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**AUDIX®**

Feature Descriptions

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# About This Document

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This document is intended to serve as a technical reference for planning, administering, and operating an AT&T AUDIX Voice Messaging System. It provides a detailed description of all of the AUDIX features available through Release 1 Version 8 (R1V8) of the product. Information is presented in a concise manner designed for quick reference as questions arise.

This document and its companion volume, the *AUDIX System Description* (585-305-201), replaces the *AUDIX Reference* manual (585-300-201).

## INTENDED AUDIENCES

This document presents a thorough description of all AUDIX features. It may be useful to many different groups as follows:

- The AUDIX system administrator is one of the primary audiences for this manual. Each AUDIX feature is described in detail and provides references to other resources (where applicable) allowing the administrator to customize the AUDIX system. Also, procedures for using each feature are provided, allowing the administrator to answer subscriber questions on feature use.
- AT&T sales and marketing personnel who need to understand the features and functions of an AUDIX system on a general and technical level. These people include the Software Associates and Specialists (SAs and SSs), Design Specialists (DSs) [formerly Systems Consultants (SCs)], project managers, and personnel at the Sales and Technical Response Center (STRC) or Technical Marketing Center (TMC).
- Telephone company customers or employees may use this material as a reference, including Local Exchange Carrier (LEC) personnel. The term *LEC* includes all telephone companies and their personnel, such as those at a Regional Bell Operating Company (RBOC).
- Services support staff may also need this reference material, especially when working on or supporting more than one type of system. Interested parties might include personnel at the following organizations:
  - AUDIX Upgrade Control Center (AUCC)
  - Electronic Switching Assistance Center (ESAC)
  - Field Services Administration Center (FSAC)
  - Field Support Organizations (FSOs)
  - Global Business Communications Systems (GBCS) Design Center [formerly the National Engineering Center (NEC)]
  - International Technical Assistance Center (ITAC)
  - Technical Service Center (TSC) [formerly the National Customer Support Center (NCSC)]

## PREREQUISITE SKILLS AND KNOWLEDGE

This manual assumes that the reader has a basic understanding of telephony and telecommunications.

## HOW THIS DOCUMENT IS ORGANIZED

The features listed in this document are presented in alphabetical order by feature name. Each feature section is divided into the following major headings:

- *Description* — Defines the feature and identifies the service it performs for the user or the function it serves for the system.
- *Points to Remember* — Identifies factors to account for when or how the feature is used.
- *Applications* — Identifies specific customer needs that this AUDIX feature can address.
- *Requirements* — Identifies hardware, software, and switch items that each feature requires to function properly.
- *Feature Operation* — Lists the common step-by-step procedures needed to use the feature.
- *Interactions with Other Features* — Lists and discusses the interaction between this feature and switch features or other AUDIX features.

The first page for each feature section provides summary information and includes a table at the bottom of the page for quick reference information. This table identifies the versions of AUDIX software that included the feature, administration forms used with the feature, the primary function of the feature, and user groups who benefit most from the feature. The following table defines the different user groups.

**Table 1.** User Groups for Features

<b>Users</b>	
<b>Group</b>	<b>Description</b>
Subscriber	Any AUDIX user who has a voice mailbox
Sender	A caller or message sender
Recipient	The receiver of a call or message
Sys Adm	The system administrator, the person who sets up and fine-tunes the AUDIX system or an entire network

The following table defines the functional groupings of AUDIX features. This information is intended to further identify the user group and application for each feature.

**Table 2.** Functional Groupings for AUDIX Features

<b>Functions</b>	
<b>Function</b>	<b>Description</b>
Access	Security aspects
Administration	Setting up the AUDIX system and its options
Database	Using a personal or system database for calling or routing messages
Delivery	Sending messages at specific times
Greeting	Setting up a greeting
Message	Manipulating messages
Networking	Linking the AUDIX system with other voice-mail systems
Notification	Being made aware of messages
Playback	Listening to messages
Recording	Recording messages
Reports	Generating statistical reports
Routing	Sending messages to specific locations

## HOW TO USE THIS DOCUMENT

This document is a reference tool and should be used in conjunction with other AUDIX documents which cover various aspects of AUDIX service or use (see *Related Resources*). To make the best use of this manual:

- Before using this manual for the first time, page through the *Table of Contents* and several sections to become familiar with the manual's format, depth, and subject matter.
- Use the *Table of Contents* and the *Index* when you need to refer to a specific topic. These sections can help you quickly locate the section you need.
- Use the appendixes to look up the following general AUDIX information: AUDIX feature summary, AUDIX command summary, feature history (features offered in each release), feature transparency in a DCS network, and AUDIX documentation.

## CHANGES FROM THE PREVIOUS ISSUE

The following changes have been made in the latest issue of this document:

- Each feature description and appendix has been updated to reflect AUDIX R1V8 software enhancements.
- The AMIS Analog Networking feature description has been updated to reflect enhanced capabilities in public and/or private networks.
- The Automated Attendant feature has been updated to reflect the ability to transfer callers to other extensions using name addressing.

**NOTE**

The terms “DEFINITY Generic 3i” and “DEFINITY Generic 3s” in this document refer to the latest version of switch software based on DEFINITY Generic 1 features. The term “DEFINITY Generic 3r” refers to the latest version of switch software based on DEFINITY Generic 2 features. The term “DEFINITY Generic 3” is used to refer to *all* DEFINITY Generic 3 systems (Generic 3i, Generic 3s, and Generic 3r).

- The Voice Mailbox feature and appendixes have been updated to show the Respond Loop Escape (Enhancement), where subscribers who attempt to respond to an incoming message and find they cannot (or choose not to) respond can press (#) to return to getting messages.

## CONVENTIONS USED IN THIS DOCUMENT

The following typographic conventions are used in this document:

- Terminal keys and telephone buttons that you press are shown in curved-edge boxes. For example, an instruction to press the return, carriage return, or equivalent key is shown in this document as:

Press `RETURN`.

- The word *enter* means to type a value and press `RETURN`. For example, an instruction to type the letter *y* and press `RETURN` is shown in this document as:

Enter **y** to continue.

- AUDIX screen forms and other information that appears on the terminal screen is shown in constant-width type. For example:

The `sdat` filesystem appears on the `filesystem : list` form.

## TRADEMARKS AND SERVICE MARKS

The following trademarked products are mentioned in this document:

- 5ESS® Switch is a registered trademark of AT&T.
- Aspen Scientific® is a registered trademark of Aspen Scientific Corporation.
- AUDIX® System is a registered trademark of AT&T.
- dBASE III PLUS® is a registered trademark of Ashton-Tate.
- DEFINITY® Communications System is a registered trademark of AT&T.
- DIMENSION® PBX is a registered trademark of AT&T.
- ESS™ Switch is a trademark of AT&T.
- IBM® is a registered trademark of International Business Machines Corporation.
- Motorola™ is a trademark of Motorola, Inc.
- MS-DOS® is a registered trademark of Microsoft Corporation.
- Professional Office System (PROFS®) is a registered trademark of International Business Machines Corporation.
- UNIX® is a registered trademark of UNIX System Laboratories, Inc.
- Voice Power™ is a trademark of AT&T.

## RELATED RESOURCES

This document is designed to supplement, not replace, other volumes in the AUDIX document library. Always refer to the appropriate document for specific information on installing, administering, or maintaining an AUDIX system. Documents related to AUDIX systems are listed and described in Appendix E, *AUDIX Documentation*.

Refer to the *Global Business Communications Systems Publication Catalog* (555-000-010) for a more complete list of documents related to switching systems and peripheral equipment that can be integrated with AUDIX systems.

## HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

Reader comment cards appear at the front of this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a reader comment card. If the reader comment cards have been removed from this document, please send your comments to:

AT&T  
Product Documentation Development Department  
Room 22-2C11  
11900 North Pecos Street  
Denver, Colorado 80234

# Activity Log

## DESCRIPTION

The Activity Log feature is an administrative tool for investigating subscriber-reported problems such as delayed Message-Waiting Indication (MWI) and late message deliveries.

The activity log maintains a history of mailbox-related subscriber activity on the AUDIX system. Because system administrators can use the log to track activity by subscriber extension and specific time, they can often resolve reported problems before filing trouble reports with an AT&T representative.

*Who has it:* Normally, only the system administrator uses the activity log.

*Who controls it:* The system administrator accesses the activity log and specifies data collection through the AUDIX administration terminal.

*Who can access it:* Only the system administrator or other authorized users can access the activity log through the administration terminal interface.

## Points to Remember

The activity log is administered and accessible through any approved AUDIX administration terminal, Personal Computer (PC), or Work Group Station (WGS).

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V4, V5, V6, V7, V8	sy ac d, sy ac s, sy l	Sys Adm : Administration

## APPLICATIONS

The Activity Log feature allows system administrators to diagnose user-perceived or reported problems such as MWI delays and delayed deliveries due to full mailboxes. The activity log is intended to help administrators distinguish between user errors and actual system problems.

In AUDIX R1V7 software, the activity log performance was enhanced to minimize the feature's disk space usage and to cause minimal impact on AUDIX system performance. It is recommended that the system administrator enable the activity log on R1V7 or later systems so information related to subscriber mailbox activity is available at the time subscriber problems are reported.

## REQUIREMENTS

The only requirement for this feature is one of the certified administration terminals or a standard PC or WGS running a standard terminal emulation package (such as a 513 Terminal Emulation package). A compatible AT&T printer is optional but recommended.

## FEATURE OPERATION

The number of entries the activity log will record is specified on the `system : limits` form; this number is largely determined by the amount of disk space available. The activity log itself is activated through the `system : activity log : specification` form.

Once enabled, the activity log records the following specific activities for each subscriber's mailbox:

- Subscriber log-in/log-off. These entries include new, unopened, and old message counts.
- Scheduled delivery of a message.
- Receipt of a new message. These entries include new, unopened, and old message counts.
- Canceled delivery of a scheduled message.
- Status change of a message. A message can change category status (that is, from new to unopened, new to old, or from unopened to old) or be deleted.

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A *scheduled* entry is made in the Activity Log each time a message is scheduled for delivery. A single scheduled entry will be made for a message regardless of the number of recipients (for instance if the message is sent to everyone on a mailing list). The message may be one of the following:

- Broadcast voice mail message
- Call Answer

Because Call Answer messages are scheduled for immediate delivery at the time they are created, the scheduled delivery time is not repeated on the display. In addition:

- If both the calling party and the called party are local subscribers, the display will show that the calling party scheduled the message for the called party.
- If the calling party is not a local subscriber, the activity log will show a call answer message scheduled for delivery by an outside caller or guest.

- Leave Word Calling (LWC)
- Login announcement
- Priority voice mail
- Voice mail

A *received* entry is made in the Activity Log each time a message is delivered into a subscriber's mailbox. Note that a message with multiple recipients will generate a *received* entry for each recipient. The message may be one of the following:

- AMIS analog networking message or reply
- Broadcast voice mail message (for the broadcast mailbox only)
- Call Answer
- Leave Word Calling (LWC)
- Login announcement
- Priority voice mail
- Undeliverable message notification
- Voice mail

Activity log information is displayed using the `system : activity log : display` form. The activity log displays information for a selected subscriber within a specified (starting and ending) date and time. It is recommended that the search interval be as small as possible in order to improve the response of the display form. The events are listed in chronological order (oldest first).

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the activity log with switch features and other AUDIX features.

### Interactions with Switch Features

The activity log has no direct interaction with switch features.

### Interactions with Other AUDIX Features

If enabled, the activity log can collect data on most AUDIX Call Answer and Voice Mail functions. Some specific feature interactions are listed below.

- *AMIS Analog Networking*: The activity log records entries for received AMIS analog networking messages and replies.
- *Broadcast Message*: The activity log records scheduled and received entries the broadcast message mailbox.
- *Call Answer*: The activity log records scheduled and received entries for each Call Answer message.
- *Leave Word Calling*: The activity log records scheduled and received entries for each LWC message.
- *Login Announcement*: The activity log records scheduled and received entries for each login announcement message.
- *Priority Message*: The activity log records scheduled and received entries for each priority message.
- *Voice Mail*: The activity log records scheduled and received entries for each voice mail message, including undeliverable message notifications. Subscriber login/logoff, message counts, and change in message status are recorded.

# Administration and Data Acquisition Package

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## DESCRIPTION

The AUDIX Administration and Data Acquisition Package (ADAP) is an application program installed on a Personal Computer (PC) connected to an AUDIX machine. ADAP provides an interface for downloading data from the AUDIX database to the PC for further analysis and for modifying AUDIX subscriber data directly in the AUDIX database without accessing the administrative forms.

ADAP includes two unique user interfaces:

- A nontechnical menu-driven program, PC2AUDIX, that downloads data from the AUDIX database to the PC, organizes it in a dBASE III PLUS format, and produces a set of preformatted standardized reports. PC2AUDIX can also be used to back up AUDIX data to a diskette.
- A set of programmer-oriented DOS-level commands that can modify subscriber data directly in the AUDIX database and also download selected data from the AUDIX database to the PC. No reporting capability is included; it is left to the customer to develop reporting applications on the PC or to upload the data to a host computer for further analysis.

*Who has it:* Normally, only the AUDIX system administrator needs and uses ADAP.

*Who controls it:* The system administrator controls the ADAP parameters through the PC.

*Who can access it:* Subscribers need not access ADAP. Because of the PC interface, the system administrator should set up DOS or hardware-based security procedures.

## Points to Remember

- ADAP will run on any AT&T 6300-compatible or newer model PC. An AT&T 6286 WGS, 6386 WGS, or other compatible PC is recommended.
- ADAP DOS-level commands require customer-developed software to produce reports. Customer-developed software is *not* supported by AT&T services personnel.
- PC2AUDIX requires dBASE III PLUS software.
- PC2AUDIX provides a scheduling option for retrieving data during off-hours.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	See the ADAP manual	Sys Adm : Reports

## APPLICATIONS

ADAP allows the AUDIX administrator to analyze system usage. The administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary. Even though PC2AUDIX and ADAP DOS-level commands are components of the same package and share some common functionality, they are in many ways unique administrative tools for accessing and analyzing the AUDIX database.

ADAP also provides a billing package that allows you to bill customers for AUDIX system use.

## PC2AUDIX

PC2AUDIX is a menu-driven application program for nonprogrammers that downloads data from the AUDIX database to the PC and produces a set of preformatted standardized reports with the downloaded information. Reports can be generated directly from the PC2AUDIX menu or queued for execution during off-hours using a scheduling option. PC2AUDIX is useful for monitoring system resources (including port usage and disk space), analyzing traffic patterns, generating billing reports, and archiving traffic data to diskette.

PC2AUDIX can also download Call Detail Recording (CDR) data to the PC, but does not provide standardized reporting capability for CDR data. It is left to the customer to further manipulate CDR data using database manager software (such as dBASE III PLUS) to create customized CDR reports on the PC or to upload the CDR data to a host computer (such as a mainframe) for further analysis using custom-developed software.

