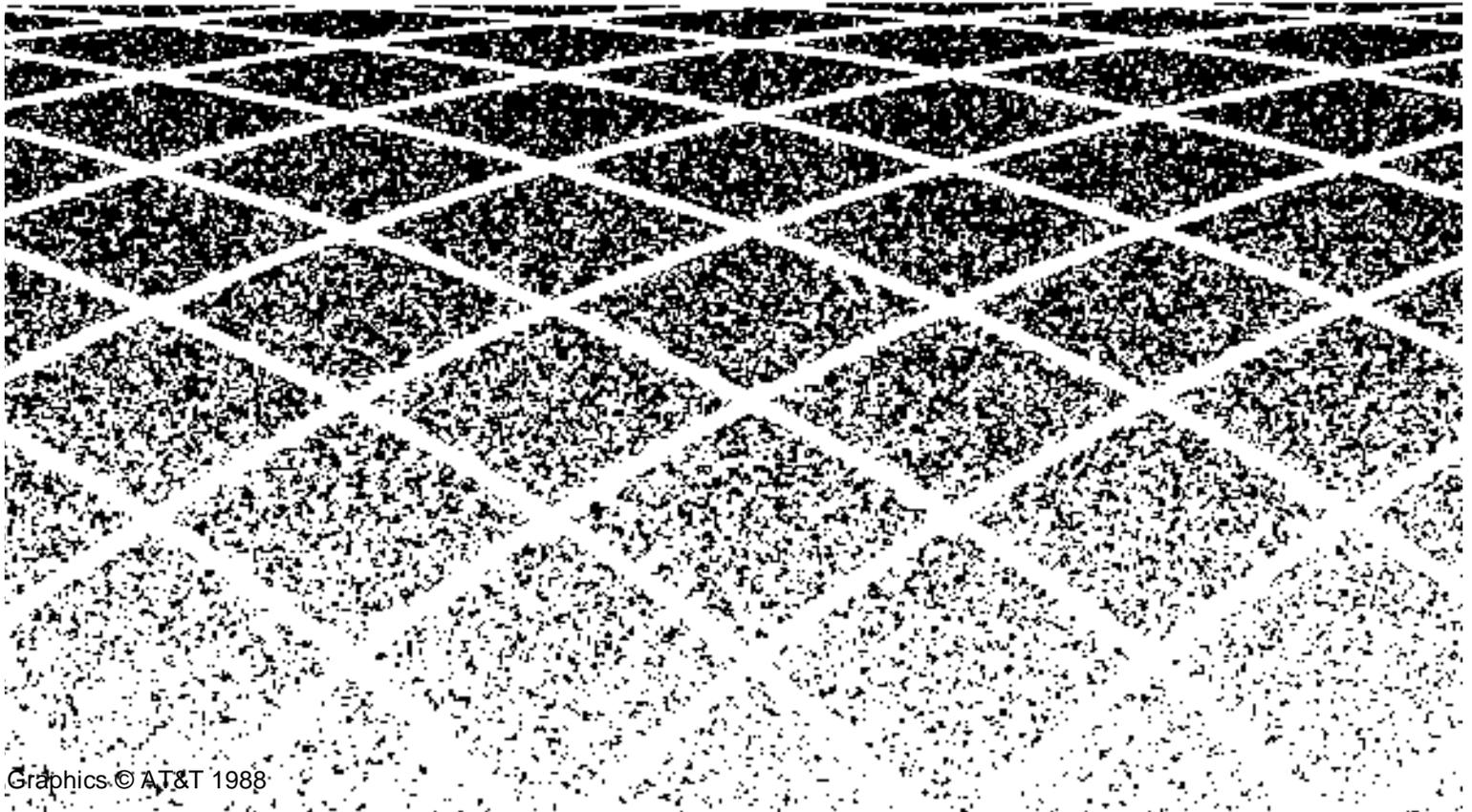




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Audio Information Exchange (AUDIX) Planning and Implementation



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Contents

About This Document

This document describes each step required for the planning and implementation of an Audio Information Exchange (AUDIX) system up through Release 1 Version 5 (R1V5). The boxed schedules that follow each task list responsible parties and provide you with a method to track planning activities by providing blank time schedules that you fill in.

Only the planning and implementation tasks are outlined in this document. If you need more description on a task, see *Related Resources* for a list of required AUDIX documentation.

Changes From The Previous Issue

This document replaces AUDIX *Planning and Configuration*. In order to eliminate redundancy and keep this document strictly task-oriented, the following information was removed and placed in either *AUDIX System Description* (585-305-201) or *Delivery operating Support System* (DOSS).

Information	Now Found In
Sizing AUDIX	DOSS
Configuring AUDIX	<i>AUDIX System Description</i>
Configuring an AUDIX network	<i>AUDIX System Description</i>
Ordering AUDIX	DOSS
AUDIX-L connectivity	<i>AUDIX System Description</i>
AUDIX PEC lists and descriptions	<i>AUDIX System Description</i>

Who Should Use This Document

This document is intended for the Account Team*, Project Management, System Implementation Management, Customer Service Support operations (CSSO), Field Support, National Customer Support Center (NCSC), and the customer organization.

*The AT&T Account Team typically includes:

- System Consultant (SC)
- Branch office Specialist (BOS)/Branch Equipment Specialist (BES)
- Account Executive (AE)
- Sales Manager (SM)
- Branch Systems Managr (BSM)

How This Document Is Organized

- Chapter 1, "Overview", provides a checklist of all the tasks and responsibilities that are explained in more detail in the subsequent chapters.
- Chapter 2, "Account Qualification", outlines the tasks required to establish an account based on the customer's needs.
- Chapter 3, "Presale Planning", describes the tasks and responsibilities required before you can generate and have a customer sign a contract.
- Chapter 4, "Developing a Proposal and Contract", describes the tasks and responsibilities required to develop a proposal and contract for the sale of an AUDIX system.
- Chapter 5, "Ordering the AUDIX System", describes the tasks and responsibilities required to order an AUDIX system.
- Chapter 6, "Conducting Handoff Meetings", describes the tasks and responsibilities required before and during the Internal Handoff Meeting and the Formal Handoff Meeting.
- Chapter 7, "Completing Pre-Installation Tasks", describes the tasks and responsibilities required before the AUDIX installation can begin.
- Chapter 8, "Installing The System", explains the tasks and responsibilities required to install the AUDIX system.
- Chapter 9, "Completing Post-Installation Tasks", describes the tasks and responsibilities required after the AUDLY installation is complete.
- Appendix A, "Technician Worksheets", provides a checklist to supply the system technician with the information to prepare AUDIX for service and test it.

- This guide also includes a list of Acronyms and Abbreviations, a Glossary, and an index.

