the voice port members) for the DEFINITY AUDIX system voice ports. Only the number of ports actually purchased should be administered in the hunt group.

| | |
|---|---|
| Group Number<br><br>Enter the number you want to identify the DEFINITY AUDIX hunt group. (This number, preceded by an **h**, is entered in the voice port COVERAGE PATH screen and in subscriber coverage paths.) | |
| Group Extension<br><br>Enter the extension number you want subscribers to dial to retrieve their messages from the DEFINITY AUDIX system. | |
| Group Type | [ucd] (DEFINITY releases lower than 7)<br>**ucd-mia** (DEFINITY releases 7.1 and higher) |
| Group Name<br><br>Enter the name you want to appear on display sets when subscribers call the DEFINITY AUDIX system. ("AUDIX" must be included in the name for G3-MA to recognize this name as the DEFINITY AUDIX hunt group.) | |
| Message Center | **[none]** |
| ACD | [n] |
| Queue (y/n)? | **[y]** |

| | |
|---|---|
| Vector (y/n)? (not available on System 75 and G1) | **[n]** |
| The DEFINITY AUDIX hunt group may be vector controlled if Call Vectoring is a feature on the switch. | |
| COR | |
| Enter the class of restriction (COR) you want to assign to the extension that subscribers will call to reach the DEFINITY AUDIX system. For security reasons, the DEFINITY AUDIX hunt group should be assigned its own COR that is restricted from accessing all outgoing trunks or only those trunks needed for Outcalling or Digital Networking. *The default COR is not recommended.* | |
| ISDN Call Disp | |
| If ISDN-PRI is enabled, enter **grp-name** or **mbr-name** to specify whether the hunt group name or number is sent to the originating subscriber. | |
| Queue Length | |
| A suggested length is the number of configured DEFINITY AUDIX voice ports. | |
| First Announcement Extension (not applicable for G3r) | |
| If you want a switch recorded announcement, enter the extension number here. | |
| First Announcement Delay - in seconds (not applicable for G3r) | |
| Optional if the queue is *y* and must be blank if there is no first announcement. | |

# Worksheet B-3: Assign the Call Coverage Path for Voice Ports

Date _____

Prepared By _____

Contact Telephone Number _____

The following information is required to define call coverage paths for the DEFINITY AUDIX voice ports.

| | |
|---|---|
| Coverage Path Number<br><br>Use the same coverage path number as Worksheet B-1. | |
| Coverage Criteria<br><br>Station/Group Status Active? (Inside Call/Outside Call) | **[n/n]** |
| Coverage Criteria<br><br>Busy? (Inside Call/Outside Call) | **[n/n]** |
| Coverage Criteria<br><br>Don't Answer? (Inside Call/Outside Call) | **[n/n]** |
| Coverage Criteria<br><br>All? (Inside Call/Outside Call) | **[y/y]** |
| SAC/Go to Cover? (Inside Call/Outside Call) | **[n/n]** |
| Next Path Number<br><br>If desired, enter the second path to which calls will be directed in case the current path fails. | |
| Number of Rings | use the default |
| Coverage Points<br><br>Point1<br><br>Enter **h** followed by the DEFINITY AUDIX hunt group number from Worksheet B-2. | |

# Worksheet B-4: Assign the Call Coverage Path for Subscribers

Date _____

Prepared By _____

Contact Telephone Number _____

The following information is required to define call coverage paths for subscribers. Complete a copy of this worksheet for each different coverage path.

| | |
|---|---|
| Coverage Path Number<br><br>Enter the number you want to identify the call coverage path for subscribers. | |
| Coverage Criteria<br><br>Station/Group Status Active? (Inside Call/Outside Call) | **[n/n]** |
| Coverage Criteria<br><br>Busy? (Inside Call/Outside Call) | **[y/y]** |
| Coverage Criteria<br><br>Don't Answer? (Inside Call/Outside Call) | **[y/y]** |
| Coverage Criteria<br><br>All? (Inside Call/Outside Call) | **[n/n]** |
| SAC/Go to Cover? (Inside Call/Outside Call) | **[y/y]** |
| Next Path Number<br><br>If desired, enter the second path to which calls will be directed in case the current path fails. | |
| Number of rings<br><br>Enter the number of rings (1–99) you want before a call goes to coverage. Three is recommended. | |
| Coverage Points<br><br>For Point1, Point2, or Point3, enter **h** followed by the DEFINITY AUDIX hunt group number. | |

# Digital Networking Worksheets

Worksheet B-16 through B-19 apply to Digital Networking. Worksheets B-17 through B-19 are only relevant to DCP Mode 2 connections.

**⇒ NOTE:**
In a DCP Mode 2 connection, the DEFINTIY AUDIX system supports a maximum of 100 local subscribers and 10,000 remote subscribers.

For more information about Digital Networking, including a complete set of Digital Networking Worksheets, see *DEFINITY AUDIX System — Digital Networking*, 585-300-534. For design support, call the SDSC.

Worksheets B-5 through B-15 do not apply to most new installations. For further information about migrations and installations in existing switches, see *DEFINITY AUDIX System — System Description*, 585-300-214. For worksheets B-5 through B-15, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

# Worksheet B-16: Administer Digital Networking Port

Date                                          _____

Prepared By                                   _____

Contact Telephone Number                      _____

The following information is required to administer the digital networking port on a DATA MODULE screen on the switch

| | |
|---|---|
| Assign a data extension<br>(Enter the data extension on the DATA MODULE screen for voice port one) | |
| Enter a name for the data extension | |
| Enter a name that identifies the networking port | |
| Enter a class of restriction (COR)<br><br>Enter a class of service (COS)<br>(Use a separate COS with data privacy and no restrictions.) | |

# Worksheet B-17: Administer a 7400A Data Module and ADU —DCP Mode 2

Date                                                    _____

Prepared By                                        _____

Contact Telephone Number               _____

The information in the following tables is required to administer a 7400A data module and ADU

For each 7400A data module or ADU used in a DCP Mode 2 modem/data module arrangement, administer a DATA MODULE screen.

| | |
|---|---|
| Type | Enter **pdm** for a 7400A data module, or enter **data-line** for an ADU |
| Port | Enter the port location of the TN754 port to which the data module connects or the TN726 port to which the ADU connects (such as **2B0701** module 2, carrier B. slot 07, port 01) |
| Name | Enter an identifying name for the data module or ADU, such as **dignet datmod 1**or **dignet ADU-1**. |

# Worksheet B-18: Administer a 7400A Data Module and/or ADU — DCP Mode 2

Date _____

Prepared By _____

Contact Telephone Number _____

For each 7400A data module or ADU used in a DCP Mode 2 modem/data module arrangement, administer a DATA EXTENSION screen. Complete a worksheet for each data module or ADU. The information in the following table is required to administer a 7400A data module or ADU.

| | |
|---|---|
| Type<br>Enter **pdm** for a 7400A data module, or enter **data-line** for an ADU. | |
| Port<br>Enter the port location of the TN754 or TN2181 port to which the data module connects or the TN746 port to which the ADU connects (such as **2B0701**, which indicates module 2, carrier B. slot 07, port 01). | |
| Name<br>Enter an identifying name for the data module or ADU (such as **dignet datmod1** or **dignet ADU-1**). | |
| COS | |
| COR | |
| If Type is pdm:<br>Remote Loop-Around Test<br>Secondary Data Module | [n]<br>[n] |
| Connected to | [dte] |
| ITC<br>(G3V2 and above, ProLogix) Enter **restricted** or **unrestricted** | |