PC2AUDIX requires that the dBASE III PLUS database software program is also installed on the PC. Data retrieved from the AUDIX database by PC2AUDIX is automatically organized in a dBASE III PLUS format.

PC2AUDIX provides the following capabilities through its menu-driven interface:

- Data retrieval — Hourly, daily, and monthly system traffic data can be verified in the AUDIX database and then downloaded to disk files on the PC using PC2AUDIX menu options.
- Traffic reports — Downloaded system traffic data can be formatted in reports that detail average ports in use and peak ports in use by hour for a specified period, file system usage by hour and by day for a specified period, session usage and remote traffic per day for a specified period, and system attendant traffic for a day or a month.
- Customer billing — Downloaded system traffic data can be formatted in reports that provide AUDIX billing detail for individual subscribers and departments (or other coded entities) based on customer-supplied billing criteria.
- Site-specific data — Downloaded system traffic data can be searched and formatted in lists of subscribers with bills over a specified amount, subscribers with usage over or under specified limits, and subscribers with space threshold exceptions.

- 
- Scheduling — PC2AUDIX data retrieval, the process of downloading data from the AUDIX database to the PC, can be queued to run unattended during off-hours using PC2AUDIX menu options. For AUDIX networks, data can be retrieved from remote machines to a single ADAP PC using the scheduling feature.
  - Data searches — Downloaded system traffic data can be formatted in reports that list all fields for all local subscribers, list all fields for all remote subscribers, or display individual local or remote subscriber records.
  - Data management — Downloaded system traffic data can be selectively backed up from the PC to a diskette, deleted from the fixed disk, or restored to the PC from a backup diskette using PC2AUDIX menu options.

PC2AUDIX includes an on-line help program that can be invoked interactively at any time during PC2AUDIX operation.

## DOS-Level Commands

DOS-level (command line) commands are programmer-oriented, UNIX-like commands that can modify subscriber data directly in the AUDIX database and also download selected data from the AUDIX database to the PC. Syntax for DOS-level commands is complex and therefore use of these commands is not recommended for nonprogrammers.

No reporting capability is included with the DOS-level commands. It is left to the customer to manipulate the data using database manager software on the PC (such as dBASE III PLUS) to create customized reports, or to upload the data from the PC to a host computer (such as a mainframe) for further analysis using custom-developed software.

There are three methods for entering DOS-level commands:

- Enter individual commands from the PC keyboard at the DOS prompt. Results are written to standard output in a flat ASCII format on the PC.
- Execute commands from a batch file. If dBASE III PLUS is included in the batch file, retrieved data is automatically converted into a dBASE III PLUS format; otherwise it is written in a flat ASCII format.
- Write application programs that use DOS-level commands and database manager software to organize AUDIX database information in customized reports. (PC2AUDIX is an example of an application program that uses these DOS-level commands and the dBASE III PLUS database manager software to create reports.)

ADAP DOS-level commands provide the following capabilities:

- Add or delete subscriber records or modify subscriber field values directly in the AUDIX database.
- Download selected `list` forms data to the PC (including the attendant, class of service, extension local, extension remote, machine, and subscriber forms).
- Download selected `maintenance` forms data to the PC (including the active alarm display, error display, and resolved alarm display forms).
- Download selected `subscriber` forms data to the PC (including the local and remote forms).

- Download selected `system` forms data to the PC (including the announcement detail, attendant, limits, log display, and CDR forms).
- Download selected `system : translation` forms data to the PC (including the switch connection and machine audix forms).
- Download selected `traffic` forms data to the PC (including the community day, community hour, feature day, feature hour, load day, load hour, network load day, network load hour, remote messages day, remote messages month, special features day, special features hour, subscriber day, and subscriber month forms).
- Download database processor (DBP), feature processor (FP), and voice session processor (VSP) performance statistics data to the PC.

## REQUIREMENTS

The following hardware and software are required to run ADAP:

- An AT&T 6286 WGS, 6386 WGS, or other compatible PC that can run the MS-DOS 3.1 (or later) operating system. The PC or WGS must have at least 640 Kbytes of memory before loading ADAP and at least a 40-Mbyte hard disk (this size disk supports CDR data collection and retrieval and the PC2AUDIX scheduling option).

The PC or WGS can be cabled from either COM1 or COM2 directly to an AUDIX administration port or through a modem to dial into the AUDIX system at 1200 or 4800 bps. See the *AUDIX Administration and Data Acquisition Package* (585-302-502) manual for complete installation instructions and a list of supported modems.

- A 513 Terminal Emulation package. This is an optional package for ADAP, used only to troubleshoot the connection to the AUDIX system. However, it is required if the ADAP PC is to also serve as an administration terminal capable of logging in to the AUDIX system with the administrative login and displaying the administrative and maintenance forms directly on the PC screen.
- A compatible AT&T printer is optional but recommended.
- The dBASE III PLUS software package (version 1.1 or later) if PC2AUDIX is used. ADAP is not yet compatible with dBASE IV software.
- (Optional) Call Detail Recording (CDR). This is a separately purchased package not included in the basic AUDIX package. If CDR is used, ADAP provides the user interface to downloading data collected by the CDR feature.

NOTE
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The *Stella Business Graphics Package 1*, which has been used optionally to automatically generate various types of charts and graphs for the usable sample programs provided with ADAP, is no longer orderable.

## FEATURE OPERATION

The ADAP PC, which can serve as the AUDIX administration terminal, can be connected via either the COM1 or COM2 port on the PC to an administration port on the AUDIX machine, using either a direct connection or a dial-up modem connection. The ADAP PC can also be used as the administration terminal for the AUDIX system; a terminal emulation package installed on the PC allows the administrator to display the AUDIX administration and maintenance forms on the PC screen.

If PC2AUDIX is used, the administrator simply invokes PC2AUDIX and selects options from the root menu. PC2AUDIX automatically logs in to the AUDIX system as required during the session in response to menu options that are selected.

There are several important details to remember about using PC2AUDIX:

- Before PC2AUDIX reports can be generated, the report data must be retrieved to the PC using PC2AUDIX menu options.
- Data is not stored indefinitely in the AUDIX database, so it must be retrieved to the PC on a regular basis.
- Data retrieval can be a time-consuming process and should be done during off-hours to free up the administration terminal during daytime hours and also to minimize the impact of ADAP operations on AUDIX performance.
- Retrieved data that is still useful should be periodically backed up in case of a disk crash on the PC.
- Data that is no longer useful should be deleted.

The PC2AUDIX scheduling option facilitates this process by allowing up to 100 jobs to be scheduled for off-hours execution. Individual jobs can be scheduled to run at the same time each week, so that ADAP data retrieval is an automatic and regular process.

To use the DOS-level commands, the administrator logs in to the AUDIX system by invoking either the ADAP automatic login command or the ADAP manual login command.

The *AUDIX Administration and Data Acquisition Package* (585-302-502) manual describes how to install ADAP and how to use PC2AUDIX and the ADAP DOS-level commands. ADAP software is shipped on both 3½- and 5¼-inch diskettes.

## **INTERACTIONS WITH OTHER FEATURES**

This section identifies the interactions of the ADAP feature with switch features and other AUDIX features.

### **Interactions with Switch Features**

ADAP has little direct relation to switch features. Some switch feature settings may affect the traffic data that ADAP accesses, but have no effect on the operation of ADAP itself.

### **Interactions with Other AUDIX Features**

ADAP provides the user interface to the CDR feature. CDR data can be retrieved from the AUDIX database using either PC2AUDIX or DOS-level commands.

# AMIS Analog Networking

## DESCRIPTION

Audio Messaging Interchange Specification (AMIS) Analog Networking is an optional feature that permits subscribers to exchange Voice Mail messages with voice mail systems anywhere in the world, provided those systems also have AMIS analog capabilities. Messages can be exchanged with subscribers on AUDIX systems that have not been digitally networked. Messages can also be exchanged with users on remote systems (with AMIS capabilities) made by vendors other than AT&T.

The administrator may administer a set of remote voice mail systems for two-step addressing (for instance, an entire area code) without administering remote systems individually. However, if the traffic between the local system and a particular remote system is heavy, the administrator may individually administer the remote system for one-step addressing.

To address a message via AMIS analog two-step addressing, the subscriber must specify both the telephone number of the remote voice mail system and the mailbox ID of the intended recipient. To address a message via AMIS analog one-step addressing, the subscriber need only specify the remote mailbox ID of the intended recipient. Users on remote systems administered for one-step addressing can be administered on the local system using the `subscriber : remote` form, and they may be included in subscribers' mailing lists and personal directories.

The local AUDIX system transmits messages at specific times set by the AUDIX administrator on the `system : translation : machine : audix/amis/call` delivery form. The times specified on this form *must* be a subset of the outcalling periods administered on the `system : outcalling` form.

## Points to Remember

- Each AUDIX system using AMIS Analog Networking can exchange messages with *any* voice mail system with AMIS analog capabilities.
- Remote systems can be administered for one-step addressing; addressing is then as easy as in a digital AUDIX network.
- As defined by the AMIS analog specification, messages will be transmitted separately for each remote recipient, even if recipients reside on the same system.
- Messages are *played* to the recipient's system; it will, for example, take a full minute for the receiving system to record a one minute message.
- Because messages are transmitted over analog lines, their quality may degrade.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V6, V7, V8	<code>sy tr an, sy tr m aud, sy ap</code>	Sys Adm : Networking

## APPLICATIONS

The AMIS Analog Networking feature allows AUDIX Voice Mail messages to be exchanged with *any* voice mail system that has AMIS analog capabilities. The local AUDIX system simply calls the remote system and, when the remote system is ready, plays the message. Meanwhile, the remote system records the message and puts it in the recipient's mailbox. As defined by the AMIS specification, if a message is addressed to more than one subscriber on the same remote system, it is played to the remote system multiple times. Also, since AMIS analog messages are actually played back to the remote system, the remote system needs a full minute to record a one minute AMIS analog message.

The AMIS Analog Networking feature may be useful to AUDIX customers who wish to exchange voice mail messages with DEFINITY AUDIX systems or with non-AT&T voice messaging systems that cannot be digitally networked. The DEFINITY AUDIX system currently relies upon AMIS analog networking for all its networking functions, while the AUDIX system supports both digital networking and AMIS analog networking. Both types of networking may be used on the same AUDIX machine.

Because different remote machines may have different requirements for contacting the local machine in an AMIS analog network, multiple callback (telephone) numbers were added in R1V8 software to allow more flexible AMIS operation in mixed public/private networks (prior to R1V8, only one callback number was allowed per AMIS machine). This allows an AMIS machine to be reached over a public network by one remote machine, and reached through a private network by another. Also, the implementation of AMIS analog networking on other vendors' machines may have special addressing requirements that can now be accommodated by AUDIX software.

Remote systems with AMIS analog capabilities can be administered for either one-step addressing or two-step addressing, defined in the following sections. Refer to *AMIS Analog Networking* (585-300-512) for complete information AMIS analog networks.

### AMIS Two-Step Addressing

The administrator may administer a set of remote voice mail systems for two-step addressing. A set of systems could, for example, be an entire area code or all local numbers. In this case, individual remote voice mail systems do not need to be separately administered.

To address a message via AMIS analog two-step addressing, the subscriber must specify first the telephone number of the remote voice mail system, press the (#) key, then specify the mailbox ID of the intended recipient on the remote system, followed by another (#) key (a *two-step* procedure). Users on remote systems administered for two-step addressing *cannot* be administered on the local system, nor can they be included in subscriber-defined address lists or personal directories.

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## AMIS One-Step Addressing

If the traffic between the local system and a particular remote system is heavy, the administrator may administer the remote system for one-step addressing. In this case, the administrator must individually administer the remote system rather than including it in a set of administered remote systems.

To address a message via AMIS analog one-step addressing, the subscriber need only specify the remote mailbox ID (normally an extension) of the intended recipient, followed by the (#) key. This method of addressing is very similar to that used for digital networking.

Users on remote systems administered for one-step addressing can be administered on the local system through the `subscriber : remote` form. Once they are administered, their names can be recorded so local subscribers can hear name confirmation of a remote address; administered remote subscribers can also be addressed by name and looked up using the local system's names-and-numbers directory. All subscribers on one-step remote systems may be included in local subscribers' mailing lists and personal directories, and local subscribers can respond to their incoming messages using automatic addressing through the Reply to Sender feature.

## REQUIREMENTS

To use the AMIS Analog Networking feature, the local AUDIX system must have R1V6 or later software and the feature must be activated by AT&T remote services personnel. The remote system may be any other vendor's voice mail system, but it must also have its AMIS analog capabilities activated in order for messages to be exchanged.

If you plan to use the AMIS Analog Networking feature during the busy hour of the day, sufficient voice ports must be installed on the local system to handle the additional traffic. The *AMIS Analog Networking* (585-300-512) guide contains instructions for calculating the expected voice port needs and determining if additional voice ports may be needed.

## FEATURE OPERATION

The AMIS Analog Networking feature is designed to be very similar to the standard Voice Mail and Networking features. However, subscribers who receive AMIS analog messages from remote systems administered for AMIS two-step addressing may notice information included in the header that is not included in standard Voice Mail messages. This may include a statement that the message is an AMIS analog message and, generally, the complete telephone number of the remote voice mail system (depending on address range) in addition to the mailbox ID of the person who sent the message (the sender's name may not be voiced).

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## Message Transmission Procedure

The procedure for addressing AMIS messages varies depending on whether the remote system to which a message is to be sent is administered for AMIS two-step or one-step addressing. Otherwise, the message transmission procedure is the same. Generally, the procedure for sending AMIS messages from a local machine to a remote system is as follows:

1. A local subscriber either creates a Voice Mail message, forwards a Call Answer or Voice Mail message, or retrieves a message saved in the outgoing mailbox. Note that AMIS messages designated *private* will not be delivered. AMIS messages designated *priority* will be delivered, but they will appear as regular messages to the remote system.
2. When prompted for the recipient's extension, the subscriber should enter:
  - *For a two-step address:* The AMIS prefix (if one is administered), followed by the full telephone number of the remote voice mail system (an area code, or country code plus area code, may be necessary), followed by the (#) key. When the system recognizes the telephone number as being in the range of AMIS two-step addresses, it will prompt the subscriber for the mailbox ID on the remote system. The subscriber enters the mailbox ID (normally an extension) followed by another (#) key.

NOTE
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Name addressing does not work with the AMIS two-step addressing procedure. For more information on prefixes, see the following *Remote Addresses* section.