Trademarks And Service Marks

This document uses the following trademarks:

- 5ESS® Switch is a registered trademark of AT&T
- DEFINITY® Communications System is a registered trademark of AT&T
- DIMENSION® PBX is a registered trademark of AT&T
- DMS-100™ is a trademark of Northern Telecom Limited
- ESS™ Switch is a trademark of AT&T
- SL-1® is a registered trademark of Northern Telecom Limited
- SL-100® is a registered trademark of Northern Telecom Limited
- Timeline™ is a trademark of Breakthrough Software

Related Resources

The customer can use the Helpline as a resource for any AUDIX questions. Call 1-800-56-AUDIX

Use this document with the following documents:

- *AUDIX Call Detail Recording Package* (585-305-506)—For the summary, installation, and setup information for the Call Detail Recording (CDR) feature (the downloading of AUDIX call detail records to a personal computer).
- *AUDIX Data Acquisition Package* (585-302-502)—For a description of how to use the AUDIX Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing.
- *AUDIX Documentation Guide* (585-300-010)—For a list of AUDIX documents.
- *AUDIX Feature Descriptions* (585-305-203)—For a detailed description of all AUDIX features.
- *AUDIX Integration Package for the DMS-100 Switch: Administration and Reference* (585-304-204)—For administration and reference information on the DMS-100 and SL-100 switch integrations.
- *AUDIX Integration Package for the DMS-100 Switch: Installation and Maintenance* (585-304-110)—For installation and maintenance information on the DMS-100 and SL-100 switch integrations.

- *AUDIX Integration Package for the SL-1 PBX. Administration and Reference* (585-304-203)—For administration and reference information on the SL-1 PBX integrations.
- *AUDIX Integration Package for the SL-1 PBX. Installation and Maintenance* (585-304-109)—For installation and maintenance information on the SL-1 PBX integrations.
- *AUDIX Networking Implementation Guide (R1 V3 through R1 V5)* (585-300-903) planning, requirements, administration, and testing of an AUDIX network.
- *AUDIX Release 1 Version 5 Administration* (585-305-501)—For the AUDD~ administration procedures.
- *AUDIX Release 1 Version 5 Forms Reference* (585-305-202)—For a compilation of all AUDIX administration and maintenance terminal-screen forms.
- *AUDIX Release 1 Version 5 Installation* (585-305-105)—For the AUDIX installation procedures.
- *AUDIX Text Service Interface* (585-304-503)—For a description of the Text Service Interface feature. (The transfer of AUDIX header information to an electronic text messaging system.)
- *Switch Administration Guide for AUDIX Release 1 Version 5* (585-305-505)—For the translations done on the switch for AUDIX
- *AUDIX System Description* (585-305-201)—For information on configuration, switch connectivity, hardware, power, environment, and other pre installation considerations.
- *Sales Manual* (774-003)—For pricing information for all products sold by AT&T.

To order any of these documents, call the AT&T Customer Information Center (CIC) at 1-800-432-6600, or in Canada, 1-800-255-1242.

Use *Timeline* management software, a product of *Breakthrough Software*, to track the key events listed in this document. If a date slips or is rescheduled, the software will automatically adjust other key dates correspondingly, thus relieving the account team of the burden required to reschedule all key events manually.

Any information on sizing and ordering an AUDIX system is found in the Delivery operating Support System (DOSS).

How To Make Comments About This Document

If you have any suggestions for improving this document, use the feedback form at the beginning of this document.

If your feedback form is missing, send your comments to:

AT&T Technical Publications Department
11900 North Pecos Street
Denver, Colorado 80234-2703

Overview**1**

This chapter contains tables that provide an overview of all the procedures detailed in the subsequent chapters.

TABLE 1. Planning and Implementation Overview

Task	Job	Responsibility
1	Qualify account	Account Team
2	Select planning team and assign tasks	Account Team
3	Schedule planning tasks	Account Team, Customer
4	Determine acceptance tests	Account Team, Customer
5	Determine customer staff requirements	Account Team, Customer
6	Gather data/configure system	Account Team, Customer
7	Develop an equipment room floor plan	Account Team, Customer
8	Determine training requirements	Account Team, Customer
9	Determine documentation needs	Account Team, Customer
10	Determine supplies required	Account Team, Customer
11	Determine switch requirements	Account Team
12	Gather information for switch translations	Account Team, Customer
13	Determine maintenance contract	Account Team, Customer
14	Initiate a system assurance	Account Team
15	Prepare a proposal	Account Team
16	Discuss proposal with customer	Account Team
17	Prepare and submit the contract	Account Team

(continued)

TABLE 1. Planning and Implementation Overview (Part 2 of 3)

Task	Job	Responsibility
18	Discuss completion dates	Account Team, Customer
19	Approve and sign contract	Customer
20	Complete PRW and Attachment B	Account Team, PDG
21	Segment order	Account Team
22	Transmit DOSS order	Account Team
23	Obtain critical dates	Account Team
24	Order additional documentation (if needed)	Account Team
25	Order training	Account Team
26	Order NCSC dial-up access line	Account Team, Customer
27	Conduct internal sales/services handoff meeting	Account Team, Services
28	Conduct formal handoff meeting	Account Team, Services, Customer
29	Select System Administrator	Account Team, Customer
30	Prepare site	Account Team, FSO
31	Form implementation team and assign tasks	Services
32	Select customer staff	Account Team, Customer
33	Plan file systems and data base	Account Team, Customer
34	Schedule administration	Account Team, Customer
35	Schedule installation	Services
36	Schedule switch administration	Services
37	Establish operating procedures	Account Team, Customer
38	Inspect equipment room	Account Team, Services, Customer, FSO
39	Inventory equipment	Services

(continued)

TABLE 1. Planning and Implementation Overview (Part 3 of 3)

Task	Job	Responsibility
40	Install switch hardware	Services
41	Administer switch	Services or Customer
42	Test switch hardware	Services
43	Install AUDIX	Services
44	Install switch peripherals (if needed)	Services
45	Perform hardware diagnostic tests	Services, NCSC
46	Cable data link to switch	Services
47	Wire ports from AUDIX to switch	Services
48	Install AUDIX software	Services, NCSC
49	Install AUDIX peripherals	Services
50	Cable peripherals	Services
51	Administer AUDIX software	Services, NCSC
52	Test hardware and software	Services, NCSC
53	Run acceptance tests	Services, NCSC, Customer
54	Install Networking	Services
55	Administer Networking software	Services, NCSC
56	Test Networking hardware and software	Services, NCSC
57	Conduct customer training	Account Team, TIEU
58	Agree on successful installation	Account Team, Services, Customer
59	Complete DOSS/OPS order requirements	Services
60	Instruct customer on trouble reporting	Services
61	Conduct sales/services handback meeting	Account Team, Services

This chapter describes the task required to establish an account based on the customer's needs.

The boxed schedules at the end of each task are there to provide you with a tool to track planning activities.

Task 1: To establish an account for an AUDIX system, evaluate the customer's needs based on the following:

- *Excessive telephone traffic*—attendant or individual telephone extensions are often busy
- *Extensive travel*—employees travel frequently and miss many telephone calls
- *Immediate or after-hours contact required*—employees need to be contacted immediately (for example, customer support staff is needed for immediate equipment repair)
- *Inter-time zone calls*—telephone calls are made to different time zones where it could be before or after business hours
- *Complex technical messages*—messages with complex technical content are sent among employees and lose meaning with third-party translations (for example, receptionists and secretaries misinterpreting messages).



NOTE:

This list is not all-inclusive. Use it as a guideline to evaluate potential AUDIX customers.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

This chapter describes the tasks and responsibilities required before you can generate and have a customer sign a contract.

Task 2: Select a planning team and assign the tasks specified in this document to individuals on the team.