The following additional information is required for each ADU

| | |
|---|---|
| KYBD Dialing | [y] |
| Configuration | [n] |
| Busy Out | [y] |
| Low | [n] |
| Speed<br>Enter **9.6 Kbps** or **19.2 Kbps**. | |
| Autoadjust | [n] |
| Permit Mismatch | [n] |
| Dial Echoing | [y] |
| Disconnect Sequence | [two-breaks] |
| Answer Text | [y] |
| Parity | [space] |
| Connected Indication | [y] |

# Worksheet B-19: Administer a Modem — Digital Port Emulation, Digital Networking

Date                                          _____

Prepared By                                   _____

Contact Telephone Number                      _____

For each modem used in a DCP Mode 2 modem/data module arrangement, administer a STATION screen on the switch Complete a worksheet for each modem.

| Type | **2500** |
|---|---|
| Port | |
| Name<br>Enter a name that identifies the modem (such as **dignet modem1**). | |
| COS | |
| COR | |
| Tests | [y] |
| LWC Reception | [n] |
| LWC Activation | [n] |
| Coverage Msg Retrieval | [n] |
| CDR Privacy | [n] |
| Auto Answer | [none] |
| Redirect Notification | [n] |
| Data Restriction | [y] |
| Per Button Ring Control | [n] |
| Call Waiting Indication | [n] |
| Bridged Call Alerting | [n] |
| Att. Call Waiting Indication | [n] |
| Off Premises Station | [n] |
| Distinctive Audible Alert | [n] |
| Switchhook Flash | [n] |
| Adjunct Supervision | [n] |

# DEFINITY AUDIX System Administration Worksheets

# C

Before a software associate or software specialist can perform initial administration for the DEFINITY AUDIX system, he or she needs to obtain certain information from the customer. A software associate or software specialist should have the customer complete the worksheets on the following pages before installation. The worksheets include information necessary for initial DEFINITY AUDIX system administration.

You need information from the customer before you can complete the following DEFINITY AUDIX administration tasks:

- Activate customer options
- Activate DEFINITY AUDIX server hardware (LAN) options
- Assign the DEFINITY AUDIX machine ID
- Set system parameters limits
- Assign the time zone
- Activate parameters and basic features
- Add subscribers
- Set up Alarm Origination
- Network (completed forms should be provided with the specification)

For a complete description of these tasks and the information required to complete them, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

# Worksheet C-1: Activate Customer Options

Date                                                        _____

Prepared By                                          _____

Contact Telephone Number              _____

The information you supply here will be input on the SYSTEM-PARAMETERS CUSTOMER-OPTIONS screen during installation.

| Field | Default | Desired |
|-------|---------|---------|
| Port Emulation Type | TN754 or TN2181[1] | |
| Maximum Number of Voice Ports | 2 | |
| AMIS Analog Networking | n | |
| Digital Networking[2] | n | |
| Maximum number of digital networking ports | n | |
| Multilingual | n | |
| Maximum Number of IMAPI Sessions | 0 | |

1. For switch releases G3V2 and higher, TN2181 digital port board emulation is always preferable over TN754 emulation to accommodate system expansion.
2. For DCP Mode 2 connections, traffic restrictions may apply.

# Worksheet C-2: Activate IMAPI for the AUDIX Server Hardware (LAN) Options

Date                                    _____

Prepared By                        _____

Contact Telephone Number    _____

The information you supply here will be input on the SYSTEM-PARAMETERS IMAPI-OPTIONS screen during installation only if the customer purchased INTUITY Message Manager.

| Field | Default | Desired |
|-------|---------|---------|
| Maximum Number of Enabled IMAPI Sessions | 32 | |
| Enable Check_new messages | n | **y** |
| Enable Deliver_ca_message | n | **y** |
| Enable Voice File Transfer | n | **y** |
| IMAPI Session Timeout | 5 | |
| IMAPI IP Address[1] | | |
| IMAPI Subnet Mask[1] | | |
| Default Gateway IP Address[1] | | |

---

1. This number is supplied by the LAN manager or administrator. The address appear in the form *nnn.nnn.nnn.nnn*, where each *nnn* can be a number between 0 and 255.

---

INTUITY Message Manager requires the following:

— A 10BaseT connection to the LAN

— Transmission Control Protocol/Internet Protocol (TCP/IP) between the DEFINITY AUDIX server and the end-users' PCs.

—  IMM software

— the standard WIN socket open network programming interface

— 486–33 MHz processing speed

— 10 MB hard disk storage (The tutorial requires an additional 10 MB of storage if it is installed.)

— PCs require the following operating systems:

- Release 4.1: Windows 3.1 or later.

- Release 4.3: Windows or Windows for Workgroups 3.11 or later.

- Release 4.5: Windows 95 or Windows NT

Prior to activating and installing the LAN options that will allow IMM to work, the LAN administrator must add the AUDIX host name to the network domain name server. This will allow machine name addressing to the AUDIX system.

# Worksheet C-3: Assign the DEFINITY AUDIX Machine ID

Date                                        _____

Prepared By                            _____

Contact Telephone Number    _____

The information you supply here will be input on the MACHINE screen during cut-to-service administration.

| Field | Default | Desired |
|-------|---------|---------|
| Machine Name | local | |
| Machine Type | audix | **audix** |
| Location | local | **local** |
| Voiced Name | n | |
| Extension Length | 4 | |
| Voice ID | 0 | **0** |
| Default Community Messages without a community ID are assumed to have been sent from this community. See *DEFINITY AUDIX System — Feature Descriptions*, 585-300-206 for information on communities and the Sending Restrictions feature. | | |
| Start Extension | | |
| End Extension | | |

Enter the address ranges for subscriber extensions for each machine in the table below. The prefix can be used to distinguish between machines that have overlapping extensions.

| Machine | Prefix | Start Extension | End Extension |
|---------|--------|-----------------|---------------|
| 1 | | | |
| 2 | | | |
| | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |

## Worksheet C-4

Worksheet C-4 does not apply to most new installations. For further information about migrations and installations in existing switches, see *DEFINTIY AUDIX System — System Description*, 585-300-214. For Worksheet C-4, see *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

# Worksheet C-5: Set System Parameters Limits

Date _____

Prepared By _____

Contact Telephone Number _____

The information you supply here will be input on the SYSTEM-PARAMETERS LIMITS screen during initial administration.

| Limit | Default | Desired |
|---|---|---|
| Maximum Message Length (seconds) | 1200 | |
| Minimum Message Length (tenths of seconds) | 10 | |
| Total Messages in all Mailboxes<br><br>The appropriate value depends on the disk size and the number of local subscribers. The recommended number is 10 times the number of subscribers. | 50000 | |
| Maximum Messages Awaiting Delivery<br><br>The appropriate value depends on the disk size and the number of local subscribers. The recommended number is the number of subscribers. | 5000 | |
| Maximum Number of Local Subscribers [1]<br><br>The appropriate value depends on the disk size. See *DEFINITY AUDIX System — System Description*, 585-300-214 for more information. | 1000 | |
| Maximum Number of Administered Remote Subscribers<br><br>The appropriate value depends on the disk size. See *DEFINITY AUDIX System — System Description*, 585-300-214 for more information. | 1000 | |
| Total List Entries<br>This is the total entries allowed in all subscriber's lists. | 50000 | |
| Total Number of Lists per Subscriber | 100 | |
| Maximum Total Number of Recipients per List | 250 | |
| Maximum Administration Log Entries | 1000 | |