- *For a one-step address:* The AMIS prefix (if one is administered), followed by the remote mailbox ID (normally an extension), followed by the (#) key. Users on one-step systems can be included in local subscribers' mailing lists and personal directories. Administered remote users can also be addressed by name and looked up using the local system's names-and-numbers directory.
3. The subscriber can specify a time to have the message delivered, but the message may have to wait in the outcalling queue for the next administered AMIS transmission period.
  4. The system will attempt to deliver the message during an outcalling period specified on the `system : translation : machine : audix/amis/call delivery` form. The times specified on this form *must* be a subset of the outcalling times administered on the `system : outcalling` form. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the AMIS message, the system will use the `rescheduling increments` specified on the `system : appearance` form.
  5. The AUDIX system will make three attempts to deliver the message. If the message is delivered successfully, the AUDIX system will update the outgoing message status to *delivered*. If all three attempts fail, the AUDIX system will send a message to the subscriber notifying them that the AMIS message was undeliverable.

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## Remote Addresses

Addresses for users on remote voice mail systems consist of an optional location prefix and one of the following:

- For AMIS two-step addressing — Remote voice mail system telephone number (entered by subscribers when they are prompted for an extension during addressing) plus remote mailbox ID
- For AMIS one-step addressing — Remote mailbox ID

The prefix consists of 0 to 21 alphanumeric characters. Added to the extension, up to 31 characters can be assigned to an address range. Two kinds of prefixes may be used: an *AMIS* prefix, which all subscribers must dial before any other digits to identify the following address as an AMIS destination, or an *address* prefix, which is used to identify a remote voice mail system to AMIS software.

Usually prefixes are optional, but occasionally a prefix may be *required* if remote voice mail extensions conflict with the local numbering plan of the host switch. (AMIS Analog Networking address ranges *cannot* overlap with any other address ranges, including AUDIX digital networking and Message Delivery address ranges.) Refer to *AMIS Analog Networking* (585-300-512) for complete information on planning an AMIS analog network and assigning prefixes.

Administrators must also use care when planning their AMIS analog network. If left completely unrestricted, the AMIS Analog Networking feature could allow local voice mail users to send messages to any valid telephone number worldwide. In order to minimize exposure to unauthorized long-distance calls, the AMIS Analog Networking feature should be restricted to sending messages to remote machines or telephone numbers located in specific calling areas or at the specific destinations needed to conduct business. Refer to the *Message Sending Restrictions* feature for more information on limiting the use of the AMIS Analog Networking feature to only those subscribers who have a need to use it.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the AMIS Analog Networking feature with switch features and other AUDIX features.

### Interactions with Switch Features

Because the AMIS Analog Networking feature uses analog lines to transmit messages, there are no interactions with switch features. However, you should verify that the class of restriction (COR) assigned to the local system's voice ports supports outcalling, or the AMIS Analog Networking feature will not work. For example, to protect against possible toll fraud, the local system's voice ports might be restricted from accessing 2-way or outgoing trunk groups. The COR for the voice mail system might need to be altered to allow the AMIS Analog Networking and Outcalling features to work.

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## Interactions with Other AUDIX Features

The AMIS Analog Networking feature interacts with other AUDIX features as follows:

- *Activity Log:* The activity log records entries for AMIS analog networking messages and replies.
- *Automatic Filesystem Backup:* This feature automatically creates a backup copy of the `sdat` filesystem. This filesystem includes the following files that have information necessary for the AMIS Analog Networking feature:
  - Global network machine names file
  - Network profiles file
  - Network subscriber translations file
  - Network address range translations file
  - Network remote mail identifiers file
  - Remote subscriber voice names file
- *Call Answer:* Call answer messages can be forwarded to remote voice mail users on remote systems via the AMIS Analog Networking feature.
- *Call Detail Recording:* When a subscriber sends an AMIS analog message to or receives a message from a remote system, a Network Session record is produced.
- *Dial-By-Name:* You can use the Dial-By-Name feature to address AMIS messages to administered remote subscribers on remote systems administered for AMIS one-step addressing.
- *Directory:* If you are using the Directory feature in an AUDIX network, the only remote AMIS users you will be able to look up will be administered remote subscribers on systems administered for AMIS one-step addressing. AMIS recipients on remote systems administered for AMIS two-step addressing cannot be included in the Directory.
- *Mailing List:* Unadministered and administered remote AMIS recipients on remote systems administered for AMIS one-step addressing may be included on mailing lists. AMIS recipients on remote systems administered for AMIS two-step addressing cannot be included on mailing lists. Messages addressed to remote recipients are put in the outcalling queue and delivered during one of the intervals specified on the `system : translation : machine : audix/amis/call` delivery form.
- *Message Delivery:* This feature is an extension of the AMIS Analog Networking feature. Rather than sending a message to a remote voice mail system, this feature permits subscribers to send a message to any touch-tone phone (including someone's home).
- *Message Sending Restrictions:* The administrator can administer which subscribers can send AMIS analog messages, and to which remote systems these subscribers can send messages. This can help the system administrator prevent unnecessary outcalls and control unauthorized long-distance calls. For more information about AT&T voice mail system security, refer to the *GBCS Products Security Handbook* (555-025-600).
- *Networking:* The AMIS Analog Networking feature does not interact directly with the digital Networking feature. However, AMIS Analog Networking address ranges must *not* intersect or overlap with digital networking addresses.
- *Outcalling:* The maximum number of outcalling ports, administered via the `system : outcalling` form, includes ports used for Outcalling, Message Delivery, and AMIS Analog

Networking. Also, the times administered for AMIS Analog and Message Delivery messages to be delivered on the `system : translation : machine : audix/amis/call` delivery forms *must* be a subset of the outcalling periods administered via the `system : outcalling form` or the AMIS analog messages will not be transmitted.

- *Personal Directory:* An alias may be created and assigned to any remote AMIS recipient just as it would be for a local subscriber. However, if the remote subscriber is nonadministered, the alias must initially be assigned using the extension number mode.
- *Priority Message:* Priority messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.
- *Private Message:* You will not be able to send private messages via the AMIS analog feature. Subscribers who designate AMIS messages as private will be notified by the AUDIX system that their message was undeliverable.
- *Security Password:* There is no special security password for remote AMIS analog systems. The AUDIX administrator should ensure all subscribers secure their mailboxes with a good password to prevent unauthorized persons from accessing the system and sending AMIS analog messages.
- *Traffic Reports:* The traffic reports that show the most useful statistics for AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the `traffic : remote messages : day`, `traffic : remote messages : month`, `traffic : special features : day`, `traffic : special features : month`, `traffic : subscriber : day`, and `traffic : subscriber : month` forms.
- *Voice Mailbox:* Subscribers send AMIS analog messages by logging into their AUDIX mailbox, recording a message and addressing it to someone on a remote AMIS system. Subscribers who receive AMIS messages retrieve these messages in the normal manner. The AUDIX system also uses Voice Mailboxes to notify local subscribers who attempt to send an AMIS message if their message was undeliverable.



# Automated Attendant

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## DESCRIPTION

The Automated Attendant feature presents callers with a voiced menu of options, then routes calls according to the keys the caller presses. Calls may be routed to any telephone in the dial plan or directly to a subscriber's voice mailbox, where the caller will hear the subscriber's Call Answer greeting (either personal or system) or a prompt to leave a message for the subscriber. If the caller does not respond to the attendant menu within a specified period of time, the call may be routed to a default extension. This extension can be a live attendant or an AUDIX voice mailbox that prompts the caller to leave a message.

The Automated Attendant can also be administered to route a caller to the voice mailboxes of nonresident subscribers (AUDIX subscribers who do not have an extension on the switch, but do have an AUDIX voice mailbox). This allows remote personnel (such as salespersons) to receive messages from clients and to retrieve those messages from the main office without having an office and telephone on site.

Callers can also be routed to a shared extension, or to the voice mailbox of a specific individual on the shared extension. If three people share a telephone, for example, you can leave a message for a specific user or for whomever retrieves messages for the shared extension.

*Who controls it:* Automated Attendants are usually controlled by the AUDIX system administrator.

*Who can access it:* Anyone who dials the Automated Attendant phone number will hear the recorded attendant menu (list of choices).

## Points to Remember

- Callers who reach an Automated Attendant must use a touch-tone phone to make menu selections.
- An Automated Attendant is administered as a special kind of AUDIX subscriber. Each Automated Attendant counts toward the total number of subscribers on the system.
- If a disk fails and voice messages are lost, check each Automated Attendant announcement and re-record it if necessary. You may wish to keep a written copy of the announcement text in case a disk problem occurs.
- Nonresident subscribers can use the AUDIX Outcalling feature for message notification.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V3, V4, V5, V6, V7, V8	cos, l at, su l, sy at, sy ap	Sender : Routing

## APPLICATIONS

This feature is particularly useful in diverse organizations that handle many external calls. Its nearly unlimited routing capabilities have many applications, especially in the service industries. Customers need only specify the nature of their business to have their calls routed to the appropriate representative, voice mailbox, or bulletin board. The following sections identify only a few of the applications where an Automated Attendant can be used.

### Freeing Personnel for Other Tasks

While an Automated Attendant is handling incoming calls, the personnel who would otherwise be needed to answer these calls are available for other tasks. For example, people who call a company's main (listed) number hear, instead of a receptionist, an AUDIX greeting (or menu) telling them which touch-tone button to press to be directed to the department of their choice. These callers could reach a live attendant (who is performing tasks other than answering the phone) by selecting a menu option or by waiting for the AUDIX system to automatically transfer them (if they do not have a touch-tone phone). In addition to menu choices, each Automated Attendant menu can be administered to allow callers to transfer to an extension of their choice. This allows the AUDIX system to provide Direct Inward Dialing (DID) service for an entire company.

### Businesses that Receive Many Calls

Businesses that typically receive many incoming calls (such as telemarketing groups) may have many people waiting for service for long periods of time. Using an Automated Attendant in this case could increase customer satisfaction and promote sales as follows:

- The switch could be administered to route callers to an AUDIX Automated Attendant after waiting a certain length of time, or if a certain number of calls are in queue (requires vectoring).
- The attendant menu could give callers the option of leaving an AUDIX message for a return call, or remaining on hold. If callers select the AUDIX system, they could be routed to a general AUDIX voice mailbox with Call Answer permission. After hearing the AUDIX message, the agent can be prepared with the essential information when making the return call.

### Nonresident Subscribers

The Automated Attendant feature can provide nonresident subscribers (AUDIX subscribers who do not have an extension on the switch, but do have an AUDIX voice mailbox — such as salespersons) with the ability to receive messages from clients and to retrieve those messages from any location without having an office and telephone on site.

The nonresident subscriber would need to provide the client with only the telephone number of the Automated Attendant and the subscriber's voice mailbox number. The client could then dial the number for the Automated Attendant, listen to the attendant menu, enter the voice mailbox number and hear the greeting for that subscriber. Then the client could either leave a message or transfer to a live attendant (such as a sales clerk).

## Shared Extensions

The Automated Attendant feature can provide voice messaging capabilities for several people who share a single telephone. For example, a university dormitory room has three roommates (John Jones, Jerry Parker, and Josh Smith) but only one telephone number. By administering that extension as an Automated Attendant and creating three voice mailbox numbers that do not exist in the switch dial plan, each roommate can have a private mailbox without having a separate telephone. In this scenario, if the Automated Attendant answers the call, the following attendant menu could be voiced:

*You have reached room 125 of Baker Dormitory. To leave a message for John Jones, press one. To leave a message for Jerry Parker, press two. To leave a message for Josh Smith, press three. If you would like to leave a message for all three roommates, press four.*

By pressing (4), the caller would hear the greeting used for the Guest Password feature and could then leave a message in the voice mailbox of the Automated Attendant — activating the message-waiting lamp. If the caller were to leave a message specifically for one of the roommates, the roommate would have to call the AUDIX system or activate the Outcalling feature to know if a message has been left.

## Transfers by Name

In R1V8 software, the Automated Attendant feature can be administered to transfer calls by name instead of extension; in this case, callers “spell out” the name of the person to whom they wish to transfer, last name first. Because they only use the numbers 2 through 9 to “spell” a name, buttons 1 and 0 can still be coded to transfer callers directly to another destination (such as the operator or a secretary). The transfer-by-name feature offers the following additional features:

- Callers do not have to end their entry with a # sign (as they would if they were using \*T to transfer). After a brief time-out, the system transfers the call.
- Callers can use the \*D (Delete) command to erase their entry and begin again, or press \*H (Help) to obtain instructions.
- If callers specify enough characters to uniquely identify a subscriber, the call is transferred immediately. If not, the system will present them with a choice of three or fewer subscribers, or prompt them to enter additional characters if necessary.
- If the caller makes no additional entries following the system prompt for more characters, the system will wait a few seconds, prompt them again to enter more digits for a name, then either transfer the call to a specified extension or repeat the main menu of instructions or options. Calls are not abandoned or dropped.

## Automated Attendants with Multiple Personal Greetings

An Automated Attendant that is used with the Multiple Personal Greeting feature can be a very flexible tool. The Automated Attendant would need to be administered only once, while the Multiple Personal Greetings feature could provide a subset of the available options depending on the type of call. For example, one Automated Attendant could voice any of the following greetings depending on whether the call is an internal, external, or out-of-hours call:

- For all internal calls:

*To leave a message for a specific person, enter the extension number. To reach personnel, press one. To reach benefits, press two.*

- For all external calls:

*Welcome to Jameson Propulsion Systems. To reach the personnel department, press one on your touch-tone telephone. To reach the benefits department, press two. To leave a message for a specific person, enter that person's four-digit extension number. For assistance, please wait.*

- For all out-of-hours calls:

*Welcome to Jameson Propulsion Systems. Our normal office hours are 8:00 A.M. to 5:00 P.M. mountain standard time. To leave a message for a specific person, enter that person's four-digit extension number using your touch-tone telephone. If this is an emergency, please press nine.*

## Providing Information to Callers

An Automated Attendant can be used to route callers to bulletin boards that provide them with various types of information. For example, a state's Division of Wildlife can use an Automated Attendant to route callers to specific bulletin boards that contain information on fishing conditions and stocking reports for different regions of the state.

## Security

An Automated Attendant can also provide security or controlled access to conference bridge sessions, host computer ports, or voice mailboxes. For example, to join conference bridge sessions without manual intervention, a caller dials an outside or internal number that redirects the call to the AUDIX system. The Automated Attendant for that number prompts callers for a password. Each number of the password is a menu choice that leads to another (nested) Automated Attendant, and the last number selects the caller's intended bridge session. With the AUDIX system's dial ahead capability, the password may be entered all at once (callers do not need to pause between digits). When the final digit is entered, the AUDIX system transfers the call back to the switch and the caller is placed in the intended bridge session. The system administrator can change these nested menus frequently to provide greater security. An incorrect password may route the caller to another Automated Attendant for error handling and audit tracking of break-in attempts.