If the customer wants any of the AUDIX optional features, make sure you have the appropriate documentation to assist you with the planning. For example:

- *AUDIX Call Detail Recording Package (585-305-506)*
- *AUDIX Data Acquisition Package (585-302-502)*
- *AUDIX Networking Implementation Guide (585-300-903)*
- *AUDIX Text Service Interface (585-304-503)*

A description of these features and the rest of the available AUDIX features are explained in *AUDIX Feature Descriptions (585-305-203)*.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 3: Schedule the planning tasks. You may wish to use *Timeline* software.

If you are installing an AUDIX system with Networking you must schedule three separate installation dates for the following:

- Networking facilities on the switch, if needed for example; modem pooling, Digital Service 1 (DS1), etc.]

- AUDIX system
- AUDIX Networking

Consult *AUDIX Networking Implementation Guide* (585-300-903) when planning an AUDIX Networking installation..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 4: Explain clearly to the customer what tests are run on the system to demonstrate that it is a working system. Use chapter 9 in *AUDIX Release 1 Version 5 Installation* (585-305-105) as an example of standard tests..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 5: Help the customer determine the staff they will require to operate the AUDIX system. The customer will need staff to perform on-going administration and employee training (as well as other functions depending on the customer's needs).

⇒ NOTE:

Less staff time is required when the customer elects to use Customer Support Service Helpline Enhanced Services..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 6: Gather all the data required and configure a system in DOSS that meets the customer's needs and is within any customer price constraints. Use the information on configuration in *AUDIX System Description* (585-305-201) to perform this task.

For Networking or Distributed Communications System (DCS) orders, also complete the following:

- Complete a form 1154 and submit it to the National Engineering Center (NEC).

- Complete any required forms in *AUDIX Networking Implementation Guide* (585-300-903)..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 7: Once the customer has decided on an equipment room, develop a floor plan (AUDIX must be at the end of an equipment line-up), a block diagram, and a voice port to switch port wiring diagram. See *AUDIX System Description* (585-305-201) for details and examples. You will need these plans and diagrams at the handoff meeting.

Make sure the customer commits to supplying the proper power to the equipment room. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 8: Determine the customer training requirements.

Training typically consists of the following:

- Subscriber training classes are conducted on customer premises by a Services Technical Instructor End User (TIEU).
- System Administrator training consists of formal training classes presented at appropriate AT&T Technical Education Center (TEC) locations.

Two System Administrators are trained for the basic system price. Extra tuition is charged for extra students. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 9: Determine if the customer needs additional documentation. This includes extra orders of AUDIX documentation and the documentation for any adjunct equipment (for example; modems, switch equipment, data link connections, and terminals). Check the Delivery operating Support System (DOSS) Configurator for a list of documents that ship with the AUDIX system.

⇒ NOTE:

It is helpful and sometimes imperative for the technician to have the documentation for adjunct equipment on hand when installing the system. This includes documentation for modems, the Isolating Data Interface (IDI), the data terminal, etc..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 10: Determine the supplies the customer will need (for example; printer ribbons, printer paper, etc.). .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 11: Determine the switch equipment, such as the data link equipment and additional voice ports, that the customer will need. Check to see that the customer has what they need. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 12: Gather information for the switch translations.

For AUDIX integration with an AT&T PBX

- Determine the switch translations that the customer will need. Switch administration for AUDIX includes the following:
 - Administering the call distribution (hunt) groups for the AUDIX voice links
 - Administering the data link (not required for AUDIX Stand-alone)
 - Setting the switch clock
 - Administering the voice terminals [including message-waiting lamps (MWLs) and call coverage]
 - Updating the Applications Processor (AP) (if required)

-
- Administering the Distributed Communications System (DCS) networks (if required)
 - Administering AUDIX Networking (if required).

See *AUDIX System Description* (585-305-201) for an overview of the switch translations.

See *Switch Administration Guide for AUDIX Release 1 Version 5* (585-305-505) for details on the switch translations.

See *AUDIX Networking Implementation Guide* (585-300-903) for information on the switch translations for Networking.

- The customer can elect to do the translations, or they can pay AT&T to do them.
- If the customer chooses to have AT&T complete the switch translations, you must fill out one set of the following forms needed by the remote center to input the translations:
 - Translation Recovery, Additions and Conversion System (TRACS) forms for System 85 and Generic 2
 - System Administration Terminal (SAT) forms for System 75 and Generic 1
 - Initialization and Administration System (INADS) forms for DIMENSION PBX
- Fill out the AT&T PBX Worksheet in Appendix A, "Technician Worksheets", and give it to the AT&T service technician so that he/she will have the information needed to administer and/or test the AUDIX
- Contact a Branch office Specialist (BOS)/Branch Equipment Specialist (BES) for technical assistance.
- If you need engineering assistance for Data Communications Interface Unit (DCIU) translations, complete a form 1154 and submit it to the NEC.

For AUDIX integration with a 1A ESS Switch, 5ESS Switch, DMS100, SL-100, or SL-1 PBX:

- Provide the customer with a list of required switch translations. This information is located in the following documents:

Switch	Information Found In
1A ESS Switch or 5ESS Switch	<i>AUDIX System Description (585-305-201) and AUDIX Release 1 Version 5 Installation (585-305-105)</i>
DMS-100/SL-100	Appendix A, "Technician Worksheets", of this document or the Integration Package documents listed in <i>About This Document</i>
SL-1 PBX	The Integration Package documents listed in <i>About This Document</i>

- The customer needs to coordinate the switch translations with the local operating company or vendor. AT&T will *not* do the translations on a Central Office (CO) switch or non AT&T PBX
- Fill out the form in Appendix A, "Technician Worksheets", for the appropriate CO switch and give this form to the AT&T service technician so that he/she will have the information to administer and/or test the AUDIX. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 13: Determine the type of maintenance contract that is best for the customer. AUDIX service arrangements can range from per-call service (time and material) up to and including 24-hour a day coverage with a dedicated on-site technician.

⇒ NOTE:

The customer will have access to the Helpline as part of the maintenance contract.

For customers who elect to lease their AUDIX, standard service arrangements provide coverage between the hours of 8:00 am to 5:00 pm, Monday through Friday. optionally, additional coverage can be provided at extra cost. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 14: Initiate a pre-proposal system assurance. System assurance is the process of reviewing the presale data gathered and the software and hardware features proposed, and of ensuring that the configuration and proposal is accurate and complete. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Developing a Proposal and Contract

4

This chapter details the tasks and responsibilities used to develop a proposal and contract for the sale of an AUDIX.

Task 15: After configuring AUDIX (Task 6) with any additional requirements and determining a firm price, prepare a proposal and present it to the customer. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 16: Discuss the proposal with the customer. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 17: Prepare the contract to submit to the customer. .

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 18: Discuss the completion dates with the customer for the following:

- Electrical details (customer must commit to provide sufficient power to the room)
- Cabling diagrams
- Environmental requirements
- Customer responsibilities
- Equipment room ready date
- Translation completion date (if the customer elected to perform them)

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 19: Approve and sign the contract..

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Ordering the AUDIX System

5

This chapter describes the tasks and responsibilities involved in ordering an AUDIX system.

There is more information about ordering an AUDIX system in the Delivery Operating Support System (DOSS).

Task 20: Complete a Project Request Worksheet (PRW) and Attachment B. You can obtain a PRW through AT&T Mail. For details on how to obtain it and use it, see *Profit Assurance* (available through the Electronic Library). The PRW and Attachment B are submitted in order to:

- Assign a System Implementation Manager (SIM) or a Project Manager (PM) to the project.
- Order an AUDIX after the switch was installed.