---

1. The number of local subscribers should be 2000 or less.

# Worksheet C-6: Assign the Time Zone

Date                                                        _____

Prepared By                                              _____

Contact Telephone Number                        _____

The information you supply here will be input on the SWITCH TIME ZONE screen during initial administration.

| | |
|---|---|
| In what time zone will your DEFINITY AUDIX system be installed (0–23)? | |
| Do you observe daylight savings time (y/n)? | |

Valid United States time zones are as follows:

- Eastern — 5
- Central — 6
- Mountain — 7
- Pacific — 8
- Alaska — 9
- Hawaii — 10

# Worksheet C-7: Activate Parameters and Basic Features

Date _____

Prepared By _____

Contact Telephone Number _____

The information you supply here will be input on the SYSTEM-PARAMETERS FEATURES screen during cut-to-service administration.

| Field | Default | Desired |
|---|---|---|
| Log-in Parameters | | |
|     Maximum Login Retries | 3 | **3** |
|     Consecutive Invalid Attempts | 18 | |
|     System Guest Password | blank | |
|   Minimum Password Length | 0 | |
|   (Lucent Technologies recommends changing this field to at least **5**). | | |
| Password Aging Limits (days) Subscriber Mailboxes | | |
|     Password expiration interval (**0** for no password aging) | 0 | *0–999* |
|     Minimum age before changes | 0 | *0–99* |
|     Expiration warning (**0** for no warning) | 0 | *0–99* |
| Password Aging Limits (days) Administrator Login | | |
|     Password expiration interval (**0** for no password aging) | | |
|     Minimum age before changes | | |
|     Expiration warning (**0** for no warning) | | |
| Input Time Limits (seconds) | | |
|     Normal | 60 | |
|     Full Mailbox Timeout (seconds) | 5 | |
|     Wait (*W) | 180 | |
| Input Time Limits (seconds) | | |
|     Between digits at auto-attendant or standalone menu (3–12) | 5 | **0** |
| Disconnect Options | | |
|     Quick Silence Disconnect? | n | |
|     Silence Limit? (5–30 seconds) | 30 | |
|     Tone Based Disconnect? | n | |
| Miscellaneous Features | | |
|     Broadcast Mailbox Extension | | |
|     System Prime Time, Start | 8:00 | |
|     System Prime Time, End | 17:00 | |
|     Weekly Backup Enabled? | y | |

| Field | Default | Desired |
|---|---|---|
| Increment (l/s), Rewind? | s | |
| Increment (l/s), Advance? | s | |
| Feature Activation | | |
| Traffic Collection? | n | |
| Name Record by Subscriber? | y | |
| Multiple Personal Greetings? | y | |
| End of Message Warning? | y | |
| Warning Time (seconds) | 15 | |
| Priority on Call Answer? | n | |
| Call Transfer Out of AUDIX | | |
| Transfer Type? (basic/none) | none | |
| Transfer Restriction (subscribers/digits) | subscribers | |
| Covering Extension | blank | |
| Announcement Sets | | |
| System | standard | |
| Administrative | blank | |

**Rescheduling Increments For Unsuccessful Message Delivery[1]**

| Increment | Days | Hours | Minutes |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |

1.  For information on default values, see *DEFINITY AUDIX System Release 4.0 — Screens Reference*, 585-300-213.

# Worksheet C-8: Add Subscribers

Date                                      _____

Prepared By                      _____

Contact Telephone Number        _____

The information you supply here will be input on the SUBSCRIBER and COS screens during cut-to-service administration. Complete the following information for each subscriber to be added to the DEFINITY AUDIX database during cut-to-service administration. The minimum information needed to add a subscriber to the DEFINITY AUDIX database is a name and an extension for the subscriber. The DEFINITY AUDIX system will supply defaults for all the remaining fields on the SUBSCRIBER screen.

You must administer the following information for each subscriber to be added to the DEFINITY AUDIX system database:

- Subscriber name

- Subscriber extension

- Initial password

- Class of Service (COS) — 12 classes of service can be defined for the DEFINITY AUDIX system; see *DEFINITY AUDIX System — Administration,* 585-300-507 and *DEFINITY AUDIX System — System Description*, 585-300-214 for more information on Class of Service. Values for the default Class of Service, found on the CHANGE SUBSCRIBER screen (page 2) and the CHANGE COS screen, appear on the next page.

- Miscellaneous

- Switch ID —The number identifying the switch on which the subscriber is administered. (The default value represents the local switch.) Enter **0** if there is no station on the switch. In such a case, no lamp updates will be performed.

- Covering extension

- Community ID — The number identifying the community of subscribers to which this subscriber will belong; community ID can be used to administer, for example, message sending restrictions.

- Broadcast mailbox

| Options | Default Values for COS 0 |
|---|---|
| Addressing Format | extension |
| System Multilingual is ON | |
| Login Announcement Set | (specific) |
| Call Answer Language Choice? | y |
| Call Answer Primary Annc. Set | (specific) |
| Call Answer Secondary Annc. Set | (specific) |
| PERMISSIONS | |
| Type | call-answer |
| Announcement Control | n |
| Outcalling | n |
| Priority Message | n |
| Broadcast | none |
| IMAPI Access | n |
| IMAPI Voice File Access | n |
| INCOMING MAILBOX | |
| Order | fifo |
| Category Order | nuo |
| New Message Retention Time | 10 |
| Old Message Retention Time | 10 |
| Unopened Message Retention Time | 10 |
| OUTGOING MAILBOX | |
| Order | fifo |
| Category Order | ufdan |
| File Cabinet Retention Time | 10 |
| Delivered/Nondeliverable Retention Time | 10 |
| Voice Mail Message (seconds) | |
| Maximum Length | 300 sec. |
| Minimum Needed | 32 sec. |
| Call Answer Message (Seconds) | |
| Maximum Length | 120 sec. |
| Minimum Needed | 8 sec. |
| End of Message Warning Time (seconds) | 15 |
| Maximum Mailing Lists | 25 |
| Total Entries in All Lists | 250 |
| Mailbox Size (seconds) | |
| Maximum | 1200 sec. |
| Minimum Guarantee | 0 sec. |

You can make copies of this page to use in collecting the information needed for each subscriber.

| Name (last, first) | Extension | Initial Password | COS | Misc. | Switch ID | Covering Extension | Comm. ID | Broadcast Mailbox? |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
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# Worksheet C-9: Set Up Alarm Origination

Date _____

Prepared By _____

Contact Telephone Number _____

The project manager or the technician will input the information from this worksheet on the SYSTEM-PARAMETERS MAINTENANCE screen in installation Task 16. In Task 16 you will call the RSC and have them add the customer to the database and test the Alarm Origination feature.

| | |
|---|---|
| What is the name[1] of the DEFINITY AUDIX system? (Lucent Technologies identifier) | |
| What is the DEFINITY AUDIX system location? | |
| What is the telephone number the customer can call to report problems with the DEFINITY AUDIX system or to ask for help? In the United States this number is 1-800-242-2121. | |
| What is the automatic alarm reporting telephone number? This is the modem command string for automatic alarm referral calls generated by the DEFINITY AUDIX system. The INADS administrator will give this string to the installer. | |
| Will Alarm Origination be activated through the DEFINITY AUDIX system only (enter *audix only*), through the switch only (enter *switch only*), or both (enter *audix & switch*). | |
| What is the telephone number for the remote maintenance port? | |
| What is the modem initialization string (if the modem is not a US Robotics Sportster)? | |

---

1. This is a unique name the RSC uses to access the system. The RSC can help in assigning this name. Once the name is assigned, only the RSC can change it. This name is not used by any other Lucent Technologies group or by the customer.