**NOTE**

If you use an Automated Attendant to transfer calls out of the AUDIX system, activate Enhanced Call Transfer on your system if at all possible, or you will be at greater risk for toll fraud. Please see the *Transfer Into/Out of AUDIX* section later in this document for more information on enhanced call transfer and minimizing toll fraud.

## REQUIREMENTS

This section identifies requirements for setting up Automated Attendants with different AUDIX configurations.

### Voice Port Requirements

The Automated Attendant feature may affect the number of AUDIX port boards which should be installed in the system. Each Automated Attendant menu needs about 10 seconds for all the options to play, and usually another 2 to 7 to transfer the call out of the AUDIX system. This additional port use should be figured into the total number of ports needed when ordering the system.

### Integrated AUDIX System Requirements

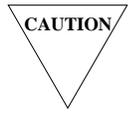
More than one Automated Attendant extension may be assigned per system. In addition, an Automated Attendant menu selection can lead to another Automated Attendant (this is called *nesting* Automated Attendants). On an integrated AUDIX system, the regular AUDIX call-distribution group handles all incoming Automated Attendant calls so callers always hear the correct Automated Attendant greeting. On a 1A ESS Switch, 5ESS Switch, System 85, DEFINITY Generic 2, and DEFINITY Generic 3 switch, a separate hunt group may be administered to handle Automated Attendant calls.

### Standalone AUDIX System Requirements

An Automated Attendant should be administered on an AUDIX Standalone system using port type `a` on the `system : translation : switch` connection form. This port type always accesses the main extension number on the form (only one main or *first-level* Automated Attendant extension is allowed per Standalone system). However, one or more of the main menu choices can lead callers to another (nested) Automated Attendant.

This dedicated Automated Attendant port always plays the list of main-menu choices first, allowing callers to select the extension of their choice. Callers who do not have touch-tone phones can wait for the AUDIX system to automatically transfer them to a voice mailbox or live attendant.

An Automated Attendant on a Standalone system always uses the Basic Call Transfer switchhook flash to transfer calls out of the AUDIX system (this may take 5 to 8 seconds). This method of call transfer is covered in the *Transfer Into/Out of AUDIX* section later in this document.



*Basic Call Transfer makes customers more vulnerable to potential toll fraud. Please see the **Transfer Into/Out of AUDIX** section later in this document for more information on basic call transfer and minimizing toll fraud.*

## FEATURE OPERATION

Automated Attendants are set up as AUDIX subscribers on the `subscriber : local` form and appear the same as regular subscribers except they are identified as an Automated Attendant in the `permissions, type` field.

If the Automated Attendant extension is to be called directly, the attendant's extension must be administered on the switch and forwarded to the AUDIX system. If the attendant will be reached only by other Automated Attendants, it can be a nonresident subscriber extension administered in the AUDIX system but not on the switch.

The attendant menu that is voiced by the Automated Attendant is actually the personal greeting for that Automated Attendant extension. This is convenient because you can easily change the text of the message just as you would any personal greeting, and you can also use the Multiple Personal Greetings feature to provide a different menu of options for different types of calls.

The actions each attendant performs when specific keys are pressed are specified on the `system : attendant` form. Extensions are assigned to keys (`(0)` through `(9)`) and a call-treatment code is assigned to determine if the AUDIX system should transfer the call through the switch to an extension's telephone (treatment `t`) or directly into the extension's voice mailbox to leave a message. If the call is transferred directly to a voice mailbox, the call-treatment code also specifies whether the system Guest Password greeting or the subscriber's Call Answer greeting is played. The system Guest Password greeting is played if the call-treatment is `g`. If the call-treatment is `ca`, the subscriber's Call Answer greeting is played if one is recorded and active, otherwise the system Call Answer greeting is played.

Transfers from an Automated Attendant to a nested Automated Attendant should be given a treatment of `ca` or `g` so that callers remain in the AUDIX system and are not transferred through the switch. This makes nesting transparent to the caller because there is no delay between the action selected at the first attendant and the beginning of the selected attendant's voice prompt.

Automated attendants can also be administered to transfer callers to other extensions in the switch dial plan using either extension or name addressing. Refer to *AUDIX Administration* (585-305-501) for more information on administering automated attendants for special applications (including those discussed at the beginning of this section).

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## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Automated Attendant feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Automated Attendant feature interacts with switch features as follows:

- *Call Coverage:* Check the following list for important Call Coverage feature interactions that may affect the expected performance of the Automated Attendant:
  - The Automated Attendant extension should be administered on the switch to redirect calls to another number in case the AUDIX system is busy or is not working (requires vectoring). For example, a live agent or other staffed position should be used as a backup if possible.
  - If System 75 or DEFINITY Generic 1, Generic 3i, or Generic 3s telephone users press **0** for Operator, they go to a live attendant, *not* the AUDIX Automated Attendant. The **0** button is hard-coded on these switches to transfer calls to a live operator or attendant, and cannot currently be reassigned to direct calls to the AUDIX system. The Automated Attendant is reached by dialing the assigned (nonzero) Automated Attendant extension number.
  - On most PBXs, you cannot transfer calls *to* an attendant console using either the Transfer Out of AUDIX feature or an Automated Attendant. However, a vector could be administered on System 85 R2V4, DEFINITY Generic 2, or DEFINITY Generic 3 to handle this situation. Check your switch documentation for restrictions on attendant operation and call transfers.
  - For 1A ESS Switch or 5ESS Switch setups, the AUDIX system may answer in Standalone mode if the data link is down or slow. Callers must reenter the number they were trying to reach, such as the Automated Attendant extension. The menu will then play out normally.
  - Because an Automated Attendant can redirect external calls internally, fewer DID trunks may be needed on the switch. However, a voice terminal may be needed for backup on some switches.
- *Phantom Extensions:* System 85 and DEFINITY Generic 2 allow administrators to define phantom extensions on the switch and permanently forward those extensions to the AUDIX system. A nonresident subscriber can give the DID number of the phantom extension to clients with instructions for leaving a message. These clients will be automatically redirected to the subscriber's voice mailbox and presented with the Call Answer greeting (either personal or system). Most switches do not support this feature.
- *Station Administration without Hardware:* On DEFINITY Generic 3 systems, a station may be used to redirect calls to AUDIX even if a physical voice terminal is not present using the Station Administration Without Hardware feature. The "cover all" option on the coverage path will redirect callers to the AUDIX system.

## NOTE

See the *Switch Administration for AUDIX Voice Messaging* manual (585-305-505) for complete step-by-step instructions for administering an AUDIX Automated Attendant on a switch. Always refer to the appropriate switch documentation for switch interactions and procedures.

## Interactions with Other AUDIX Features

The Automated Attendant feature interacts with other AUDIX features as follows:

- **ADAP:** The AUDIX Administration and Data Acquisition Package provides the system administrator with the ability to download information on Automated Attendants to a PC or WGS (the information is stored in dBASE III PLUS format). All of the information provided on the `system : attendant` and `list : attendant` forms can be transferred.
- **Automated Attendant:** The Automated Attendant feature can transfer calls to other Automated Attendants; this is called nesting Automated Attendants. The person responsible for administering the Automated Attendants must ensure that nested attendants cannot become locked into a recursive loop. The only way this situation can occur is if the `time-out` fields for attendant “A” (on the `system : attendant` form) are administered for the extension of attendant “B” with `ca` or `t` call-treatment, and if the `time-out` fields for attendant “B” are administered for the extension of attendant “A” with `ca` or `t` call-treatment. To illustrate, if a caller dials attendant “A” and is not using a touch-tone telephone, that caller must wait to be timed-out and transferred to attendant “B”. The caller will hear the attendant menu for “B” and then must wait to be timed-out and transferred back to attendant “A”. This loop will continue until the caller hangs up.
- **Bulletin Board:** The Automated Attendant feature can be used to provide callers with a menu of bulletin boards. By pressing the appropriate button on a telephone keypad, the caller can transfer to any of the bulletin boards defined on the Automated Attendant menu. By specifying the appropriate call-treatment (treatment `g`) on the `system : attendant` form, the system administrator can allow callers to leave messages in the bulletin board’s voice mailbox.
- **Call Answer:** Automated Attendants are given type `a` Call Answer permission; this is defined on the `cos` or `subscriber : local` form. Also, by defining the call-treatment as `ca` (on the `system : attendant` form), callers are transferred directly to the voice mailbox of the desired extension and hear the appropriate Call Answer greeting (either personal or system).
- **Call Detail Recording:** CDR provides Automated Attendant information using Voice Session Records (see the *Call Detail Recording* feature later in this document for more information).
- **Class of Service:** The `cos` form can be used by the system administrator to define an Automated Attendant (type `a` Call Answer permission). This form can also be used to define an entire class of service for Automated Attendants.
- **Dial-By-Name:** If call transfers out of AUDIX are administered for an Automated Attendant (using the `system : attendant` and `system : appearance` forms), callers can use the Dial-By-Name feature to transfer to an AUDIX subscriber (`*` `T` transfers *must* be terminated with a `#` sign).
- **Escape to Attendant:** If `0` is administered to transfer the caller to a live attendant (using the `system : attendant` form), callers can transfer to the attendant simply by pressing `0`. To be consistent with other AUDIX features, we recommend that `0` be reserved as the menu selection to reach a live attendant.

- *Form Filler:* Calls entering the AUDIX Form Filler platform can be answered by an Automated Attendant. After voicing a menu of options available to the caller, the AUDIX system will transfer the call to the appropriate extension. If the caller selects an option that is covered by the Form Filler application, the call is transferred to the Inbound Call Director platform.
- *Full Mailbox Answer Mode:* If an Automated Attendant transfers a call to a voice mailbox that is full, the caller will hear the Full Mailbox Answer Mode announcement.
- *Guest Password:* An Automated Attendant that uses phantom extensions on the switch (one for each menu choice) provides an alternative to the Guest Password feature in that callers can leave messages directly without having to know a Voice Mailbox number (if this is a menu selection) and the Guest Password. The Guest Password greeting “*Please leave a message for <name>*” will be played for the caller if the call-treatment for this extension is defined as `g` on the `system : attendant` form. If the call-treatment is defined as `ca`, the caller will hear the subscriber’s Call Answer greeting (either personal or system).
- *Message-Waiting Indicator:* The Message-Waiting Indicator feature (either the message-waiting lamp or stutter dial-tone) works as follows for phantom and shared extensions:
  - Phantom Extension — Subscribers who do not have a phone set and are assigned a phantom extension (either on the switch or on the AUDIX system) must call the AUDIX system or administer the Outcalling feature to get messages (the Message-Waiting Indicator feature cannot not be activated).
  - Shared Extensions — The Message-Waiting Indicator feature on a shared extension will be activated only if a message is left for the extension. Message notification for users who share an extension and have voice mailbox numbers that do not correspond to individual telephones on the switch can only be accomplished using the Outcalling feature.
- *Multiple Personal Greetings:* The Multiple Personal Greetings feature can be activated for Automated Attendants. All of the greetings and call types are available to the attendant. When using this feature with an Automated Attendant, users *must* have a personal greeting recorded for each call type they have chosen to differentiate. The combination of the Multiple Personal Greetings and Automated Attendant features allow the AUDIX system to be an extremely flexible tool.
- *On-Line Help:* A caller may ask the AUDIX system to replay the Automated Attendant menu at any time by pressing `*` `H`.
- *Outcalling:* Unless someone who shares an extension has another phone, that person is assigned a phantom extension (either on the switch or on the AUDIX system) and must call the AUDIX system or administer Outcalling to get messages (the Message-Waiting Indicator feature will not be activated). This is also true for nonresident subscribers.
- *Playback and Recording Control:* The Playback and Recording Control features are available when creating an Automated Attendant menu. These features are also available to callers who have been transferred to a voice mailbox and want to leave a message. Playback commands are not available while listening to the attendant menu (pressing `*` `H` will replay the menu).
- *Traffic Reports:* Because Automated Attendants appear as AUDIX subscribers, their use can be monitored through the Traffic Reports feature using the `traffic : subscriber` forms. This information could be especially useful on small Standalone systems, where the number of ports dedicated to Automated Attendant may need to be kept at a minimum. The `list : attendant` form shows all Automated Attendants in the system (subscribers with an `a` in the permission-type field) and their extension numbers.

- *Transfer Out of AUDIX:* An Automated Attendant must be administered to accept the **\*T** (Transfer Out of AUDIX feature) command using the `system : attendant` and `system : appearance` forms for this type of call transfer to work. The system administrator must select either basic or enhanced call transfer (defined on the `system : appearance` form) in order to take advantage of the **\*T** command or the `t` call treatment option. **\*T** transfers *must* be terminated with a **#** sign when invoked from an automated attendant.

NOTE
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If you use an Automated Attendant to transfer calls out of the AUDIX system, activate Enhanced Call Transfer if at all possible, or you will be at greater risk for toll fraud. Please see the *Transfer Into/Out of AUDIX* section later in this document for more information on call transfers out of AUDIX and minimizing toll fraud.

- *Voice Mailbox:* Automated Attendants can transfer callers directly to a voice mailbox to leave a call answer message or callers can use the **\*R** (Restart) command to log into their own mailboxes.

# Automatic Filesystem Backup

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## DESCRIPTION

Filesystem information is automatically backed up to prevent data loss should the AUDIX system experience problems, such as a disk drive failure. By creating backup copies of the following three filesystems, the AUDIX system can recover all necessary filesystem data (except the messages in the voice text filesystems):

- System data (`sdat`) filesystem — This filesystem contains local and remote subscriber profiles (information from the `subscriber` and `cos` forms), message headers, mailing lists, personal directories, the user directory, message-waiting lamp status, special features (such as Outcalling) and AUDIX networking information.
- Announcement data (`adat`) filesystem — This filesystem contains the system announcements and is *not* automatically backed up.
- Names data (`ndat`) filesystem — This filesystem contains subscriber name fragments and, if this is a network of AUDIX machines, remote subscriber names and machine names.

*Who has it:* This is a system administration feature; it is not used by subscribers.

*Who controls it:* The `sdat` filesystem is automatically backed up at 10:00 P.M. each evening. Also, the `ndat` filesystem is automatically backed up at 7:00 P.M. each Sunday evening if it has been administered on the `system : announcement : filesystem` form.

*Who can access it:* Normally, the system administrator is the only person who uses this feature.

## Points to Remember

- The `adat` filesystem requires a backup copy only if there are customized announcements on the AUDIX system. However, even if the AUDIX system is using the standard announcement set, you may wish to create a backup copy of the original factory disk on a removable cartridge as a precautionary measure.
- If the File Redundancy feature is active, backups may not be necessary. If the duplicate (redundant) filesystems are on separate disks from the originals, data would not be lost if a disk drive fails.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	<code>sy a f</code>	Sys Adm : Maintenance

## APPLICATIONS

The Automatic Filesystem Backup feature exists for one purpose: to recover all necessary filesystem data in case of a catastrophic data loss (a disk crash).