If the AUDIX is sold concurrently with a switch, include the AUDIX as a major feature on Attachment B of the PRW for the switch.

In either case, the Account Team will fax the PRW and Attachment B to the Project Determination Group (PDG) for their region. The PDG will contact the Account Team within 24 hours to inform them that the PRW was received. At that time they will tell the Account Team if there are any further requirements before implementation support is assigned.

The PX will assign a PM or a SIM to the system within a week after they receive the PRW.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team PDG			

Task 21: Let DOSS segment the order. This is done to simplify the manufacturing process. Equipment orders are segmented because certain items are supplied by different factories.

IMPORTANT: If this is a Networking order, you must issue a separate segment for Networking.

Carefully review the order before submitting it. If errors are detected, the order will be canceled and a new order submitted. This will cause an additional delay.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 22: Transmit the DOSS order and the switch translation order at the same time.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 23: Obtain critical dates from National Product Scheduling (NPS) and adjust milestones as necessary.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 24: Order any additional AUDIX documentation from the Customer Information Center (CIC) if the customer requests it. Quantities were determined when gathering preproposal data.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 25: Order end-user training (include additional students over that included in the system price quotation).

⇒ NOTE:

The number of training hours included in the system price depends on the size of the AUDIX system. See the DOSS Configurator for more information.

Schedule System Administrator training approximately 3 to 4 weeks before the due date. (The number of students were determined when gathering preproposal data.)

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 26: Have the customer provide a telephone line for the National Customer Support Center (NCSC) dial-up access line to AUDIX The customer can choose one of the following two options:

- An analog Direct Inward Dialing (DID) station
- A dedicated line

⇒ NOTE:

The customer pays for the NCSC access line.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Conducting Handoff Meetings

6

This chapter describes the tasks and responsibilities required before and during the Internal Handoff Meeting and the Formal Handoff Meeting.

Task 27: Conduct the internal Sales/Services Handoff Meeting. This meeting is conducted to ensure that all preinstallation work has been completed so the installation will go smoothly and to document all pertinent account information. Use the handoff meeting as a means to provide the System Implementation Manager (SIM)/Project Manager (PM) representative with any important background information before he/she meets with the customer. (For example, the reason the customer bought the AUDIX and what they wish to accomplish with the system.)

See the checklist on the following page for a list of things that will be expected at the meeting.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Task 28: Conduct the Formal Handoff meeting. This is the time to review customer responsibilities and expectations. At this meeting, the customer will meet the PM or SIM who is handling the system.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team			

Internal Handoff Meeting Checklist

The internal Sales/Services Handoff Meeting is conducted to ensure that all pre installation work has been completed so the installation will go smoothly and to inform the SIM/PM representative of important account information. Use the following checklist to prepare for the Handoff Meeting:

- Verify that orders are placed for:
 - Customer documentation
 - Customer training
 - A remote maintenance line
 - Services time for translations if the customer wants to pay AT&T to complete the translations
 - Training telephones on the customer premises
- Verify that switch translations are ordered for:
 - The call distribution (hunt) groups for the AUDIX voice links
 - The data link (not required for AUDIX Standalone)
 - The switch clock
 - The voice terminals [including message-waiting lamps (MWLs) and call coverage]
 - The Applications Processor (AP) (if required)
 - The Distributed Communications System (DCS) networks (if required)
 - AUDIX Networking (if required)
- Verify that the following physical requirements are met:
 - An equipment room floor plan
 - Customer commitment to provide power to the equipment room
 - Cabling diagrams
 - AUDIX voice port to switch analog port wiring
 - Block diagrams
- Verify that a form 1154 was sent to the National Engineering Center (NEC) if this is an order that includes AUDIX Networking or DCS.
- Develop a timeline.

Completing Pre-Installation Tasks

7

This chapter details the tasks and responsibilities required before the AUDIX installation can begin.

Task 29: Select the System Administrator at this time. Careful selection of the System Administrator will help ensure success of the system. See the System Administrator Qualifications and Duties section on the following page for a list of System Administrator qualifications and duties.

⇒ NOTE:

It is recommended that the customer select a second System Administrator as a backup in case the primary administrator is absent.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 30: Prepare the site to make sure the equipment room is ready and there is sufficient power for the proposed system. Use the *Checklist For Site Preparation* and the *Checklist For Electrical Specifications* sections at the end of this chapter for equipment room and electrical requirements.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team FSO			

System Administrator Qualifications And Duties

The System Administrator will be the local customer expert in all matters pertaining to AUDIX applications.

Suggested qualifications for the System Administrator are as follows:

- Clerical and basic accounting skills
- Data center operations experience (for example, previous experience as a computer operator)
- Management skills
- Database management experience
- Computer hardware experience (for example, experience with terminals, printers, modems, etc.)

The following is a list of the periodic and daily responsibilities of a System Administrator:

- Conduct or arrange user training (both initial and ongoing) as required
- Order product documentation as required
- Monitor AUDIX performance on a daily basis
- Handle user problems on a daily basis
- Report and track repair requests to AT&T as required
- Perform subscriber changes (moves, additions, and deletions)
- Perform disk backup tasks (disk backups and data saves)
- Ensure system security
- Schedule AUDIX maintenance time with AT&T and the user community as required for both normal maintenance and installation of engineering changes, additions/deletions of hardware/software, etc.
- Maintain accurate records of AUDIX hardware and software
- Administer peripherals (including printers and terminals) as required
- Move and change records
- Administer user passwords
- Collect and evaluate traffic reports
- Administer disks (including disk reconfiguration)
- Administer transmission schedules

Task 31: Form an implementation team and assign tasks.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
SIM/PM			

Task 32: Help the customer select the staff needed to run the AUDIX system.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 33: Help the customer plan the filesystem and data base.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 34: With the customer, determine when to administer the AUDIX

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 35: Schedule the AUDIX installation.

IMPORTANT: If Networking is required, schedule the following installations:

1. Schedule the installation of the switch facilities [modem pooling, Digital Service - 1 (DS1), etc.], if any, *before* the AUDIX installation. Arrange to have this equipment tested after it's installed. Make sure it's tested *before* the AUDIX installation.
2. Schedule the AUDIX installation.
3. Schedule the Networking installation for sometime *after* the AUDIX installation.

See *AUDIX Networking Implementation Guide* (585-300-903) for detailed information about Networking installation.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
SIM/PM FSO			

Task 36: Schedule the switch administration or coordinate with the customer if they are going to perform the administration.

Make sure that at least two subscriber lines will be translated on the switch before the AT&T installer begins testing the AUDIX.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
SIM/PM CSSO FSO			

Task 37: Establish normal operating procedures with the customer, including routine maintenance and administration. (For example, when to shut down the system for routine maintenance.)

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team Customer			

Task 38: Inspect the equipment room prior to the arrival of the AUDIX equipment and inform the customer if any deficiencies are noted. If the equipment room is ready, the Services organization may start installation.

If the room is not ready by the negotiated room-ready date, make arrangements with the customer to provide a secure temporary storage area. Customarily, the customer pays for additional handling or storage fees, if any. Although AT&T retains ownership of the equipment until customer acceptance, the customer is responsible for providing a temporary storage area and reasonable care and protection of the equipment.