# Optional Features Worksheets

# D

The following worksheets are designed to help customers plan for any optional switch or DEFINITY AUDIX features they want to implement. Optional features include:

- AMIS Analog Networking and/or Message Delivery

- Automated Attendant

- Bulletin Board

- Outcalling

- Switch Recorded Announcement

- Networking port activation

    ⇒ **NOTE:**
    To administer Digital Networking, see *DEFINITY AUDIX System — Digital Networking*, 585-300-534, for a complete set of worksheets.

Customers may administer these features on their own, or they may pay Lucent Technologies to administer them for you.

# Worksheet D-1: Administering AMIS Analog Networking and Message Delivery

Date                                        _____

Prepared By                            _____

Contact Telephone Number      _____

To administer the AMIS Analog Networking and/or the Message Delivery you need to complete the following tables.

You will need the information in the following table to complete the SYSTEM-PARAMETERS ANALOG-NETWORK screen.

| | |
|---|---|
| Country Code<br><br>Enter the country code of the hunt group of the analog voice ports for the local DEFINITY AUDIX system. | |
| Area/Trunk Number<br><br>Enter the area/trunk code of the hunt group of the analog voice ports for the local DEFINITY AUDIX system. | |
| Local Number<br><br>Enter the local telephone number of the hunt group of the analog voice ports for the local DEFINITY AUDIX system. | |
| AMIS Analog or Digital Networking Incoming Allowed? (y/n) | |
| AMIS Analog or Digital Networking Outgoing Allowed? (y/n) | |
| AMIS Prefix<br><br>This field is optional. The AMIS prefix simply identifies an address to the system as an AMIS or Digital analog address. | |
| AMIS Protocol—Use 8 Minutes For Incoming Message Length 0? (y/n)<br><br>If yes, the DEFINITY AUDIX system will assume messages of unknown length are actually eight minutes long. | |
| AMIS Loopback Test Mailbox Extension | |

You need the information in the following form to complete the
SYSTEM-PARAMETERS OUTCALLING screen.

|   | Start Time | End Time | Interval | Max Simultaneous Ports [1] |
|---|---|---|---|---|
| 1 |   |   |   |   |
| 2 |   |   |   |   |
| 3 |   |   |   |   |

---

1.  The maximum simultaneous ports includes ports for AMIS Analog Networking,
    Outcalling, and Message Delivery.

You need the information in the following table to complete the
SYSTEM-PARAMETERS FEATURES screen.

**Rescheduling Increments For Unsuccessful Message Delivery [1]**

| Increment | Days | Hours | Minutes |
|-----------|------|-------|---------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |

1. For information on default values, see *DEFINITY AUDIX System R4.0 — Screens
   Reference*, 585-300-213.

You need the information in the following tables to complete the MACHINE
screen. Complete these tables for each remote machine to be administered on
the local system.

| | |
|---|---|
| Machine Name | |
| Machine Type<br><br>    Valid entries are **amisac**, **amisap**, **calld**. | |
| Location | display |
| Voiced Name? | display |
| Extension Length | |
| Voice ID | display |
| Default Community | |

| Prefix | Start Extension | End Extension |
|--------|-----------------|---------------|
|        |                 |               |
|        |                 |               |
|        |                 |               |

Dial String: _____

| Message Transmission Start Time | Message Transmission End Time |
|---------------------------------|-------------------------------|
|                                 |                               |
|                                 |                               |
|                                 |                               |

# Worksheet D-2: Automated Attendant

Date                                                      _____

Prepared By                                          _____

Contact Telephone Number                _____

You need the following information to assign a hunt group on the switch for an Automated Attendant. See *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for more information.

| | |
|---|---|
| What extension do you want to assign to the attendant? | |
| What station type will you use? (Each Automated Attendant will use a station port unless you assign a hunt group.) | |
| What number do you want to use to identify the hunt group for the Automated Attendant? | |

You will need the information in the following table to complete the SUBSCRIBER screen for each Automated Attendant. See *DEFINITY AUDIX System — Administration*, 585-300-507, for Automated Attendant examples and other information.

| | |
|---|---|
| Do you want Night Service to the Automated Attendant? | |
| If yes, do you want it from an incoming trunk or from a Listed Directory Number (LDN) | |
| Do you want Automated Attendant operation based on business schedules? | |
| Do you want Automated Attendant operation based on the holiday schedule? | |
| What would you like to name the Automated Attendant (for the system directory)? | |
| Do you want to allow the caller to transfer out of the attendant using $\boxed{*}$ $\boxed{T}$ ? (The Transfer Out of AUDIX feature must be enabled.) | |
| How many seconds do you want the system to wait for a response from the caller before timing out? | |
| Do you want to verify if the definition of an Automated Attendant menu tree is complete? | |
| Do you want to verify the operation of various Automated Attendant menu trees in operation at a customer site? | |

For each telephone button (0–9) that is *not* the same as the first digit of the switch extensions (assuming this attendant is set up to go to a given extension), list the transfer extension. To go to an extension that begins with the same digit as the button, enter **e**. For each extension, indicate whether the caller should be transferred normally (T), should hear the subscriber's call answer (CA), or should hear the system guest greeting (G). Also for each extension, include a descriptive comment.

| Button | Extension or e | Transfer Normally (T) Call Answer (CA) Guest Greeting (G) | Comment |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 0 timeout | | | |

What do you want the attendant to say initially? (For example: *Thank you for calling Primary Propulsion Systems. Press 1 for Personnel, 2 for Accounting.*

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Record the attendant menu just as you would a personal greeting, using the Automated Attendant extension to log in. You can get a list of all your attendants by using the LIST ATTENDANTS screen.

# Worksheet D-3: Administering a Bulletin Board

Date _____

Prepared By _____

Contact Telephone Number _____

You will need the information in the following table to complete the SUBSCRIBER screen for each Bulletin Board. You can also set up a class of service (COS) for bulletin boards using the COS form, and identify that COS on the SUBSCRIBER form. See *DEFINITY AUDIX System — Administration*, 585-300-507 or *DEFINITY AUDIX System — Release 4.0 Screens Reference*, 585-300-213, for more information.

| To what extension do you want the Bulletin Board assigned? | |
|---|---|
| What do you want to name the Bulletin Board (for the system directory)? | |

If you have not set up a class of service for bulletin boards (using the COS screen), you must set the PERMISSIONS field to Bulletin Board.

What do you want the Bulletin Board to say initially?