## REQUIREMENTS

Ensure that a removable cartridge is installed at all times in controller 0, drive 1 for backing up the `sdat` filesystem. This cartridge may also be used for the `adat` and `ndat` filesystems; or each filesystem can be copied to separate cartridges.

## FEATURE OPERATION

At 10:00 P.M. each evening, the `sdat` filesystem is automatically backed up. The Automatic Filesystem Backup feature checks for adequate space on the backup cartridge; if space is insufficient and three or more `sdat` backups exist on the cartridge, it deletes the oldest backup(s) until it has room for the new copy. The system administrator does not need to change the cartridge. If the backup fails, a warning alarm is raised.

The `ndat` filesystem is backed up automatically on a weekly basis if it is administered to do so on the `system : announcement : filesystems` form. If a backup is attempted and fails, a warning alarm is activated.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Automatic Filesystem Backup feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Automatic Filesystem Backup feature has no direct interactions with any switch features.

## Interactions with Other AUDIX Features

The Automatic Filesystem Backup feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* If there are remote AMIS analog subscribers administered on this system, remote subscriber names and machine names can be automatically backed up on a weekly basis. The system administrator must specify the `ndat` filesystem on the `system : announcement : filesystems` form for this to happen.
- *Class of Service:* Since the information contained on the `cos` form (for each subscriber) is stored in the `sdat` filesystem, this information is automatically backed up at 10:00 P.M. each evening.
- *Directory:* Since the user directory file is stored in the `sdat` filesystem, this information is automatically backed up at 10:00 P.M. each evening.
- *Mailing List:* Since this information is stored in the `sdat` filesystem, it is automatically backed up at 10:00 P.M. each evening.
- *Message Delivery:* If there are Message Delivery recipients administered on this system, remote subscriber names and machine names can be automatically backed up on a weekly basis. The system administrator must specify the `ndat` filesystem on the `system : announcement : filesystems` form for this to happen.
- *Networking:* If this system is part of an AUDIX network, remote subscriber names and machine names can be automatically backed up on a weekly basis. The system administrator must specify the `ndat` filesystem on the `system : announcement : filesystems` form for this to happen.
- *Name Record By Subscriber:* If the system administrator chooses to have the `ndat` filesystem automatically backed up, the names that have been recorded by subscribers are automatically backed up since they are contained in the `ndat` filesystem. Subscribers who try to record or re-record their names on Sunday evening while the backup is taking place will be blocked from doing so and instructed to try again later.



# Automatic Message Scan

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## DESCRIPTION

This feature allows subscribers to scan all message headers and/or messages at the touch of two buttons. The user simply selects the feature from the activity menu, then selects the mode of automatic scanning: headers only, messages only, or both headers and messages.

Once the scanning begins, it is not necessary to press a button until the playback is complete. Users can, however, press any button normally used for manual message scanning. Once the AUDIX system has completed the task — responding to or deleting a message, for example — it resumes automatic scanning. Users hear all of the normal prompts for tasks that are used in manual scanning mode (“*Rewound*”, etc.)

There is a three-second pause between messages and/or headers to allow subscribers to manipulate each message. Also, so that the button-pressing clearly relates to the correct message, the AUDIX system precedes each message or header with an introduction (“*Next message*”). Just as with manual scanning, if just the headers are scanned, the messages are left in the *unopened* category. Scanned messages are left in the *old* category.

*Who has it:* This feature is available to all AUDIX subscribers as a basic option on the activity menu.

*Who controls it:* The system administrator can control some aspects of the feature such as re-recording the voice prompts.

*Who can access it:* Only subscribers can scan their own messages automatically.

## Points to Remember

- Users are not prompted to delete messages as they are played back (as in manual scanning mode), so it’s easy to forget to delete them and fill up mailboxes quickly.
- The normal manual scan buttons ((0) to replay, (\*D) to delete, etc.) work in Automatic Message Scan mode as well.
- The “*Next message*” prompt and message category announcements are nondial-through prompts so that the AUDIX system does not get ahead of the subscriber. However, if a subscriber presses (#), (\*D), or (\*)(\*)H to manipulate a message, the “*Next message*” prompt will not be played.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	N/A	Recipient : Playback

## APPLICATIONS

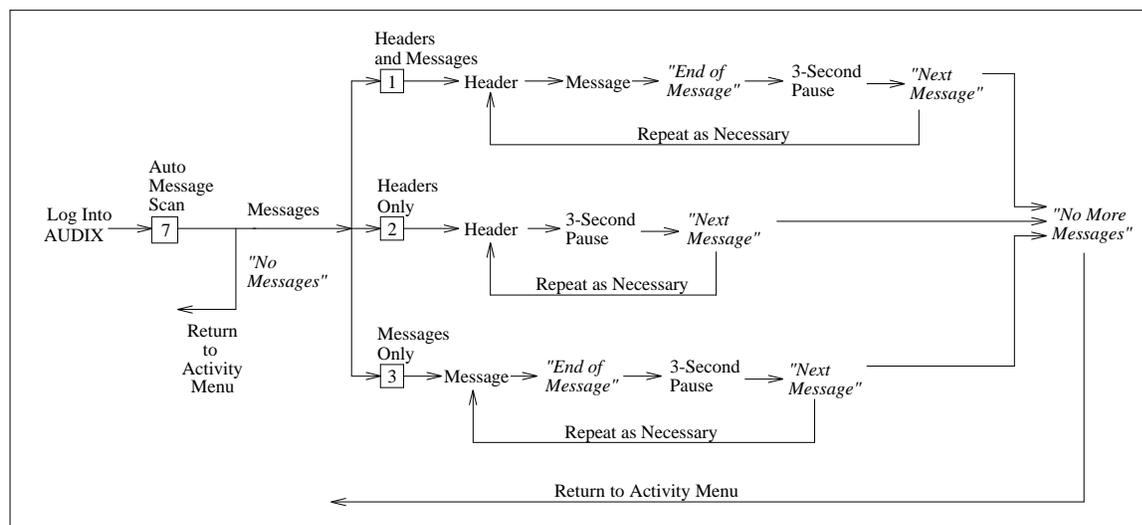
This is primarily a time-saving feature, but it also eliminates additional button-pushing to get messages. In that respect, it is especially convenient for those using cellular telephones, particularly while driving. It also makes transcription easier in that recording messages via a dictating machine can be done more conveniently.

## REQUIREMENTS

The Automatic Message Scan feature has no special requirements.

## FEATURE OPERATION

Automatic Message Scan is a standard option on the Activity Menu. Once accessed, you need only press one button to select how you want the message information presented, then listen to the messages and/or headers. While listening you can press other keys to control the message and header playback.



**Figure 1.** Automatic Message Scan Operation

Note that for each of the following procedures, if you press  $\#$ ,  $*$ ,  $D$ , or  $*$   $*$   $H$  to manipulate a message you have just scanned, the "Next message" prompt will not be played.

1. Log into the AUDIX system.
2. Press **7** to select Automatic Message Scan.
3. Choose one of the following:

- Press **1** to listen to headers and messages.

The AUDIX system will:

- a. Play each header, then its associated message
- b. Indicate the end of the message
- c. Pause three seconds
- d. Indicate the start of the next header and message

This is the most verbose option for getting the information. You may want to use it only when you have a few messages, if you need the header information to know the exact time of the call, or if you wish to press the minimum number of buttons to scan messages.

- Press **2** to listen to headers only.

The AUDIX system will:

- a. Play each header
- b. Pause three seconds
- c. Indicate the start of the next header

This option is the most expedient when you have many messages, or must otherwise screen them. Just press **0** to listen to any message just after its header is played.

- Press **3** to listen to messages only.

The AUDIX system will:

- a. Play each message
- b. Indicate the end of the message
- c. Pause three seconds
- d. Indicate the start of the next message

This option is most expedient when you have few messages (or the luxury of listening to them all) and are not immediately interested in precisely when they were delivered or where they originated.

**NOTE**

All *new* messages you scan are redefined as *old* messages, and will appear again when you reach the *old message* category (unless you either deleted the message or used the Untouched Message feature).

Messages are clearly differentiated by voice prompts and a long pause. The voice prompts are usually “*End of message*” and “*Next message*”, but these can be changed by the system administrator. The prompts and pause allow you time to respond to each message (or use the playback control buttons) and be sure that the response is directed to the appropriate message. When you have scanned all of the messages in one category, the AUDIX system will identify the next

category before playing the next message. You can skip messages at any time by pressing **#** or skip categories by pressing **\*** **#**.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Automatic Message Scan feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Automatic Message Scan feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Automatic Message Scan feature interacts with other AUDIX features as follows:

- *Broadcast Message:* Broadcast messages can be scanned automatically. However, if you are scanning only messages (not headers), you will *not* be informed that this is a Broadcast message.
- *On-Line Help:* Help information is available for this feature, which is similar to that for other options on the Activity Menu.
- *Playback Control:* You can use the Playback Control procedures to control how the messages are played back.
- *Priority Message:* Priority messages can be scanned automatically. However, if you are scanning only messages (not headers), you will *not* be informed that this is a Priority message.
- *Private Message:* Private messages can be scanned automatically. However, if you are scanning only messages (not headers), you will *not* be informed that this is a Private message.
- *Voice Mail:* From the time that the header or message first begins to play, until the voice prompt signaling the next header or message plays, you can use the standard Voice Mail procedures for handling each message (delete, listen to message, reply to sender, etc.).
- *Voice Mailbox:* Messages are put in the *unopened* category if only the headers have been scanned. Messages that have been scanned and *not* deleted are put in the *old* message category.

# Broadcast Message

## DESCRIPTION

This feature enables the system administrator and other designated users (broadcasters) to send a voice mail message to all subscribers automatically. The message can also be sent to designated remote subscribers in a network. The system administrator typically assigns one broadcast mailbox for holding active Login Announcements and Broadcast Messages.

The message is created as a normal voice message, then assigned broadcast status. The broadcaster specifies the expiration date of the message, which is the last day the message should be played to the recipients. The broadcaster may also tell the AUDIX system to activate the recipient's message-waiting indicators (message-waiting lamps, outcalling, or other methods of notifying recipients of a new message).

Broadcast Messages are treated as *new* messages in that they are presented with other new messages. Usually they are presented first, unless the recipient's mailbox has been administered to present old messages first.

- |                           |   |
|---------------------------|---|
| <i>Who has it:</i>        | The system administrator can designate broadcasters to send Broadcast Messages.             |
| <i>Who controls it:</i>   | Broadcasters and the system administrator control how and when Broadcast Messages are sent. |
| <i>Who can access it:</i> | Broadcast Messages are received by all local AUDIX subscribers.                             |

## Points to Remember

- If the Broadcast Message is a recipient's only new message, the message-waiting indicator will be deactivated after the expiration date of the Broadcast Message.
- Broadcast Messages are never automatically rescheduled for future delivery, but become undeliverable immediately if the first delivery attempt to the special broadcast mailbox fails.
- Recipients can receive Broadcast Messages even if their mailboxes are full, but they must make room in their mailboxes if they want to save a message.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	su l, sy ap, cos	Sys Adm : Message

## APPLICATIONS

This feature is used primarily for keeping subscribers abreast of changes in the system, but can also be used for important company or emergency announcements.

## REQUIREMENTS

It is not necessary for recipients to have space available in their mailboxes to receive Broadcast Messages. This is because the Broadcast Message is not actually reproduced and sent to each recipient's mailbox. The AUDIX system conserves resources by placing an electronic pointer in each mailbox that transparently directs each recipient to a single Broadcast Message. This also allows the message to be efficiently delivered and conveniently deleted. It can be manually deleted from the special broadcast mailbox at any time, or automatically deleted after the specified expiration period has passed.

Activating the message-waiting indicators can drain the system's resources, particularly if outcalling is used. It will further tax the system by triggering a surge of users retrieving messages. Recipients are automatically notified of Broadcast Messages when they log in. System administrators and broadcasters can minimize potential slow-downs by:

- Limiting the number of broadcasters
- Being conservative with activating message-waiting notification
- Scheduling delivery (and notification) for off-hours

When sending a Broadcast Message through a network, it is necessary to send the message as voice mail to a specific mailbox on each remote AUDIX system. The remote recipients can then forward the message through their respective systems or, on R1V5 and later systems, redesignate the message as broadcast.

Because of their time-dependent nature, and because full mailboxes do not deter delivery, Broadcast Messages should never be undeliverable to local subscribers. However, if the special broadcast mailbox is full, or already has 16 active Broadcast Messages, the new Broadcast Message would immediately be categorized as *undeliverable*. The broadcaster would then receive notification that the message was undeliverable and the message itself would be stored in the outgoing section of the broadcaster's mailbox.

The system administrator must give selected subscribers permission to send Broadcast Messages (using the `subscriber : local` form). The administrator must also assign a broadcast mailbox (using the same form) before using the feature. The special broadcast mailbox is a unique type of AUDIX subscriber and cannot receive messages from other subscribers, but this mailbox can store a maximum of 16 Broadcast Messages and Login Announcements. The AUDIX system informs broadcasters that Broadcast Messages are *undeliverable* if the broadcast mailbox is full.

## FEATURE OPERATION

Broadcasters create, edit, address (if needed), and (optionally) schedule delivery for broadcast messages in the normal way. At an appropriate point in the process, they add the broadcast attribute using the Options Menu. The menu also allows broadcasters to assign other attributes (such as Private) to a message. The steps for creating and sending broadcast messages differ between R1V8 and earlier systems, as described in the following sections.