If temporary storage is necessary, leave the equipment in the original shipping containers and store AUDIX in a temperature range of -40°F to +149°F (-40°C to +65°C). Choose a temporary storage area with locked limited access.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team SIM/PM Customer FSO			

Checklist For Site Preparation

Customer Name _____

Address _____

City _____ State _____ ZipCode _____

Telephone _____

The following checklist is the customer's responsibility. For details about site preparation see *AUDIX System Description* (585-305-201).

Verify that the following physical conditions are met:

 **NOTE:**

If the AUDIX is collocated with the switch, some conditions may already be met.

- All ductwork (optional) is installed.
- The relative humidity range is 10 to 80 percent (noncondensing).
- The temperature range is from 65° to 85°F (18° to 29°C).
- The air is free of air contaminants and highly corrosive, explosive, or flammable atmospheres.
- The AUDIX is installed at an acceptable altitude [between 200 feet (60 m) below sea level to 10,000 feet (3050 m) above sea level].
- Earthquake protection is provided if local codes require it.
- The equipment area has no radio transmitters, commutator motors, or industrial Radio Frequency (RF) heating equipment and welders that will interfere with the performance of AUDIX
- The location is not susceptible to flooding.
- The floor can support the weight of the AUDIX equipment [50 pounds (23 kg) psi per foot for a one-cabinet AUDIX and 90 pounds (40 kg) for a two-cabinet AUDIX.
- The location has access space for technicians to work on AUDIX [about 3 feet (approximately 1 meter) on each side of the cabinet].
- The equipment area is connected to the buildings general heating and ventilating systems.

- o There is adequate lighting above the maintenance area. A minimum of 50 footcandles, measured 3 feet above the floor is recommended.
- o The noise level of the installation area does not exceed 90dB.
- o The customer has the electrical requirements for the AUDIX as described in the *Checklist For Electrical Specifications* section.
- o All building and electrical work will be completed in the telephone equipment areas 2 weeks before the installation date.
- o There is clear access to the equipment area that will be kept clear for installation and maintenance of the equipment.
- o AUDIX is not located in an area where the equipment might be subjected to excessive vibrations or struck by moving equipment such as hand trucks or transporters.
- o There is suitable hoisting equipment if a new building is involved, or for subsequent additions if the building elevators are not adequate.
- o A space is made for the Local Maintenance Terminal (LMT) so the front of the AUDD(system is visible from the terminal. The terminal must be within 50 cable feet (15 m) of AUDIX

The customer understands that:

- The service date for this installation could be delayed if the previous items are not completed as stated.
- The rates and charges specified in the Equipment Supplement of the
- are contingent upon service without abnormal or excessive expense to AT&T. Should abnormal working conditions or interruptions exist during the scheduled installation interval, the customer may be required to pay special charges as determined by AT&T.
- In the event of damage, loss, or destruction of equipment specified under this agreement, the customer agrees that the terms and conditions of the Service/Purchase Agreement shall apply.
- AT&T does not prohibit and makes no recommendations concerning either the presence or absence of an automatic sprinkler system in the area of the system equipment.
- If AT&T provides products to customers under a Service Agreement Equipment Supplement- or other service orders, the customer agrees not to make any modifications in the equipment without the written permission of AT&T in accordance with the terms and conditions of the Service/Purchase Agreement.

- If AT&T provides products to a customer under a Service Agreement Supplement or other service orders, the customer agrees to permit AT&T reasonable access to the products to perform any necessary inspection, testing, maintenance, or repair in accordance with the terms and conditions of the Service/Purchase Agreement.

Checklist For Electrical Specifications

Customer Name _____

Address _____

City _____ State _____ ZipCode _____

Telephone _____

The following checklists are for the customer's electrician to verify that all the needed work is complete. For details, see *AUDIX System Description* (585-305-201).

AC Power Setup

If you are installing an AC power setup, make sure the following AC equipment is installed:

AC Protector Cabinet--for power and surge protection.

Nonfusable Disconnect Switch--connected between the AC power input and the AC protector cabinet.

AC Load Center--for power distribution and over-current protection for each cabinet with a rectifier.

10 KVA Transformer--for DC/AC inverter (for a battery plant).

1 KVA or 3 KVA Uninterruptable Power Supply (UPS).

AC Power Cables—contained in a 1- to 2-inch (2.5- to 5-crn) conduit from the AC load center to the AUDIX power receptacles (usually in overhead power duct assembly).

AC Power Duct--attached at the top of the AUDIX cabinet(s).~

Single-Point Ground--attached to the approved ground with a heavy-gauge copper wire according to local code.

DC Power Setup

If you are installing a DC power setup, make sure the following DC equipment is installed:

AC Power Wiring.*

Battery Plant--connect the ground discharge bar on the battery plant to the single-point ground on the AC protector cabinet or AC load center.~

DC Power to AUDIX—run DC power (-48 V feeder) and ground (-48 V return) cables from the battery plant to AUDIX Cables are run in conduit according to local code.*

* This is usually done by the AUDIX Installer, but an electrician must perform this task if required by local code.

Installing The System

8

This chapter describes the tasks and responsibilities required to install the AUDIX system.

See *AUDIX Release 1 Version 5 Installation* (585-305-105) for a detailed description of the procedures in this chapter.

Task 39: Before starting the AUDIX installation, perform a complete inventory of the received equipment. If any deficiencies or shortages are noted or if the equipment was damaged during shipment, contact the Material Management Services (MMS) group.

If all equipment arrives in good condition and the customer has completed all required tasks, a typical AUDIX installation takes up to 2 days. This does *not* include the time for any switch work. If AUDIX Networking is installed, extended installation intervals may be encountered for the switch tasks.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

Task 40: Install the required switch hardware.* [This includes the modem pooling, Digital Service - 1 (DS1), etc. required for Networking.]

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

" This task is not the responsibility of AT&T when installing AUDIX with a 1A ESS Switch, 5ESS Switch, DMS-100, SL-100, or non AT&T PBX In these cases, this task is the responsibility of the customer/vendor/local operating company.

Task 41: Administer the switch.* [Consult *Switch Administration Guide for AUDIX Release 1 Version 5* (585-305-505) for the switch administration procedures.]

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Customer or FSO CSSO			

Task 42: Test the switch hardware to make sure it is functioning properly.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

Task 43: Install the required AUDIX hardware.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 44: Install any switch peripherals the customer has ordered.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

* This task is not the responsibility of AT&T when installing AUDIX with a 1A ESS Switch, 5ESS Switch, DMS-100, SL-100, or non AT&T PBX In these cases, this task is the responsibility of the customer/vendor/local operating company.

Task 45: Perform the hardware diagnostic tests.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 46: Cable the data link to the switch.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 47: Wire the AUDIX ports to the switch.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 48: Install the AUDIX software.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 49: Install any AUDIX peripherals the customer ordered.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 50: Cable the peripherals.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 51: Administer the AUDIX software translations.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 52: Test the hardware and the software.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			Cutover Date

Task 53: Run the agreed upon acceptance tests to demonstrate that the system is functioning properly.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO Customer			Cutover Date

Use the following tasks for Networking installations (optional). This is always done *after* the AUDIX is cut over. See *AUDIX Networking Implementation Guide* (585-300-903) for detailed information.

Task 54: Install Networking.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

Task 55: Administer the Networking software.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

Task 56: Test the Networking hardware and software.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO			

Completing Post-Installation Tasks

9

This chapter describes the tasks and responsibilities required after the AUDIX installation is complete.