_____

_____

_____

_____

_____

_____

_____

_____

_____

# Worksheet D-4: Administering Outcalling

Date _____

Prepared By _____

Contact Telephone Number _____

The information you supply here will be input on the SYSTEM-PARAMETERS OUTCALLING screen during cut-to-service administration.

| | Start Time | End Time | Interval | Max Simultaneous Ports[1] |
|---|---|---|---|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

---

1. The maximum simultaneous ports includes ports for Outcalling, AMIS Analog or Digital Networking, and Message Delivery.

| | |
|---|---|
| Initial Delay (minutes) | |
| This is the number of minutes that must elapse after a message is delivered before the first Outcalling attempt is made. | |
| Maximum Number Digits | |
| The maximum length telephone number subscribers can specify for Outcalling. If subscribers are going to have outcalls placed to pagers, set this to 29. | |

# Worksheet D-5: Administering Switch Recorded Announcement

Date _____

Prepared By _____

Contact Telephone Number _____

To administer a Switch Recorded Announcement you need to complete the following table. See *Guide Builder Software for Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122, for more information.

| | |
|---|---|
| To what extension do you want the switch announcement assigned? | |
| Will a Lucent Technologies TN750 Announcement circuit pack or a customer-provided external system be used? | |
| What COR do you want to assign this extension? | |
| What do you want to name the Switch Recorded Announcement? | |
| How long do you want the queue to be? | |

What message do you want callers to hear if all DEFINITY AUDIX ports are busy?

_____

_____

_____

_____

_____

_____

_____

For information on activating the networking port, see *DEFINITY AUDIX System — Digital Networking,* 585-300-534.

# Terminal Configuration

# E

For a DEFINITY AUDIX system, at least one system-access terminal is required for administration and local maintenance. This terminal should be connected to port A of the DEFINITY AUDIX system. A second, optional terminal can be connected to port B if the system is operating in display set mode. The required terminal can be connected to the DEFINITY AUDIX system in one of the following ways:

- Direct connection

- Via modems or data modules

- Via asynchronous data units (ADUs)

Two RS-232 cables are included with every DEFINITY AUDIX system to connect the terminals. Normally, these cables have a length of 20 feet. However, the cables can be ordered in lengths of up to 50 feet.

# Worksheet E-1: Terminals

Date _____

Prepared By _____

Contact Telephone Number _____

To the AE:

Complete this worksheet with the customer before configuring and ordering the DEFINITY AUDIX system. For more information about supported terminals and other peripherals, see *DEFINITY AUDIX System — System Description*, 585-300-214.

| Options | Terminal 1 | Terminal 2 (DP mode only) |
|---|---|---|
| What type of terminal do you want to use? | | |
| The customer can use a 715 terminal with the DEFINITY AUDIX system. The 715 will emulate any other Lucent Technologies administration terminal, such as a 513 or a 615. The customer can also use a PC with an emulation package, such as G3-MA. For information about required emulation packages, see *DEFINITY AUDIX System — System Description*, 585-300-214. | | |
| How do you want the administration terminal connected to the DEFINITY AUDIX system? You can implement any of the following: ■ Directly via cables ■ Via modems ■ Via data modules    Options: one 7400A and one 7400B ■ Via asynchronous data units (ADU) | | |
| Do you want to order a parallel printer for the terminal? | | |
| What length cables would you like for the terminals? The default is 20 feet. Options are 5, 10, 20, 30, 40, or 50 | | |

# Upgrades and Ongoing Maintenance and Administration

# F

The account team maintains ongoing support of the account as follows:

- Evaluate all current hardware and software improvements, and determine their value for the customer. These improvements may be the result of either maintenance procedure changes or Quality Protection Plan Change Notice (QPPCN) activity.

- Maintain an accurate record of the system inventory, including software load numbers. This information is used for system upgrades or QPPCNs issued to the hardware.

- Track the overall performance of the system, especially during the first few months of operation.

- Monitor customers' port and disk usage to determine when they should purchase additional ports or more voice storage.

- Conduct periodic meetings with the customer to review system operation.

- Inform the customer of ongoing training requirements:

    — System administrator — ADAP training

    — System administrator — AMIS Analog Networking training, Digital Networking training

    — System administrator — Ongoing training

    — Subscriber — Refresher and additional training

    ![NOTE icon]> **NOTE:**
    Ask customers to call their Lucent support organizations to report problems or ask questions. Customers should know their product ID number when they call.

# AUDIX System Administrator Qualifications and Duties

# G

The AUDIX system Administrator is the local customer expert in all matters pertaining to DEFINITY AUDIX applications.

Suggested qualifications for the system administrator are as follows:

- Clerical and basic accounting skills

- Database management experience

In addition, someone at the customer site (possibly a telecommunications manager) with the following skills should be responsible for maintaining the DEFINITY AUDIX system.

- Data center operations experience——previous experience as a computer operator, for example

- Management skills

- Computer hardware experience——experience with terminals, printers, and modems, for example

The system administrator's activities during the initial administrative phase are listed in *DEFINITY AUDIX System —— Administration*, 585-300-507.

Before you begin DEFINITY AUDIX system administration, verify with your switch administrator and/or Lucent Technologies personnel that the correct switch-related administration has been completed. Refer to *Installation and Switch Administration for the DEFINITY AUDIX System Release 4.0,* 585-300-122.

The following is a list of the customer's periodic and daily responsibilities for maintaining the DEFINITY AUDIX system. These tasks should be performed by system administrators and/or their managers.

- Conduct or arrange initial and ongoing user training.

- Implement a "feature of the month" program in which they explain a new DEFINITY AUDIX feature to subscribers each month.

- Order product documentation as required.

- Monitor DEFINITY AUDIX performance on a daily basis and monitor the administration and alarm log for warning alarms and for problems you can fix.

- Handle user problems on a daily basis.

- Report and track repair requests to Lucent Technologies as required.

- Perform subscriber changes, such as moves, additions, and deletions.

- Perform disk backup tasks, including disk backups and data saves.

- Ensure system security.

- Schedule DEFINITY AUDIX maintenance time with Lucent Technologies and the user community as required for both normal maintenance and installation of engineering changes, additions or deletions of hardware, software, etc.

- Maintain accurate records of DEFINITY AUDIX hardware and software

- Administer peripherals, such as including printers and terminals.

- Administer user passwords.

- Collect and evaluate traffic reports.

- Administer transmission schedules.

# Request for Design Support

# H

For Design Support, the account executive should complete Form E-1154 on the following pages. The Sales Design and Support Center (SDSC) will respond by sending a Form 1495 and the network planning worksheet. Complete the network planning worksheet and the network map and send them to the SDSC.

## REQUEST FOR SALES AND DESIGN CENTER SUPPORT SERVICES (E-1154)

**Technical Assurance**

Check products:

❏ Definity
❏ Audix/Intuity
❏ Merlin Legend Networking
❏ DCS/UDP

❏ Sys Mgmt / CAS
❏ UPS / DC Power
❏ ISDN
❏ Conversant

❏ CMS
❏ DWBS (Wireless)
❏ PNA

**Other Deliverables**

Check items:

❏ Translations
❏ Hardware Specification
❏ Traffic Study
❏ Floorplan

**SDSC FAX: 303-850-89322        SDSC QUALNET/VNMA Fax to: 303-850-8791**

Check each service being requested and describe in Scope of Work below:

**GENERAL INFORMATION:** (Complete all fields)

| CUSTOMER INFORMATION | ACCOUNT TEAM INFORMATION |
|---|---|
| Name:_____ | Name:_____Title:_____ |
| Address:_____ | Address:_____ |
| City:_____ST:_____ZIP:_____ | City:_____ST:_____ZIP:_____ |
| County:_____(REQUIRED for DWBS) | Tel. No:_____FAX:_____ |
| IL:_____ | e-mail id:_____ |
| (REQUIRED FIELD: If multiple ILs are involved, list others below in Scope of Work.) | Check one preference for method of Notification of Assignment of this Request.Telephone Call |
| | ❏ Telephone Call              ❏ E-mail message |
| Cust. Contact Name:_____ | MBO Code to be Charged: |
| Cust. Contact Tel. No._____ | (If multiple MBO Codes are to be charged, list below in Scope of Work.) |
| ❏ Mark if Customer Permission for Switch Access has been granted. | |
| MBO Project No.:_____ | Alternate Contact:_____Title:_____ |
| Project Manager:_____ | |
| Tel. No.:_____ | Tel. No._____ |

❏ **PRE CONTRACT   OR    ❏ POST CONTRACT.        ATTOMS/DOSS Ref No's**

Please list model and version of ALL Products (Switches and Adjuncts), both existing and/or proposed. Also specify the number of nodes in an existing and/or proposed network plus hardware connectivity (digital/analog) and attach a diagram.