### Broadcaster's Procedures

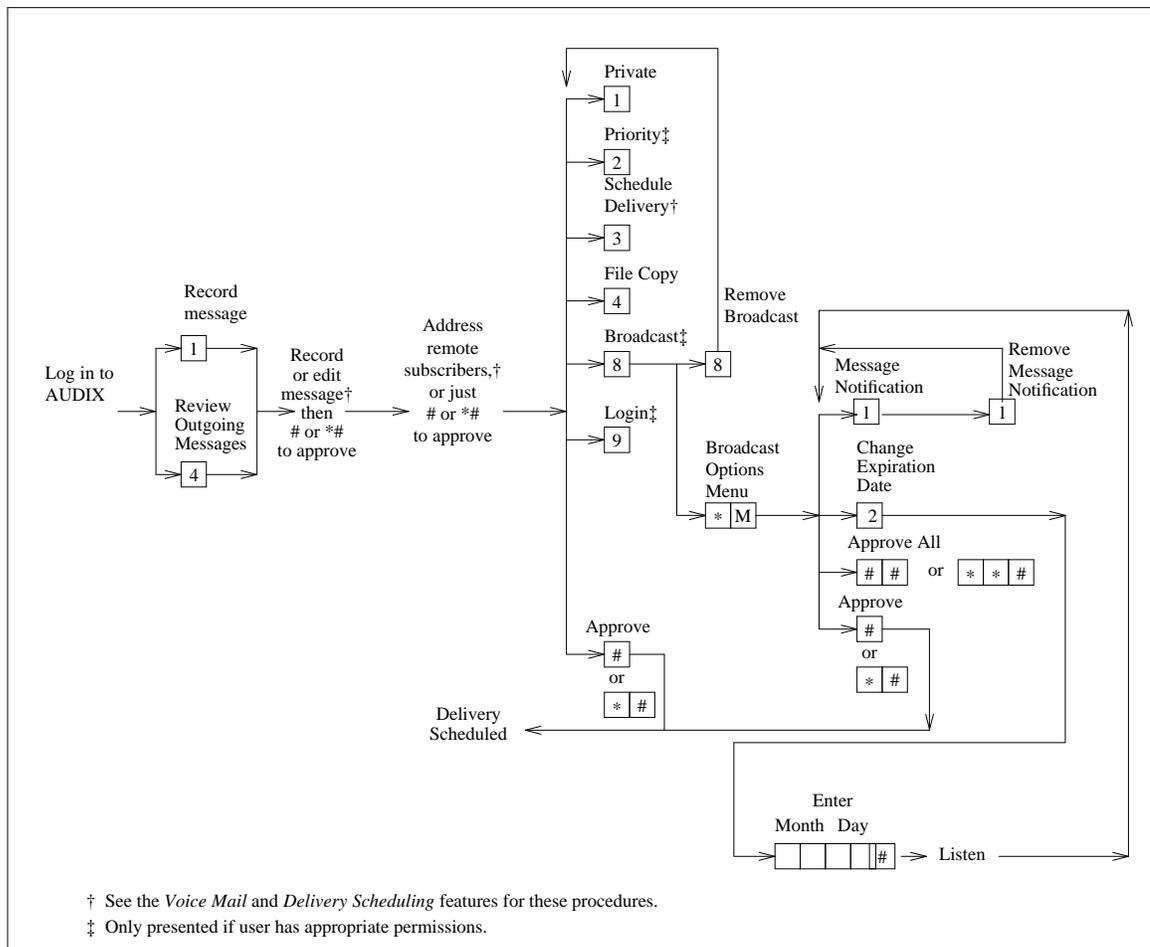
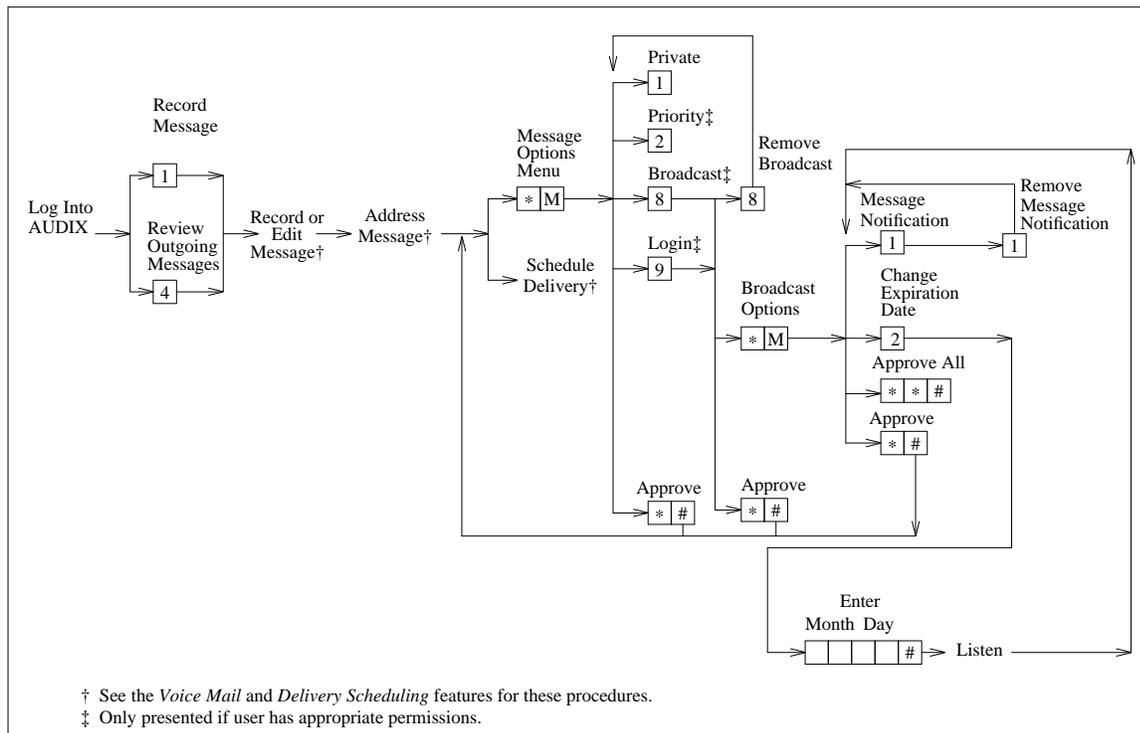


Figure 2. Broadcast Message Operation (R1V8)



**Figure 3.** Broadcast Message Operation (R1V5 through R1V7)

### *Making a Message Broadcast*

The procedures for making a message broadcast are summarized below.

1. Using a touch-tone phone, log in to the AUDIX system as a subscriber who has broadcast permission.
2. Press (1) or (4) to record or review a message.
3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* section of this document.
  - If you want the broadcast message to be delivered to remote network subscribers, enter their extensions (or a list) when prompted.
  - Some versions of AUDIX software prior to R1V8 do not allow you to “approve” an empty address list. In this case, enter the extension for at least one local subscriber, then approve the address list. You do *not* have to enter more than one local subscriber’s address because all local subscribers will receive the broadcast message automatically.

4. When you approve the address list:
  - On R1V8 systems, you are automatically placed in the options menu. Press **0** to list the options (go to the next step).
  - On R1V5 through R1V7 systems, you must press **\*** **M** to access the first-level Message Options Menu.
5. The options menu will list one or more options, depending on the types of messages you have permission to create. If you only have one option (Private), you do *not* have permission to send a Broadcast Message, and should contact your system administrator. This menu is also used, with the proper permissions, to create Login Announcements and Priority Messages (see the appropriate section in this document for those procedures).

Press **8** to mark the message as broadcast. You can then:

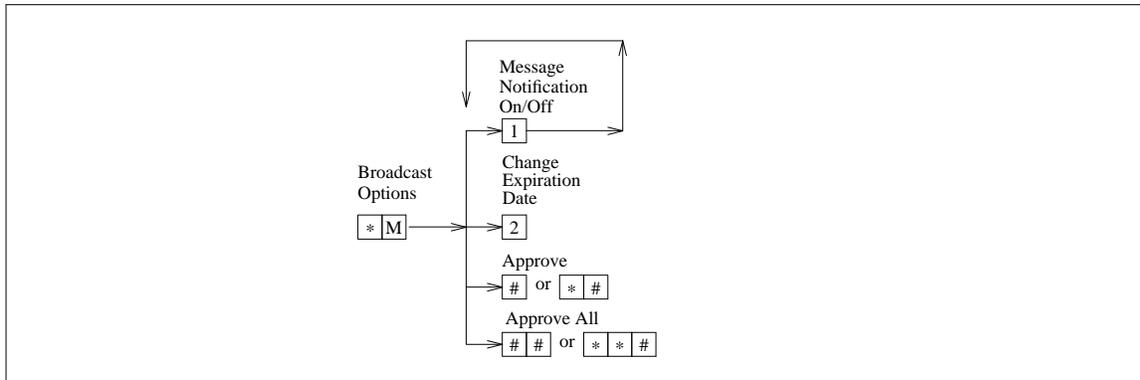
- Press **8** again to remove broadcast status.
- Press **1** to make the message Private if desired.

Both options are toggle switches. Pressing **1** or **8** repeatedly, turns the Private or Broadcast status on and off like a light switch. A Broadcast Message can *also* be a Private Message (which simply prevents the message from being forwarded), but it cannot also be a Login Announcement or Priority Message. See the procedures listed for those features.

6. If you have designated the message as a Broadcast Message, you can:
  - Press **#** or **\*** **#** as prompted to approve your message and options.
    - On R1V8 systems, you return to the Activity Menu.
    - On pre-R1V8 systems, you return to step 3 (schedule delivery and file a copy if desired).
  - Press **\*** **M** to access the second-level broadcast options menu.

Go on to one or both of the following sections (*Turning on Message Notification*, and *Changing the Message Expiration Date*).

### Turning on Message Notification



**Figure 4.** Turning on Message Notification

After following the procedures for making a message broadcast, turn on message notification for the Broadcast Message by following the procedures below.

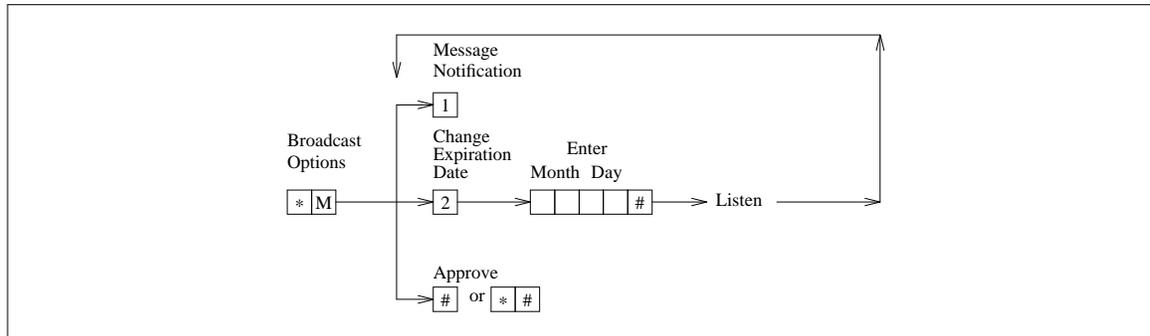
1. From the second-level options menu, press (1) to turn on message notification.

**NOTE**

Message notification should only be used for Broadcast Messages in emergency situations. The system performance could be impacted (via increased port usage) if many subscribers log in to get messages simultaneously.

2. Do one of the following:
  - Press (1) again to turn off message notification and return to step 1.
  - Press (2) to change the message expiration date. Go on to the next section, *Changing the Message Expiration Date*.
  - Press (#) or (\*)(#) as prompted to approve the option settings and return to step 5 in the previous section, *Making a Message Broadcast*.
  - Press (#)(#) (on R1V8 systems only) or (\*)(\*)(#) to approve all settings and return to the Activity Menu.

### Changing the Message Expiration Date



**Figure 5.** Changing the Message Expiration Date

The AUDIX system normally retains Broadcast Messages for two days after delivery date. This means recipients can get a Broadcast Message for up to three days (today, tomorrow, and the day after), then the message can no longer be accessed. Often broadcast information is time-dependent, so after following the procedures for making a message broadcast, you can change its expiration date by following the procedures below.

1. From the second-level options menu, press (2).
2. Enter numbers for the month and day of expiration. For example, press (1) (0) (3) (1) (#) for October 31st.

The month can be either one or two digits, while the day requires two digits.

3. Listen while the AUDIX system repeats the entire schedule.

If the date is not correct, press (2) and enter it again.

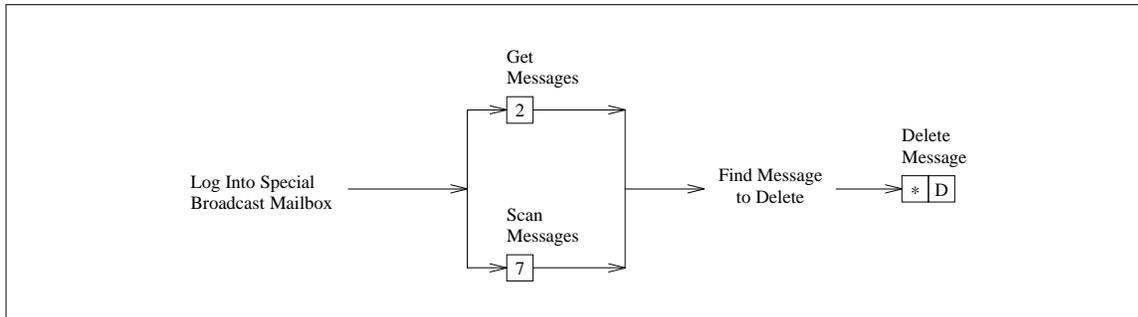
4. Press (#) or (\*)(#) as prompted to approve the expiration date and exit the Broadcast Options Menu. Then return to step 5 in the earlier section, *Making a Message Broadcast*.

### Making a Message Broadcast in an AUDIX Network

The procedure for making a message broadcast throughout an AUDIX network is summarized below.

1. Create a Broadcast Message using the previous three procedures.
2. Address the message to any additional subscribers on remote AUDIX machines (the remote subscribers should be administered to have broadcast permission).
3. When the Broadcast Message arrives in the remote subscribers' mailboxes, those subscribers will need to log in, access the message, and respond to it by either appending or prepending a brief statement. Then, by following the procedure in the previous section, *Making a Message Broadcast*, the message can be re-broadcast on the remote machine(s).

### Deleting a Broadcast Message



**Figure 6.** Deleting a Broadcast Message

If a Broadcast Message has become obsolete and you want to purge it to prevent additional subscribers from hearing it, do the following:

1. Log into the special broadcast mailbox.
2. Press **2** or **7** to access the incoming section of the mailbox and find the active Broadcast Message.
3. When you find the Broadcast Message that you want to delete, press **\*** **D**. You can press **\*** **D** while listening to the message header, after listening to the header, while listening to the message, or after listening to the message.

Callers who subsequently log into the AUDIX system, will not hear the Broadcast Message. If message-waiting indication was activated for this message, it will take one audit cycle (overnight) to update the Message-Waiting Indicator feature. If a subscriber whose message-waiting lamp is on logs into the AUDIX system prior to the audit, that subscriber will hear a system message stating that the broadcaster has deleted the message.

## Recipient's Procedures

The procedures for getting a Broadcast Message are identical to those used for getting other messages (see the *Automatic Message Scan* and *Voice Mailbox* features). Broadcast Messages are announced by the AUDIX system as distinct *Broadcast* types of messages. They are presented as are other new messages, except they are presented before Priority Messages and other new messages.

Though only one Broadcast Message is created to which all subscribers have access, the recipient's interface is the same as if a copy of the message had been placed in each mailbox. Some recipients may not delete the message after first hearing it; the AUDIX system places a copy of the message in those recipient's mailboxes. These individual copies of the Broadcast Message are considered *old* messages, just as are other messages the recipient has heard but not deleted.