Task 57: Perform customer training. The customer should have identified subscriber training requirements before the installation date.

Check the following items:

- Ensure adequate copies of all user documentation are ordered early enough to permit delivery in time for training.
- Reserve a room (via the customer) for Technical Instructor End User (TIEU) training.
- Verify that the training phones are installed.
- Begin training classes for the subscribers.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team TIEU Customer			

Task 58: Ensure that the customer, the Services organization, and the Account Team agree that the installation was successful. The customer should agree that

the system is properly and completely installed and that all AUDIX features function correctly.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team SIM/PM Customer			

Task 59: Complete the Delively Operating Support System (DOSS) order requirements.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
FSO/CSSO			

Task 60: Instruct the customer regarding correct trouble reporting procedures and supply the telephone number used for reporting problems. The System Implementation Manager (SIM) and the System Consultant will complete the *Audix Customer Support Listing* at the end of this chapter.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
SIM/PM			

Task 61: Conduct a Handback meeting where the Account Team and Project Manager (PM) or SIM will agree on what remains to be done to complete the project.

Responsibility	Completion Date		
	Planned	Actual	Days to Cut
Account Team SIM/PM			

Ongoing Support

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.
- Conduct periodic meetings with the customer to review system operation.
- Inform the customer of ongoing training requirements:
 - System Administrator—updating and additional training
 - Subscriber--refresher and additional training.



NOTE:

Give the customer the AUDIX Helpline number for any questions. 1-800-56-AUDIX

AUDIX Support Listing (For The Account Team)

Customer Name _____

Customer Address _____

City _____ State _____ ZipCode _____

Primary Customer Contact _____

Telephone _____ Title _____

Secondary Customer Contact _____

Telephone _____ Title _____

System Administrator _____

Telephone _____ Title _____

Account Executive _____ Telephone _____

Systems Consultant _____ Telephone _____

Helpline Number 1-800-56-AUDIX
Helpline Call Back Code or Extension _____

FSO Technician _____ Telephone _____

FSo Foreman _____ Telephone _____

System Implementation Manager (SIM) _____

Telephone _____

Technical Instructor End User (TIEU) Representative _____

Telephone _____

Material Management Services (formerly MLO): _____

Telephone _____

Telephone National Product Scheduling (NPS): _____

Telephone _____

Customer Support Listing

Fill in this listing and give it to the customer.

Customer Name _____

Customer Address _____

City _____ State _____ ZipCode _____

Primary Customer Contact _____

Telephone _____ Title _____

Secondary Customer Contact _____

Telephone _____ Title _____

System Administrator _____

Telephone _____ Title _____

Account Executive _____ Telephone _____

Systems Consultant _____ Telephone _____

Systems Technician _____ Telephone _____

National Trouble Reporting: 1-800-56-AUDIX
Helpline Call Back Code or Extension _____

Calls will be directed to Customer Service Support operations (CSSO)/System Test Center (STC) or National Customer Support Center (NCSC) as appropriate.

Technician Worksheets



Use the AT&T PBX Worksheet to supply the system technician with the information to prepare AUDIX for service and test it. Use the Central office (Co) worksheets to help the customer coordinate the switch translations with the local operating company. The customer should give the worksheet to the AT&T service technician after the customer/account team has filled it out.

This appendix contains worksheets for the following switches:

- AT&T PBXs
- 1A ESS Switch and 5ESS Switch
- DMS-100 or SL-100 Switch

AT&T PBX Worksheet

To the account team and customer: When you've completed filling out all the information in this section, give this worksheet to the service technician. The following information is needed by the service technician to administer the AUDIX system to prepare it for service. [See the chapter on *Initializahon, Administration, and Tests* in *Release 1 Version 5 Installation Manual* (585-305-105).] Subsequent AUDIX administration is typically performed by the System Administrator. ~See *AUDIX Release 1 Version 5 Administration* (585-305-501).]

For a list of what is needed for the switch translations, see *Switch Administration Guide for AUDIX Release 1 Version 5* (585-305-505).

What is the extension number subscribers will call to reach AUDIX? _____

What is the extension length? _____
 (The number of digits in each subscriber's extension.)

Is customer on daylight savings? _____

For Automated Attendant (if required) please fill out the following:

The hunt group or extension number that will be used for Automated Attendant.

Fill in the table on the following page according to how each physical location of the voice ports match up to the extensions. This information is needed for the `system translation: voice port form`.

EXAMPLE:

Voice Port	Extension Number	Voice Port	Extension Number
1	1001	17	
2	1002	18	
3	1003	19	
4	1011	20	

As in the example above, the extensions and voice ports do not always have a logical correlation.

TABLE 2. AT&T PBX Assignment Chart

Voice Port	Extension Number	Voice Port	Extension Number
1		17	
2		18	
3		19	
4		20	
5		21	
6		22	
7		23	
8		24	
9		25	
10		26	
11		27	
12		28	
13		29	
14		30	
15		31	
16		32	

1A ESS Switch/5ess Switch Preparation Worksheet

Local operating Company_____

Address_____

City_____ State_____ ZipCode_____

Contact_____

Telephone_____ Title_____

Date of Installation_____

IMPORTANT: See *AUDIX System Description* (585-305-201) for a list and description of the required IA ESS Switch or 5ESS Switch software and hardware.

Schedule the completion of the switch translations *before* the installation date.

Information for the AT&T Technician

To the account team and customer: When you've completed filling out all the information in this section, give this worksheet to the service technician. The following information is needed by the service technician to administer the AUDIX system to prepare it for service. [See the chapter on *Initialization, Administration, and Tests* in *Release 1 Version 5 Installation* (585-305-105).] Subsequent AUDIX administration is typically performed by the System Administrator. [See *AUDIX Release 1 Version 5 Administration* (585-305-501).]

What is the extension number subscribers will call to reach AUDIX?_____

What is the extension length?_____

(The number of digits in each subscriber's extension.)

Is customer on daylight savings?_____

For Automated Attendant (if required) please fill out the following:

The hunt group or extension number that will be used for Automated Attendant.

Fill in the table on the following page according to how each physical location of the voice ports match up to the extensions. This information is needed for the system : translation : voice port form.

EXAMPLE:

Voice Port	Extension Number	Hunt Group Member*	Line Equipment Number
1	555-1001	063 0004	00-205-302
2	555-1002	063 0005	00-205-305
3	555-1003	063 0006	00-302-225
4	555-1011	063 0001	00-205-326

As in the example above, the extensions and hunt group members do not always have a logical correlation.

* Also called the Message Desk Center (MDC) number.

TABLE 3. 1A ESS Switch/5ESS Switch Assignment Chart

Voice Port	Extension Number	Hunt Group Member*	Line Equipment Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

(continued)

* Also called the Message Desk Center (MDC) number.

TABLE 3. 1A ESS Switch/5ESS Switch Assignment Chart

Voice Port	Extension Number	Hunt Group Member*	Line Equipment Number
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32			

* Also called the Message Desk Center (MDC) number.

DMS-100/SL-100 Switch Preparation Worksheet

Local operating Company _____

Address _____

City _____ State _____ ZipCode _____

Contact _____

Telephone () _____ Title _____

Date of Installation _____

Give the first half of this worksheet to the local operating company and the second half to the AT&T service technician after the customer/account team has filled it out.

IMPORTANT: Complete the following translations *before* the date of installation.