❏ New            ❏ Add          ❏ Upgrade                    ❏ RFP            ❏ Controlled Introduction

Scope of Work:_____
_____
_____

Requested Due Date for Technical Assurance:_____     ❏ Written Response      ❏ Verbal Response

Please Note: 5 Days = Standard Interval for Technical Assurance. ASAP or blank Requested Due Date = 5 Day Interval
Large/Complex requests require negotiation of Technical Assurance Due Date.

Requested Due Date For Floorplans: _____ For Specifications, other Deliverables:_____

**MOJ Date:** _____        **Cutover Date:** _____

# Abbreviations

## A

**AC**
alternating current

**ACD**
automatic call distribution

**ADAP**
administration and data acquisition package

**ADU**
asynchronous data unit

**ALT**
assembly load and test

**AMIS**
Audio Messaging Interchange Specification

**API**
application programming interface

**AUDIX**
Audio Information Exchange

**AWG**
American wire gauge

## B

**BIOS**
basic input/output system

**bps**
bits per second

**BRI**
basic rate interface

**BSC**
binary synchronous communications

**BTU**
British thermal unit

# C

**CCA**
call classification analysis

**CDH**
call data handler process

**CELP**
code excited linear prediction

**CIC**
customer information center

**CICS**
customer information control system

**CL**
control link

**CMC**
Compact Modular Cabinet

**CO**
central office

**COIN**
central office implemented network

**COM1**
serial communications port 1

**COM2**
serial communications port 2

**COR**
class of restriction

**COS**
class of service

**CPU**
central processing unit

**CSI**
called subscriber information

**CTS**
clear to send

# D

**DAC**
dial access code

**DC**
  direct current

**DCE**
  data communications equipment

**DCIU**
  data communications interface unit

**DCP**
  digital communications protocol

**DCS**
  distributed communications system

**DID**
  direct inward dialing

**DIP**
  data interface process

**DMA**
  direct memory access

**DNIS**
  dialed number identification service

**DOSS**
  Delivery Operations Support System

**DS**
  display set

**DSP**
  digital signal processor

**DSU**
  data service unit

**DTE**
  data terminal equipment

**DTMF**
  dual tone multifrequency

**DTR**
  data terminal ready

# E

**EIA**
  Electronic Industries Association

**ESD**
  electrostatic discharge

**ESS**
  electronic switching system

# F

**F**
Fahrenheit

**FIFO**
first-in first-out

**FOOS**
facility out of service

# G

**GBCS**
Global Business Communications Systems

**GOS**
grade of service

# H

**Hz**
hertz

# I

**IDI**
isolating data interface

**IMAPI**
INTUITY messaging application programming interface

**IMM**
INTUITY Message Manager

**INADS**
initialization and administration system

**I/O**
input/output

**IRQ**
interrupt request

**ISDN**
integrated services digital network

**IVC6**
integrated voice CELP card (6 channels)

# K

**Kbps**
kilobits per second

**KB**
kilobyte (1024 bytes)

**kHz**
kilohertz

# L

**LAN**
local area network

**LCD**
liquid crystal display

**LED**
light-emitting diode

**LWC**
leave word calling

# M

**m**
meter

**MANOOS**
manually out of service

**MB**
megabyte (one million bytes)

**MCC**
Multi-Carrier Cabinet

**MHz**
megahertz

**MO**
magneto-optical

**modem**
modulator/demodulator

**MPDM**
modular processor data module

**ms**
millisecond

**MT**
maintenance (Lucent INTUITY software component)

**MTBF**
mean time between failures

**MWI**
message-waiting indicator

# N

**NW**
INTUITY AUDIX Digital Networking

# O

**OA&M**
operations, administration, and maintenance

**OS**
operating system

# P

**PBX**
private branch exchange

**PC**
power converter or personal computer

**PDM**
processor data module

**PEC**
price element code

**PGATE**
Processor Gateway

**PI**
Processor Interface

**POST**
    power-on self test

**ppm**
    parts per million

**psi**
    pounds per square inch

---

# R

**RAM**
    random-access memory

**REN**
    ringer equivalence number

**ROM**
    read-only memory

**RSC**
    Lucent's Remote Services Center

**RTS**
    request to send

**RTU**
    right to use

---

# S

**SCC**
    Single-Carrier Cabinet

**SCSI**
    small computer systems interface

**SID**
    switch integration device

**SIMM**
    single in-line memory module

**SMSI**
    simplified message service interface

**SW**
    switch integration (Lucent INTUITY software component)

# T

**TDD**
telecommunications device for the deaf

**TDM**
time division multiplex

**T/R**
tip/ring

**TRIP**
tip/ring input process

**TSC**
Lucent's Technical Services Center

**TTY**
teletypewriter

# U

**UCD**
uniform call distribution

**UPS**
uninterruptible power supply

# V

**VM**
INTUITY AUDIX Voice Messaging

**VP**
voice platform (INTUITY software component)

**VR**
INTUITY Intro Voice Response

**VROP**
voice response output process

# Glossary

# NUMERIC

**10BaseT**
A network baseband medium using twisted pair wire, operating at 10 Mbits per second.

# A

**Activity Menu**
The list of main options voiced to subscribers when they access the DEFINITY AUDIX System.

**Administration**
The process of setting up a system (such as a switch or a voice mail system) so that it will function as desired. Options and defaults are normally set up (translated) by the system administrator or remote services personnel.

**Alarm Board (ALB)**
For release 3.2 and earlier versions, the hardware platform (TN2169 or TN2170) that works with the Multifunction board to provide monitoring for system power and environmental status, -48 VDC to +12 VDC power conversion for the system's disk and tape drives, and remote terminal access. The TN2170 also provides SCSI-to-Ethernet connectivity to support IMAPI.

**Alarms**
Hardware, software, or environmental problems that may affect system operation. These faults are classified as *major*, *minor*, or *warning*. They are recorded into an alarm log which can be accessed either locally or remotely on a terminal connected to the system.

**Analog Port Emulation**
One of the two port emulation modes that DEFINITY AUDIX may employ. The other mode is digital port board emulation. When emulating an analog port board (the TN746), only control link (CL) integration is possible.

**Angel**
A processor activity that exchanges TDM bus control messages and performs functions associated with call setup and port maintenance.

**Announcement Fragment**
A numbered piece of spoken voice mail information that makes up a system message or prompt.

**Announcement Set**
A set of audible menus the DEFINITY AUDIX system uses to prompt subscribers or callers for command choices.