Also, recipients who listen to the message header, but not the message itself, will have a copy of the message placed in their mailboxes — marked as *unopened*. These copies of the Broadcast Message are not deleted if the broadcaster deletes the message from the broadcast mailbox, nor are they deleted when the expiration date arrives. These copies must be deleted by the recipient or by the system according to the recipient's incoming mailbox retention interval.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Broadcast Message feature with switch features and other AUDIX features.

### Interactions with Switch Features

Broadcast Message is exclusively a voice mail feature, and has no direct interactions with any switch features unless the Message-Waiting Indicator feature is activated.

### Interactions with Other AUDIX Features

Broadcast Message is exclusively a voice mail feature, and has no direct interactions with any features related to call answer. It interacts with other AUDIX features as follows:

- *Activity Log*: The activity log records scheduled and received entries for each broadcast message (for the broadcast mailbox only).
- *AMIS Analog Networking*: When sending a Broadcast Message to AMIS analog addresses, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The message can then be forwarded by the administrators of the remote systems to their local subscribers. The message can then be redesignated as a Broadcast Message.
- *Automatic Message Scan*: Broadcast Messages are presented before Priority Messages and other new messages in the *new* message category. They are retrieved and manipulated just as are other new messages.
- *Call Detail Recording*: In the Voice Session Records recorded by the AUDIX system, the sending of a Broadcast Message is recorded as the sending of a single voice mail message.
- *Class of Service*: The system Administrator can assign permission to broadcast messages according to class of service. Care should be taken, however, that not too many broadcasters are assigned, as a proliferation of Broadcast Messages could seriously hamper system performance.
- *Delivery Scheduling*: A Broadcast Message is scheduled for delivery just as is a regular message.
- *Login Announcement*: Broadcast Messages are created and sent in a similar way as Login Announcements. The broadcasters designated by the system administrator often also have permission to send Login Announcements as well (the broadcast mailbox typically is also used for Login Announcements). A Broadcast Message cannot also be a Login Announcement.
- *Message Delivery*: When sending a Broadcast Message to Message Delivery addresses, it is necessary to send the message as voice mail to each address separately.

- *Message Sending Restrictions:* Sending restrictions do not apply to Broadcast Messages generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the message is treated as regular voice mail in that instance. Sending restrictions also apply when a recipient replies to a Broadcast Message.
- *Message-Waiting Indicator:* The broadcaster specifies whether message-waiting notification will be activated for a Broadcast Message. If a Broadcast Message is a recipient's only new message, the message-waiting indicator (MWI) will be deactivated after the expiration date. On a large AUDIX system with several thousand subscribers, it may take several hours for all the MWIs to be activated. If a recipient receives a Broadcast Message before the MWI is activated, the notification is canceled.
- *Name Record By Subscriber:* The special broadcast mailbox cannot have a name recorded for it using this feature.
- *Networking:* When sending a Broadcast Message through a network, it is necessary to send the message as voice mail to a specific mailbox on each remote AUDIX system. The message can then be forwarded through the remote systems or, on R1V5 and later systems, redesignated as a Broadcast Message.

During a remote update in an AUDIX network, subscriber information for the special broadcast mailbox is not sent to the remote machine.

- *On-Line Help:* Voice prompts associated with the options menus help the broadcaster in assigning broadcast status to a message.
- *Outcalling:* If a broadcaster requests message-waiting notification, the Broadcast Message will also activate outcalling where possible. The interaction is identical to that of *Message-Waiting Indicator*.
- *Playback and Recording Control:* Broadcast Messages can be controlled during playback and recording just like regular messages.
- *Priority Message:* Broadcast Messages cannot also be Priority Messages. Priority Messages are presented to recipients after Broadcast Messages.
- *Private Message:* Broadcast Messages can also be Private Messages, which prevents them from being forwarded.
- *Traffic Reports:* On the `traffic : subscriber` forms, data is available on the number of Broadcast Messages created per subscriber. On the `traffic : feature` forms, data is available on the number of Broadcast Messages created per system.
- *Untouched Message:* The Untouched Message feature can be used on a Broadcast Message. However, since Broadcast Messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.
- *Voice Mail:* Broadcast Messages are a special type of voice mail presented in the *new* message category and not subject to sending restrictions unless sent to remote machines.
- *Voice Mailbox:* A single broadcast mailbox must be assigned before any Broadcast Messages or Login Announcements can be sent. The broadcast mailbox *cannot* receive voice mail. It is used strictly for saving delivered Broadcast Messages.

# Bulletin Board

## DESCRIPTION

This feature, sometimes called Information Service, allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially it is a *listen-only* extension for posting messages. Callers reach a Bulletin Board either by dialing the number directly, or by being forwarded to the Bulletin Board extension from another number or an Automated Attendant.

The AUDIX system simply plays the message, and doesn't prompt the caller for input. The caller is expected to hang up after hearing the message. It is not designed to subsequently record messages from callers because such a capability would require a large, irregularly used mailbox that would waste resources. Because the Bulletin Board extension is set up by the system administrator as a *dummy* subscriber, however, its mailbox can receive voice mail specifically addressed to that extension.

*Who has it:* Normally AUDIX subscribers do *not* have this form of Call Answer; it is used for nonstaffed extensions. These extensions are assigned Bulletin Board permission by the system administrator. Many Bulletin Boards can be set up per system.

*Who controls it:* The AUDIX system administrator assigns Bulletin Boards on a per-extension basis. They are controlled by whomever knows the password for each extension.

*Who can access it:* Any local or outside caller can dial the Bulletin Board number. Callers may not leave a message, however, since it is a listen-only service.

## Points to Remember

- Messages can be up to 20 minutes long.
- A Bulletin Board does not require the caller to use a touch-tone telephone, but it can be administered to respond to touch-tone commands such as \*R (Restart), \*T (Transfer), or 0 (Escape to Attendant).
- Bulletin Boards are simply Voice Mailboxes with only half the normal Call Answer function: they can greet the caller, but cannot record a message from the caller. Recording information messages is identical to recording Personal Greetings.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	su l, cos	Sys Adm : Message

## APPLICATIONS

Bulletin Board can be used to provide a daily news message, a help service message, directions, or other type of message useful to a large group of people. One common use is to provide information about a tool used frequently by subscribers, such as a mainframe computer or the AUDIX system itself.

If resources permit, many Bulletin Board extensions can be set up, each under a different news category. Project managers might post daily or weekly informal status reports in this way, for example. Such a use allows managers to stay informed without incurring paper clutter or wasting clerical resources. Callers can be directed to various bulletin boards by an automated attendant: *‘For fishing conditions at Eagle Reservoir, press 1; for fishing conditions at Lake Wilson, Press 2,...’*. (Use the `ca` call treatment provided by the Automated Attendant for this type of application.)

By combining the Bulletin Board feature and the Multiple Personal Greetings feature, Bulletin Boards can present different announcements for different call types (internal/external callers and in-hours/out-of-hours callers).

## REQUIREMENTS

The Bulletin Board feature requires no special hardware or software. The system must simply accommodate as many extra extensions as will be used for Bulletin Boards. The storage space required for the announcement is nominal. Its administration is similar to that for extensions within a standard class of service.

NOTE
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Bulletin Boards *can* receive Voice Mail addressed directly to their mailboxes. Users should take care not to address messages to Bulletin Board extensions unless someone has been designated to receive them, otherwise the mailboxes will be perpetually full. The system administrator can control this situation by defining a minimal retention time for all incoming messages to this mailbox.

Bulletin Boards *cannot* receive messages via the Call Answer feature — callers cannot leave messages after listening to the Bulletin Board announcements. However, callers are able to use the Guest Password feature to leave messages in a Bulletin Board mailbox.

## FEATURE OPERATION

Bulletin Board messages are recorded just as are personal greetings (see the *Multiple Personal Greetings* section of this manual). Internal or outside callers reach a Bulletin Board either by dialing the number directly, or by being forwarded to the Bulletin Board extension from another number or an Automated Attendant. Upon answering the call, the AUDIX system immediately plays a pre-recorded message or announcement.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Bulletin Board feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Bulletin Board feature interacts with switch features as follows:

- *Call Forwarding:* The Call Forwarding feature may be used to forward or redirect callers to the Bulletin Board extension (for example, a main number could redirect callers to this message after regular working hours). Call Forwarding must be correctly administered on the switch if it is to be used in conjunction with a Bulletin Board.
- *Call Coverage:* Normally, a Bulletin Board should have a call-coverage path directed to the AUDIX system with zero rings.

### Interactions with Other AUDIX Features

The Bulletin Board feature interacts with other AUDIX features as follows:

- *Automated Attendant:* The Automated Attendant feature can be used to redirect callers to a Bulletin Board extension as one of its menu options, or it can be set to time-out to play a standard Bulletin Board announcement. When used with the Automated Attendant feature, the Bulletin Board feature can be administered to either play the Bulletin Board announcement or ask the caller to leave a message (the Guest Password prompt).
- *Call Answer:* Bulletin Boards have the Personal Greeting portion of the Call Answer feature, but no capability for recording an incoming message.
- *Guest Password:* You can access a Bulletin Board mailbox via the guest password to leave a voice mail message. This is a special use of the Bulletin Board, however, as the extension is seldom staffed and its mailbox seldom used. It is also a special use of the Guest Password, as normally the password is used to leave mail only at staffed extensions.
- *Multiple Personal Greetings:* Because a bulletin board message is essentially the same as a personal greeting, the Multiple Personal Greetings feature can be used with bulletin boards to expand their versatility. Specifically, each bulletin board can have up to three messages assigned to it: one for internal callers during office hours, one for external callers during office hours, and one for all callers after office hours. The extension is never staffed, the busy/no answer message assignments don't apply. If no personal greeting is recorded and active for the Bulletin Board extension, callers will hear "*Announcement not recorded. Try again later*".
- *Playback and Recording Control:* Callers cannot control the playback of Bulletin Board messages. However, since the Bulletin Board announcement is recorded just as a personal greeting is recorded, you have access to all the options for pausing, re-recording, etc., which help you produce a high quality announcement.

- *Voice Mail:* The Bulletin Board mailbox can receive only pre-recorded voice mail specifically addressed to the Bulletin Board extension. It cannot receive voice mail via the Call Answer feature.

# Call Answer

## DESCRIPTION

The Call Answer feature allows the AUDIX system to answer calls for subscribers who are busy or unavailable. Call Answer works in conjunction with the Call Forwarding and Call Coverage features on the switch.

*Who has it:* Only AUDIX subscribers who have been given Call Answer permission by the AUDIX system administrator have the Call Answer feature.

*Who controls it:* The AUDIX system administrator assigns Call Answer on a per-subscriber or class of service basis. The switch administrator must set up the call-coverage paths or Message Service System (MSS) for calls to be automatically redirected to the AUDIX system. Subscribers may also use Call Forwarding or other switch features to manually redirect calls to the AUDIX system.

*Who can access it:* Other AUDIX subscribers, users on the local switch, or outside (external) callers can leave messages through Call Answer (since touch-tone access is not required). However, only the called subscriber can access messages placed in that subscriber's mailbox.

## Points to Remember

- If the data link to the switch is not working (for integrated systems), calls redirected to the AUDIX system stay at the last coverage point.
- Anyone who reaches AUDIX through the Call Answer feature can skip the personal greeting by pressing (1) either before the greeting begins or while it is playing.
- Either before or after a subscriber leaves a Call Answer message for someone, the subscriber can access his/her own mailbox without having to hang up by pressing (\*)(R) and logging into the AUDIX system.
- If a subscriber's mailbox is full, the caller will be informed that no message can be left and the caller may be provided with several options.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	su l, cos	Subscriber : Message

## APPLICATIONS

The primary benefit of the Call Answer feature is that if a subscriber is busy or unavailable, the AUDIX system will answer the call and provide the caller with the opportunity to leave a message. Also, depending on switch administration, calls may be forwarded to the AUDIX system for any of the following conditions:

- Forward only internal calls to the AUDIX system
- Forward external calls to the AUDIX system
- Forward calls to the AUDIX system while the subscriber's line is busy
- Forward calls to the AUDIX system if the subscriber doesn't answer
- Forward all subsequent calls to the AUDIX system (Call Forwarding Variable)
- Forward all calls to the AUDIX system (Send All Calls)

## REQUIREMENTS

The switch must be correctly administered to provide Call Forwarding or Call Coverage features for Call Answer to work properly. The Call Forwarding feature on the switch allows subscribers to redirect incoming calls directly to the AUDIX system by supplying the AUDIX extension as the forwarding number. The Call Coverage feature allows the AUDIX system to automatically answer an incoming call when the subscriber is busy or does not answer. The AUDIX system should always be administered as the last point in a call-coverage path.

For more information on feature administration for switches, see the *Switch Administration for AUDIX Voice Messaging* manual (585-305-505).

## FEATURE OPERATION

Incoming calls may be redirected to the AUDIX system either by reaching the AUDIX system at the end of a call-coverage path, or by a subscriber or other party forwarding or redirecting calls to the AUDIX system. Because the AUDIX system answers incoming calls automatically, callers do not need touch-tone capability to reach it.

Upon answering the call, the AUDIX system voices either a standard AUDIX greeting or a subscriber's personal greeting. The AUDIX system follows this announcement with a tone, indicating that recording has begun. After receiving a message, the AUDIX system places it in the subscriber's incoming mailbox. The Message-Waiting Indicator (message-waiting lamp or stutter dial tone) and Outcalling features work as usual to notify the subscriber that a new message is present.

This feature can be manipulated by both the caller and the subscriber.