AUDIX needs the following software from the DMS-100 Switch to support fully integrated AUDIX applications:

⇒ NOTE:

This information also applies to the SL-100 Switch.

Software

The DMS-100 Switch requires the BCS24 (or later) software release in order to support the AUDIX Simplified Message Service Interface (SMSI) data link; Northern Telecom calls this link the Simplified Message Desk Interface (SMDI) link.

SMSI Feature Packages

The following software packages are required on the DMS-100 Switch in order to support full operation of the SMSI (or SMDI) feature:

- NTX100: Meridian Digital Centrex--Basic (IBN)
- NTX101: Meridian Digital Centrex--Enhanced Business Services (IBN)
- NTX119: Message Service
- NTX730: ASCII Driver
- NTX732: SMDI

⇒ NOTE:

NTX100 and NTX101 contain the Uniform Call Distribution (UCD) features required for basic message-desk operation. NTX119 allows AUDIX to request message-waiting updates. NTX730 and NTX732 enable the DMS-100 Switch to send call-setup information to AUDIX

POTS Users

In order for Plain old Telephone Service (POTS) customers to use the message desk, either NTX020 (Vertical Services I) or NTX806 (Enhanced Call Forwarding—POTS) packages must be available *in addition* to the packages listed previously.

Switch Translations

Verify that the following DMS-100 Switch translations are completed *prior* to installation:

- The individual stations are translated for Busy Forward and No Answer Forward.
- The access code is translated to set the station for All Calls Forwarded. (This is an optional feature.)

⇒ NOTE:

To the customer: if you wish to have this feature, check this box.

- The data link baud rate is set to 1200.
- The parity is set to 0 (no parity).
- The individual UCD agnts have the capability to originate calls (for transfer and outcalling).
- There is queuing on the UCD group (at least three slots).
- There is automatic cutoff on disconnect. (Timing is normally 400 milliseconds.)
- The Call Request Retrieval feature is translated to work with AUDIX

Information For The AT&T Technician

To the account team and customer: When you've completed filling out all the information in this section, give this worksheet to the service technician. The following information is needed by the service technician to administer the AUDIX system to prepare it for service. [See *AUDIX Integration Package for the DMS-100 Switch: Installation and Maintenance* (585-304-110) and *AUDIX Release 1 Version 5 Installation* (585-305-105).] Subsequent AUDIX administration is typically performed by the System Administrator. [See *AUDIX Release 1 Version 5 Administration* (585-305-501).]

What is the extension number subscribers will call to reach AUDIX? _____

What is the extension length? _____
 (The number of digits in each subscriber's extension.)

Is customer on daylight savings? _____

For Automated Attendant (if required) please fill out the following:

The hunt group or extension number that will be used for Automated Attendant.

Fill in the table on the following page according to how each physical location of the voice ports match up to the extensions. This information is needed for the system : translation : voice port form.

EXAMPLE:

Voice Port Location	Extension Number	Hunt Group Member*
1	555-1001	063 0004
2	555-1002	063 0005
3	555-1003	063 0006
4	555-1011	063 0001

As in the example above, the extensions and hunt group members do not always have a logical correlation.

* Also called the Message Desk Center (MDC) number.

TABLE 4. DMS-100/SL-100 Assignment Chart

Voice Port Location	Extension Number	Hunt Group Member*
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

(continued)

Also called the Message Desk Center (MDC) number.

TABLE 4. DMS-100/SL-100 Assignment Chart (Part 2 of 2)

Voice Port Location	Extension Number	Hunt Group Member*
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

Also called the Message Desk Center (MDC) number.

Acronyms and Abbreviations

A

AT

Account Team

AC

Alternating Current

AP

Applications Processor

AUDIX

Audio Information Exchange System

B

BES

Branch Equipment Specialist (also called BOS)

BSM

Branch Systems Manager

BOS

Branch office Specialist (also called BES)

C

CIC

Customer Information Center

CIN

Customer Identification Number

CO

Central office

CPE

Customer Premises Equipment

CSSO

Customer Service Support operations

D

DC

Direct Current

DCIU

Data Communications Interface Unit

DCS

Distributed Communications System

DOSS

Delivery operating Support System

DS1

Digital Service - 1

E

ESS

Electronic Switching System

F

FSO

Field Service organization

I

IDI

Isolating Data Interface

INADS

Initialization and Administration System

K

KVA

Kilovolts AC

Abbreviations

L

LCEN

Line Card Equipment Number (also called LEN or oE)

LEN

Line Equipment Number (also called LCEN or oE)

LMT

Local Maintenance Terminal

M

MBO

Marketing Branch office

MDC

Message Desk Center

MLHG

Multi-Line Hunt Group

MMS

Material Management Services

MPDM

Modular Processor Data Module

N

NCSC

National Customer Support Center

NEC

National Engineering Center

NOG

Network operations Group

NPS

National Product Scheduling

O

OE

Office Equipment (also called LEN or LCEN)

PBX

Private Branch Exchange

PEC

Price Element Code

PM

Project Management

POTS

Plain old Telephone Service

PRW

Project Request Worksheet

PSC

Premise Service Consultant

Q

QPPCN

Quality Protection Plan Change Notice

R

RSC

Regional Support Center

S

SAT

System Administration Terminal

SC

System Consultant

SIM

System Implementation Manager

SM

Sales Manager

SMDI

Simplified Message Desk Interface (also called SMSI)

SMSI

Simplified Message Service Interface (also called SMDI)

STC

System Test Center

Abbreviations

T

TAC

Technical Assistance Center

TEC

Technical Education Center

TIEU

Technical Instructor End User

T&M

Time and Materials

TMC

Technical Marketing Center

TRACS

Translation Recovery, Additions and Conversion System

U

UCD

Uniform Call Distribution

UPS

Uninterruptable Power Supply

Glossary

Numerics

1A ESS Switch

An AT&T Central Office (CO) analog switch that can support AUDIX applications in AUDIX R1V4 (and later) software.

5ESS Switch

An AT&T Central office (Co) digital switch that can support AUDIX applications in AUDIX RIV4 (and later) software.

A

Adjunct

A separate system that is closely integrated with a switch, such as an AUDIX or Application Processor (AP).

Administration

The process of setting up the system (such as the switch or AUDIX so that it will function as desired. options and defaults are set up (translated) by the AUDIX system administrator or remote service personnel.

Analog

A continuous signal (versus digital, discrete signals).

Applications Processor (AP)

The AP 16 or 3B5 AP switch adjunct on a PBX that provides such services as Directory, Electronic Document Communications, Message Center, and Unified Messaging. The AP on a 5ESS Switch is called an Advanced Communications Package (ACP).

Audio Information Exchange (AUDIX)

A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch.

AUDIX-L (Large)

The original AUDIX model. Its equipment is arranged in two AT&T System 85-type equipment cabinets. It supports about 4000 light-usage subscribers or about 2000 medium-usage subscribers.

AUDIX-S

The physically smallest member of the AUDIX family, now called the "one-cabinet AUDIX" All AUDIX-S hardware is housed in a single, half-height cabinet. It supports about 2000 light-usage subscribers, 1000 medium-usage subscribers, or 750 heavy-usage subscribers, depending on the disks installed.

AUDIX Two-Cabinet Configuration

The newest AUDIX model consists of a one-cabinet (AUDIX-S) base cabinet with an expansion cabinet on top. It supports 4000 light-usage subscribers, 2000 medium-usage subscribers, or 1000 heavy-usage subscribers, depending on the disks installed.