**Asynchronous Transmission**
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits.

**Asynchronous Data Unit (ADU)**
A small device that can extend data transmission far beyond recommended Electronic Industries Association (EIA) limits over building wiring.

**Audio Messaging Interchange Specification (AMIS)**
An analog networking feature that allows subscribers of different voice mail systems to send voice mail messages to one another.

**Audit**
A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

**Audio Information Exchange (AUDIX)**
A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch.

**AUDIX Administration and Data Acquisition Package (ADAP)**
A software package that allows the DEFINITY AUDIX administrator to transfer system subscriber, maintenance, or traffic data over the administration port to a personal computer (PC) or Work Group System (WGS).

**Automated Attendant**
A DEFINITY AUDIX feature that allows a customer to set up a main number with a menu of options that routes callers to an appropriate department at the touch of a button.

# B

**Backup**
A duplicate copy of a filesystem saved on a removable tape or MO disk. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

**Balun**
On the DEFINITY AUDIX LAN connection, the adapter needed to connect the twisted-pair break-out cable to the coaxial building wire distribution system.

**Baud Rate**
Transmission signaling speed.

**Boot (or Reboot)**
The operation to start a computer system by loading programs from disk to main memory (part of system initialization).

**Boot Filesystem**
The filesystem from which the system loads its initial programs.

**Broadcast Messaging**
A feature that enables the system administrator and other designated users to send a voice mail message to all subscribers automatically.

**Buffer**
Memory used to compensate for time differences in transmission by temporarily storing data.

**Busyout Service**
When a technician or administrator blocks service to keep customers from using faulty equipment until it can be repaired or tested. For instance, when ports (or a link) are busied out, subscribers who try to access their mailboxes hear a *fast busy* reorder tone. People who would normally reach DEFINITY AUDIX through Call Answering are not forwarded; they hear ringing and no answer at the number they called.

# C

**Call Answer**

A feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or Call Forwarding switch features. Subscribers may record a personal greeting for these callers.

**Call Answer Language Choice**

Call answer multilingual option where a user can alternate between a primary language set and a secondary language. The two languages are administered on a per subscriber basis. If this feature is enabled, the subscriber may not use the standard DEFINITY AUDIX Multiple Personal Greetings feature.

**Camp-On**

A system shutdown option that waits for ports to become idle before blocking service to them. This allows subscribers to finish calls in progress.

**Central Office (CO)**

A main telephone office where private customer lines are terminated and connected to the public network through common carriers.

**Central Processing Unit (CPU)**

The Multifunction board's main processor that controls system data transfer, input/output (I/O), and logical instructions.

**Class of Service (COS)**

The standard set of features given to subscribers when they are first administered (set up with a voice mailbox).

**Command Mode**

A system state in DEFINITY AUDIX system releases earlier than 4.0 where flashware is in control and software is shut down. In this state, a technician has access to menu options to see flashware status and initialization history, run through flashware diagnostics, and to start or continue system initialization.

**Configuration**

The particular composition and hardware selected for a system, including internal options and peripheral equipment.

**Control Link (CL)**

The integration, or interface, between the DEFINITY AUDIX System and the switch that enables the transmission of control messages from the DEFINITY AUDIX System to the switch over a DCIU data link. The control messages are transmitted over a separate cable connection and carry information such as calling-party identification and message-waiting indicator status and control.

**Control Link Mode**

The type of switch-link integration for which the DEFINITY AUDIX System, R2.0 or later, is connected to the switch via analog-line card emulation and a digital connection.

# D

**Delivery Operations Support System (DOSS) Configurator**
Lucent Technologies' algorithmic system for configuring products for customers' specific needs.

**Digital Communications Protocol (DCP)**
An Lucent Technologies proprietary protocol for networking remote communication systems.

**DCP Mode 1**
A Lucent Technologies proprietary Digital Communications Protocol (DCP) connection using a data rate of 56 Kbps for AUDIX Digital Networking. DCP Mode 1 uses a DS1 facility on the switch or a dedicated facility on the switch or a dedicated facility on a T1 carrier.

**DCP Mode 2**
DCP Mode 2 is an asynchronous, low-speed (9600 or 19,200 bps) connection for AUDIX Digital Networking. DCP Mode 2 uses a modem/data module or modem/Asynchronous Data Unit (ADU) arrangement and connects over analog or voice-grade data lines.

**DCP Mode 3**
A DCP connection using a data rate of 64 Kbps for AUDIX Digital Networking. DCP Mode 3 uses a DS1 or ISDN facility on the switch or a dedicated facility on a T1 carrier.

**Default**
A value that is automatically supplied if no other value is specified.

**Digital-Port (DP) Mode**
The type of switch-link integration for which the DEFINITY AUDIX System, up through release 3.1, is connected to the switch via digital port board emulation. The type of port board that the DEFINITY AUDIX emulates within the switch (TN754.)

**Digital-Port (DP) Board Emulation**
In R3.1 and earlier releases, this term referred to both the port emulation and to the integration method. In R3.2 and later, it refers to the port emulation only; the integration method can be either control link (CL) or display set (DS).

**Digital Signal Processor (DSP)**
Programmed RAM chips on the Multifunction board that provide signaling, power-level control, speech coding, and data processing.

**Display Set (DS) Integration**
A new term that replaces the term digital port integration for R3.2 and later. It refers to the use of the display and other messages sent from the switch to the port board for providing voice mail integration with the switch. Integration with the switch is achieved via display set messages. The messages carry information such as calling party identification and message waiting indicator status and control.

**Disconnect Signaling Detection**
Signaling from the CO to the PBX which indicates that the far end caller has hung up.

**Dual Language Greetings**
When the Call Answer Language Choice is in effect, the subscriber can record personalized greetings for each of the languages listed as the primary and secondary announcement sets. The subscriber instructs the caller to enter *1 to switch to the alternate language.

# E

**Errors**

Problems detected by the system during automatic self-tests and recorded in an error log. Errors can produce an alarm (fault) if they exceed a threshold.

**Events**

Occurrences such as inline errors, maintenance procedure failures, alarms, errors, or transitions into or out of the *AUDIX* or *OA&M* states which are recorded in an events log.

# F

**Faceplate and Alarm Controller (FAC)**

For release 3.2 and earlier versions, the circuitry on the Multifunction board that monitors activity of the DEFINITY AUDIX System.

**Field**

An area on a form, menu, or report where information can be typed or displayed.

**Filesystems**

A collection of related files (programs or data) stored on disk that are required to initialize a DEFINITY AUDIX System and provide full service.

**Flashware**

Code that is stored in electrically reprogrammable memory on the DEFINITY AUDIX System. This programming is retained over power outages but can be reprogrammed automatically on board during initialization.

**Forms**

Terminal screens of information that allow data to be displayed or changed.

# G

**Generic Tape or Generic Disk**

A copy of the standard software and standalone tape utilities (standalone utilities in Release 4.0) that is shipped with a new system.

**Graceful Shutdown**

Taking the DEFINITY AUDIX System offline (to the maintenance shutdown state) using RESET SYSTEM SHUTDOWN in a camp-on manner.

**Ground Isolation**

Ground isolation prevents an alternate return current path at the connecting interface. Return currents pass through the signal wire(s) in the interface connector cable rather than via "green wire ground".

**Guest Password**

A feature that allows people who are not subscribers to leave messages on the system by dialing a subscriber's extension and entering a system-wide guest password.