Automated Attendant

An R1V3 AUDIX feature that allows the customer to set up a main number with a menu of options that route callers to an appropriate department at the touch of a button.

B

Business Communications Terminal (BCT)

The currently recommended terminal for AUDIX maintenance or system administration.

C

Call Answer

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

Call Coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. AUDIX may be placed at the end of a coverage path to handle redirected calls through call coverage, Send All Calls, Go To Cover, etc.

Call-Distribution Group

The set of analog port boards on the switch that connects subscribers and users to AUDIX by distributing new calls to idle ports. This group (or split) is called Automatic Call Distribution (ACD) on System 85 and DEFINITY Generic 2, Enhanced Uniform Call Distribution (EUCD) on a DIMENSION PBX, and Uniform Call Distribution (UCD) on System 75 and DEFINITY Generic 1.

Central Office (CO)

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

Configuration

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

Customer Premises Equipment (CPE)

Any equipment that is installed at the customer site, not the Central Office (CO).

D

Data Base

A collection of filesystems and files in disk memory that store the voice and non-voice (program data) necessary for AUDIX system operation.

Data Communications Interface Unit (DCIU)

The switch device that allows non-voice (data) communication between a System 85, DEFINITY Generic 2, or DIMENSION PBX and AUDIX Each AUDIX adjunct needs one data link.

Data Link

The connection from the AUDIX cabinet to the switch Data Communications Interface Unit (DCIU), Processor Interface (PI), or Switch Communications Interface (SCI) interface boards that enables nonvoice (data) messages to pass between AUDIX and the switch. The link varies according to the type of AUDIX system switch used.

Dedicated Line

A communications path that does not go through a switch. A dedicated (hard-wired) path may be formed with directly connected cables. Asynchronous Data Units (ADUs), Data Service Units (DSUs), or other devices may also be used to extend the distance signals can travel directly through the building wiring.

Delivery Operating Support System (DOSS)

The AT&T order-management system that provides the capability to marketing branch office (MBO) personnel to configure AT&T general business systems (GBS) and large business systems (LBS) products; provide price quotes for these products and related services; order the necessary equipment from suppliers; arrange for installation; and transmit information to factory order-processing systems, corporate billing systems, and corporate compensation accounting systems.

Digital

Discrete data or signals such as 0 or 1.

Digital Service -1 (DS1)

A bit-oriented signaling interface that multiplexes 24 channels into a single 1.544-Mbps stream. DS1 can be used for pulse-code modulation (PCM); voice or voice-grade data; mode-0, -1, -2, and -3 data protocols; and for other voice or data transmission protocols.

Distributed Communications System (DCS)

A network of two or more switches that use logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

DMS-100

A Central Office (CO) switching system manufactured by Northern Telecom.

E

Enhanced Networking

An AUDIX feature (R1V5) that allows the customer to link together up to 100 remote AUDIX machines for a total of up to 32,000 subscribers. Enhanced networking allows AUDIX machines to be networked when connected to any type of switch, not just to AT&T switches using Data Communications Protocol (DCP). Non DCP switches include AT&T's DIMENSION PBXs, 1 A ESS and 5ESS Central Office (CO) switches and other vendors' switches.

F

File Redundancy

An AUDIX R1V4 feature that allows data from crucial filesystems to be continuously copied to backup (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

Filesystem

A collection of related files (programs or data) stored on disk.

G

Generic 1 or 2

AT&T DEFINITY Communications System software releases. Generic 1 corresponds to the newest release of System 75-based software. Generic 2 corresponds to the newest release of System 85-based software.

H

Host Switch

The switch directly connected to AUDIX over the data link; also, the physical link connecting an AUDIX to a Distributed Communications System (DCS) network. See also **Distributed Communications System**.

Hunt Group

A group of analog ports on the switch usually administered to search for available ports in a circular pattern. Used on AUDIX Standalone systems and some switches.

I

Initialization and Administration System (INADS)

Maintenance system used by remote service personnel to track alarms.

Integrated AUDIX

An AUDIX with a data link. Compatible switch software is required.

Isolating Data Interface (IDI)

A synchronous, full duplex data device used for direct cable connections between an AUDIX and a switch data link.

L

Local Installation

A system, adjunct, or piece of peripheral equipment installed physically near the host switch or system.

Local Maintenance Terminal (LMT)

A display terminal located near the AUDIX cabinet (usually directly cabled) which is temporarily attached to the MAINT connector during an on-site service visit.

M

Maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

Message-Waiting Lamp

A Light-Emitting Diode (LED) on a voice terminal (telephone) that alerts subscribers to new messages. Also called Automatic Message-Waiting or AMW Lamp.

Modem

A modulator/demodulator for transmitting analog (continuous) signals.

Modem Pool

A group of modems set up to accept incoming data calls from a remote device. The switch's modem-pooling feature inserts modems into the link automatically. The transmission rate could range from 1200 to 9600 bps depending on facilities.

Modular Processor Data Module (MPDM)

A data device that converts RS-232C or RS-449 signals to Digital Communications Protocol (DCP) used by the System 75, System 85, or DEFINITY Generic 1 or 2 PBXs. MPDMs are Data Communications Equipment (DCE) devices and may be used to connect AUDIX to a switch data link, or to connect terminals to a switch port board. Formerly called *Processor Data Module (PDM)*.

N

Networking

An AUDIX feature (R1V3 and later) that allows the customer to link together up to 100 remote AUDIX machines for a total of up to 32,000 subscribers. See **Enhanced Networking**.

O

One-Cabinet AUDIX

Current name for the 16-port AUDIX-S (Small) system. This half-height cabinet supports up to 2000 subscribers. See **AUDIX-S**.

Outcalling

An R1V3 AUDIX feature that allows AUDIX to dial subscribers' numbers to inform them they have new messages [often used with AUDIX Standalone or if subscriber phones do not have message-waiting lamps (MWLs)].

P

Peripherals

The voice terminals, printers, display terminals, and other devices external to the AUDIX cabinet, but necessary for full AUDIX operation and maintenance.

Port

A connection or link between two devices that allows information to travel through it to a desired location. For example, a switch port connects to an AUDIX voice port to allow a subscriber on a voice terminal to leave a message on disk.

R

Remote Maintenance

Service personnel at a centralized maintenance site can access the AUDIX through the remote MAINT connection to perform off-site troubleshooting or routine checks.

S

SL-1

A PBX system manufactured by Northern Telecom.

SL-100

A Central Office (CO) switching system manufactured by Northern Telecom.

Standalone AUDIX

An AUDIX R1V3 (or later) feature that allows AUDIX to connect to any switch without using a data link. The Standalone feature allows AUDIX to work with a switch built by a different vendor or one that runs an incompatible load of software.

Subscriber

A person to whom the AUDIX administrator assigns the ability to access the Voice Mailbox feature.

Switch

An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels.

System Administrator

Person usually at the customer site who is responsible for AUDIX system administration and possibly Networking coordination.

U

Uninterruptable Power Supply (UPS)

A power supply that provides continued service through brief AC power interruptions.

V

Voice Mail

An AUDIX feature that is similar to a "verbal letter" that can be sent to one or more of the subscribers on the AUDIX system. AUDIX in this case, becomes an electronic post office that delivers spoken messages.

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