# H

**Hard Disk Drive**
The disk drive the DEFINITY AUDIX system uses to actively save voice messages, personal greetings, subscriber profiles, automated attendants, and other data. The hard disk drive also stores the system's AUDIX software.

**Header**
Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

**Hunt Group**
A group of ports on a switch usually administered to search for available ports in a circular pattern.

# I

**Initialization**
The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware and flashware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

**Initialization and Administration System (INADS)**
A maintenance system used by remote technicians to track alarms.

**Interboard Bus**
For release 3.2 and earlier versions, the inter-integrated circuit ($I^2C$) bus that provides connectivity between the Alarm board and the Multifunction board.

**INTUITY Message Manager**
A PC application that is used for the retrieval and display of message headers, addressing to lists, managing personal greetings, and for creating, forwarding, and replying to voice mail messages.

# L

**Leave Word Calling**
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

**Light Emitting Diode (LED)**
For Release 3.2 and earlier releases, a red-light indicator on the system faceplate panel that shows the status of operations and possible fault conditions. An unlit LED indicates a healthy system. When flashing, the LED indicates a software problem. When it is steadily lit, a hardware problem exists.

Release 4.0 uses three LEDs on the system's faceplate to report the system's status and to provide alarm and diagnostic information.

**Liquid Crystal Display (LCD)**
For release 3.2 and earlier releases, the 10-character alphanumeric display on the DEFINITY AUDIX faceplate panel that automatically shows status of the system including alarms.

**Local Area Network (LAN)**
A short distance data communications network used to link computers and peripheral devices under some form of standard control

**Local Maintenance Terminal (LMT)**
A display terminal located near the DEFINITY AUDIX System and the switch. It is temporarily attached to the DEFINITY AUDIX during an on-site service visit.

**Login**
A unique code used to gain approved access to a subscriber's voice mailbox or to a display termi-nal.

# M

**Magneto-optical (MO) Disk Drive**
With release 4.0, the device used to store nightly and weekly backups of customer data, install new software releases, restore the system and remove core dumps and other maintenance information. The drive stores information on an MO disk. The MO drive replaces the tape drive from previous releases.

**Mailbox**
A portion of disk memory given to each subscriber for creating and storing outgoing and incoming messages.

**Message-Waiting Lamp**
An LED on a telephone that alerts subscribers to new messages.

**MO Disk**
With release 4.0, the storage medium used by the magneto-optical disk drive to store backups and other information.

**Modem**
A modulator/demodulator used for transmitting analog signals across phone lines.

**Multifunction Board (MFB)**
For release 3.2 and earlier releases, the hardware platform (TN566B, 386 version and TN567, 486 version) which holds the central processing unit, controllers, memory devices, and signal proces-sors that make a DEFINITY AUDIX System operational. For release 4.0 the TN568 is the only circuit pack and therefore performs all operations for the DEFINITY AUDIX system.

**Multilingual System**
A DEFINITY AUDIX System containing primary and secondary language announcement sets. A large (40 hour) system can hold up to nine different language sets. The Telecommunications Device for the Deaf (TDD)-based announcement set is treated as a multilingual option.

# N

**Native Mode**
The ability of the switch to recognize the DEFINITY AUDIX as a DEFINITY AUDIX circuit pack. With native mode support, the switch reserves five slots for the DEFINITY AUDIX 3.2 assembly, and two slots for the DEFINITY AUDIX 4.0. Additionally the switch is able to correctly identify the DEFINITY AUDIX board in alarms sent to the services organization.

**Nonnative Mode**
Without native mode, the MFB or TN568 slot is provisioned as a TN754, TN2181 or TN746B, the five slots occupied by the DEFINITY AUDIX 3.2 assembly or two slots occupied by the DEFINITY AUDIX 4.0 are not reserved, and alarms are reported as alarms for a TN754, TN2181, or TN746B.

**Nonvolatile Random Access Memory (NVRAM)**
A battery-backed RAM on the Multifunction board that retains data through loss of power.

**Null Modem Cable**
A cable that transposes transmit and receive leads on an RS-232 connection.

# O

**Operating System (OS)**
The set of programs that runs the hardware and interprets software commands.

**Operations, Administration, and Maintenance (OA&M)**
A state of system operation where core processes of the Multifunction board are accessed, including system initialization, resource configuration, forms interface, entry into the maintenance subsystem, and filesystem access. Also entered when customer data must be restored.

**Outcalling**
A feature that allows the system to dial subscribers' numbers or go to pagers to inform them they have new messages.

# P

**Port**
A connection or link between two devices, allowing information to travel through it to a desired location. For example, a switch port connects to a DEFINITY AUDIX port to allow a subscriber on a voice terminal to leave a message.

**Protocol**
A set of specific rules, procedures, or conventions relating to forms and timing of data transmission between two devices.

# R

**Reboot**
A system *reboot* is done to clear major system problems (such as corrupt program memory). It also runs automatically whenever the system is powered up. Also see *boot*.

**Remote Field Update**
A set of software changes on a given release that is transmitted from a central location to customer equipment. Changes are generally restricted to serious bug fixes and are limited in volume.

**Reply Loop Escape**
Allows the subscriber the option to return to responding to a message after trying to reply to a non-subscriber message.

**Restart**

During maintenance, a system *restart* brings the system software back into full service, usually after an administrative shutdown. This is often done to try to clear software problems.

**RISC**

Reduced Instruction Set Computer. Refers to computers based on an unusually high speed processing technology that uses a far simpler set of operating commands.

# S

**Sanity and Control Interface (SAKI)**

An integrated circuit that receives and transmits TDM bus control messages and monitors the sanity of the angel processor.

**Shutdown States**

States of system operation where either a technician can shut down the system for maintenance, or where a critical error condition brings down the system. In either case, filesystems are closed and the system can be powered down and removed from the carrier.

**Small Computer Systems Interface (SCSI)**

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape, magneto-optical and disk drives.

**Standalone Utility**

A software utility with options that include disk drive initialization, copying files from a generic tape or MO disk onto the customer's disk, and map partition modification. With release 3.2 and earlier releases the standalone utilities where referred to as standalone tape utilities.

**Subscriber Specific Announcement Set**

When the Multilingual feature is enabled, each subscriber form has three fields specifying the announcement set with which the subscriber will interact with the system once they log in, and the two announcement sets with which callers to the subscriber's mailbox can interact with the system.

# T

**Transmission Control Protocol/Internet Protocol (TCP/IP)**

A set of protocol standards which allows a process on one machine to send data to a process on another machine. Communication may be full or half duplex. TCP/IP includes support for multiple operating systems and machine architectures.

**Telecommunications Device for the Deaf (TDD)**

A category of DEFINITY AUDIX features, including personal greetings and announcement sets, that exchange text messages with subscribers or callers using teletypewriters.

**Teletypewriter (TTY)**

A device that uses Baudot tones to transmit text-based telephone messages for the hearing impaired. Subscribers or callers can use teletypewriters to access the DEFINITY AUDIX system if TDD features are enabled.

**Time Division Multiplex (TDM) Bus**
The interface between the DEFINITY AUDIX System and the switch that carries digitally-encoded voice waveforms and circuit-switched data.

# U

**Update**
A limited incremental change on an existing release involving software only.

**Upgrade**
The replacement of one release with a new release. This may involve software, flashware, hardware, and/or data.

# V

**Voice Port**
An electrical pathway that connects calls between two devices, such as telephones, switches, or voice messaging systems.

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## Numerics

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