### Caller Procedures

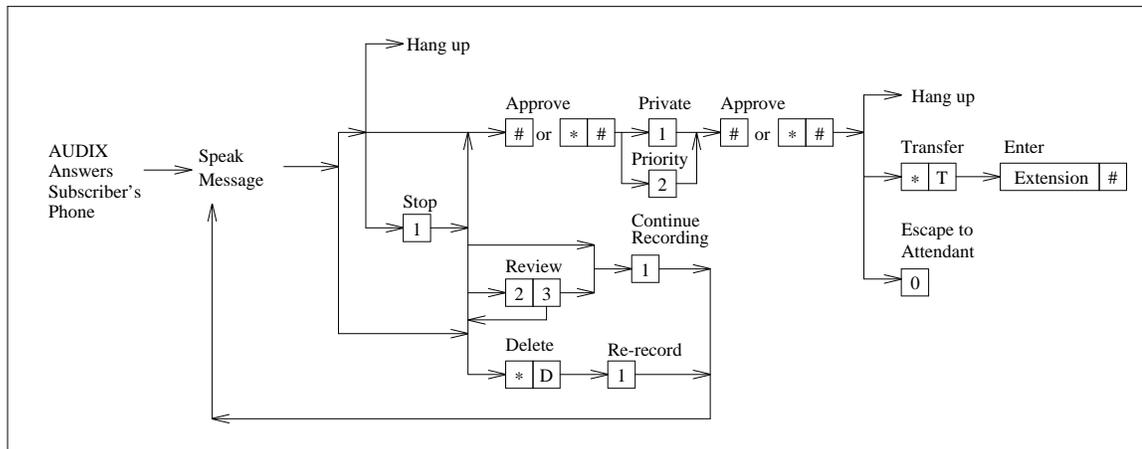


Figure 7. Call Answer Operation (R1V8)

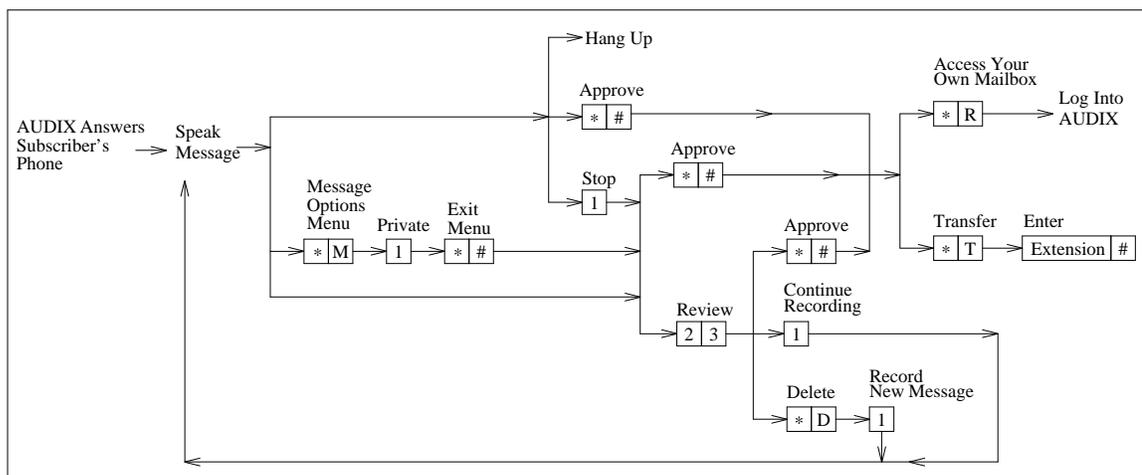


Figure 8. Call Answer Operation (R1V5 through R1V7)

Callers familiar with the AUDIX system can use standard AUDIX touch-tone commands when the Call Answer feature answers the phone. Messages can be recorded, edited, or even deleted. Callers can also prevent the recipient from forwarding their Call Answer messages to other subscribers by using the Private Message feature (notice that the method for making messages private varies between R1V8 and pre-R1V8 systems).

If the AUDIX system is administered for call transfers, callers may use the Transfer ( \* T ) or Escape to Attendant ( 0 ) commands to leave the AUDIX mailbox for another destination before or after leaving a Call Answer message. Also, if the caller is an AUDIX subscriber, the caller can press \* R (Restart) to log into his/her own mailbox.

The End-of-Message Warning option causes the recording of a Call Answer message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the AUDIX system will interrupt them with a message stating that they have 15 seconds remaining. The system administrator activates this option and defines the system-wide warning time using the `system : appearance` form.

### *Leaving a Call Answer Message*

To leave a Call Answer message, do the following:

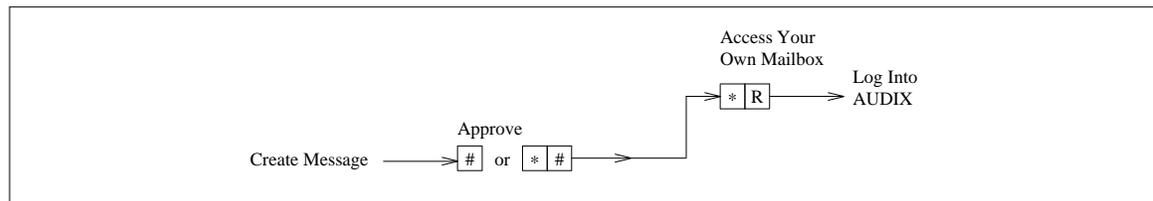
1. Speak your message after the AUDIX system answers the phone. (If you are satisfied with your message and do not want to log into the AUDIX system, transfer to another extension, or make the message private, you may hang up.)
2. Take one of the following actions, according to your needs:
  - To approve the message and go on to access your own mailbox or transfer to another extension, press # or \* # as prompted.
  - To stop recording, press 1.
  - *On RIV5 through RIV7 systems:* If you wish to make this message private (an optional step to prevent the recipient from forwarding this message to other subscribers), you must do so *before* approving the message. To make a message private:
    - a. Press \* M to access the Message Options Menu.
    - b. Press 1 to make this a private message. By pressing 1 again, you can change this from a private message back to a public message.
    - c. Press \* # to exit the Message Options Menu.
3. Press 2 3 to rewind and replay if you want to hear your message before approving it. If you want to approve the message at this point, press # or \* # as prompted.
4. Take one of the following actions, according to your needs:
  - To add to your message:
    - a. Press 1 to continue recording.
    - b. Repeat steps 1 through 3.
    - c. Go to step 5 when you're satisfied with your message.
  - To edit a portion of the message:
    - a. Find the portion of the message you want to edit by pressing 5 to rewind in 4- or 10-second increments and by pressing 6 to forward in 4- or 10-second increments.

**NOTE**

On AUDIX R1V7 and later systems, the administrator can specify whether short (4 second) or long (10 second) intervals are to be used for the rewind and advance features.

- b. Press **1** *immediately* to begin re-recording the selected portion.
  - c. Repeat steps 1 through 3.
  - d. Go to step 5 when you're satisfied with your message.
- To re-record the entire message:
    - a. Press **\*** **D** to delete this message.
    - b. Press **1** to record a new message.
    - c. Repeat steps 1 through 3.
    - d. Go to step 5 when you're satisfied with your message.
5. *On R1V8 systems:* If you wish to make this message private (prevent the recipient from forwarding it to other subscribers), you must do so *after* approving the message by pressing **1** after you approve the Call Answer message.
  6. When you are finished with all recording, editing, and option activities, press **#** or **\*** **#** to approve your message, or simply hang up.

### Logging Into the AUDIX System from Call Answer

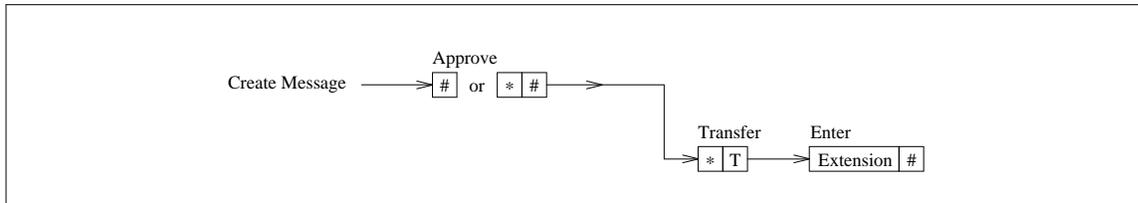


**Figure 9.** Logging Into the AUDIX System from Call Answer

When you finish recording a Call Answer message for another subscriber on your system (the same AUDIX machine), you can log in and access your own AUDIX mailbox by doing the following (this is especially useful for long distance calling):

1. Follow the previous procedure for creating a Call Answer message.
2. After you have approved your message (by pressing **#** or **\*** **#** as prompted), press **\*** **R** (Restart) to begin the AUDIX login procedure.

### Transferring to Another Extension from Call Answer



**Figure 10.** Transferring to Another Extension from Call Answer

If the AUDIX system is administered to allow call transfers, you can transfer to another extension either before or after you leave a Call Answer message for an AUDIX subscriber. To transfer to another extension:

1. Follow the previous procedure for creating a Call Answer message.
2. After you have approved your message (by pressing  or  ) as prompted, press   (Transfer) to transfer out of AUDIX.
3. Enter the extension number or name of the person you want to transfer to, followed by .

If the Transfer Out of AUDIX feature is not activated on the system, AUDIX will not allow the transfer (the system will prompt you to make another entry). Subscribers can then log into their own mailboxes if they wish, or simply disconnect the call.

## Subscriber Procedures

When the AUDIX system is administered in a call-coverage path, subscribers do not need to manually activate coverage for the AUDIX system to pick up incoming calls automatically. However, subscribers (or other parties who may pick up a redirected call) can actively send calls to the AUDIX system as follows:

- *Call Forwarding (PBX):* To forward calls to the AUDIX system, a subscriber may press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the AUDIX extension number. Incoming calls are then forwarded directly to the AUDIX system. Call Forwarding may be canceled at a later time (through a feature button or dial access code) to allow the subscriber to receive incoming calls normally. Note that even though the subscriber forwards calls to the AUDIX extension number, the AUDIX system will answer calls directed to that subscriber in “Call Answer” mode rather than “Voice Mail” mode. The AUDIX system is able to recognize forwarded calls.
- *Call Forwarding (1A ESS Switch and 5ESS Switch):* The 1A ESS Switch and 5ESS Switch do not have true call-coverage paths, but allow a variety of Call Forwarding options. Subscribers can forward calls to the AUDIX system by pressing a feature button or dialing an access code, and cancel Call Forwarding later in the same way.
- *Go To Cover (PBX):* This System 75, DEFINITY Generic 1, and DEFINITY Generic 3 feature allows a caller to send a call directly to the called party’s coverage point (for example, if the caller knows the called party is unavailable). To send a call directly to coverage, press the Go To Cover button on the voice terminal. If the AUDIX system is in the call-coverage path, a message can be left

on the AUDIX system.

- *Send All Calls (PBX):* Subscribers may use the Send All Calls (SAC) feature to immediately redirect incoming calls to coverage. SAC must be administered for the subscriber's voice terminal on the switch and the AUDIX system must be in the coverage path. To redirect calls to the AUDIX system, press a SAC feature button or dial a SAC access code. Calls are immediately sent to coverage. SAC may be activated while the telephone is idle, ringing, or active with another call.
- *Transfer Into AUDIX (PBX):* On compatible switch software loads, a secretary (or other party who picks up a redirected call) can transfer the caller to the AUDIX mailbox for the originally called subscriber using a feature access code administered on the switch. Currently System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later software releases support the Call Transfer Into AUDIX feature (the AUDIX system must be in the called party's coverage path).

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Call Answer feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Call Answer feature interacts with the switch as follows:

- *Applications Processor Dual Telephone Coverage (5ESS Switch):* This switch feature allows more than one coverage point to be assigned for the AUDIX system. For example, internal callers can be forwarded to the AUDIX system, and external callers can be forwarded to a Customer Message Service System (CMSS) on the 5ESS Switch ACP (or AP) so a live agent can answer. The AUDIX system should be the last point in a call-redirection path (calls cannot be forwarded out of AUDIX to another destination).  
  
5ESS Switch subscribers need to choose their primary message service (for example, CMSS or an AUDIX system). This primary message service is the one that activates the message-waiting indicator (the message-waiting lamp or stutter dial tone). On a 5ESS Switch with ACP, one adjunct behind the AP can also activate the message-waiting indicator. In this setup, an AUDIX system behind the AP would also be able to send a message-waiting indication through the subscriber's primary message service (the ACP).
- *Attendant or ACD/EUCD Split (System 85 and DIMENSION PBX):* Calls do not travel beyond a covering attendant station or ACD/EUCD split in a call-coverage path, but enter the queue for that coverage point. For this reason, the switch does not allow the assignment of another coverage point after an ACD/EUCD split (you may assign only one ACD/EUCD split per coverage path). See the following *Dual Coverage Paths* entry.

- *Call Coverage (PBX):* The Call Coverage feature allows the AUDIX system to automatically answer an incoming call when the subscriber is busy, does not answer, or uses the Send All Calls switch feature. the AUDIX system should always be administered as the last point in a call-coverage path.
- *Call Forwarding (all switches):* The Call Forwarding feature on the switch allows subscribers to redirect incoming calls directly to the AUDIX system by supplying the AUDIX extension as the forwarding number. For example, AUDIX subscribers with Message Center Service (MCS) may have their calls forwarded to the AUDIX system by the MCS agent after regular hours. Switch interactions include:
  - On System 75, DEFINITY Generic 1, and DEFINITY Generic 3, if subscriber A has calls forwarded to point B and point B is not answered, the call will follow subscriber A's coverage path. See the following *Multiple Call-Coverage Paths* entry for additional switch interactions.
  - On System 85 or DEFINITY Generic 2 PBXs, Call Forwarding overrides an automatic call-coverage path sequence. If a coverage point has Call Forwarding—Follow Me active, that point is temporarily removed from the coverage path (calls will skip that point and go straight to the next point, such as the AUDIX system). (See the *Night Service* entry for additional information on forwarding attendant console calls.)
  - See *Call Forwarding (1A ESS Switch and 5ESS Switch)* in the previous section for additional Call Forwarding options.
- *Direct Department Calling/Uniform Call Distribution (DDC/UCD) (DEFINITY Generic 3):* The DDC feature in DEFINITY Generic 3 routes calls to a call-distribution group according to a predefined pattern. The recommended call-distribution group for AUDIX is a UCD group, where calls are distributed equally (see the *Uniform Call Distribution* entry later in this list).
- *Dual Coverage Paths (System 75, System 85, DEFINITY Communications Systems, DIMENSION PBX, and 5ESS Switch):* Two coverage paths may be assigned on a switch (a 5ESS Switch uses two Call Forwarding paths). A dual-coverage path can distinguish between inside and outside callers (internal or external callers). For example, inside callers may be redirected to the AUDIX system and outside callers to a Message Center agent. The switch administrator should assign the AUDIX system as the last point in any path where it is used. See the following *Multiple Call-Coverage Paths* entry for more information on PBX coverage options.
- *Feature Transparency:* Call coverage and forwarding work transparently for the Call Answer feature on all local (directly connected) switches. However, switches linked through a DCS Network offer various degrees of feature transparency (see Appendix D, *DCS Networks*, for more information).
- *Go To Cover:* This System 75, DEFINITY Generic 1, and DEFINITY Generic 3 feature allows a caller to send a message directly to the called party's coverage path. If the called party is an AUDIX subscriber with Call Answer permission, the call is redirected to the AUDIX system.
- *Leave Word Calling (LWC):* An internal caller on a switch may place a LWC message at any point in a call-coverage path. LWC messages left on a 5ESS Switch ACP (or AP) are not accessible to the AUDIX system, nor is the AUDIX system notified that they exist (the AP in the SMSI link blocks the LWC message to the AUDIX system) unless the 5ESS Switch uses a Switch Communications Adapter (SCA) in a BRI/API link.
- *Message Center Service (MCS):* A Message Center on a PBX AP is often administered to receive external calls so outside callers can reach a live agent. After regular hours, the MCS agents can use Call Forwarding to redirect external callers to the AUDIX system.
- *Message-Waiting Indicator:* The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial

tone) should be administered on the switch if appropriate.

- *Multiple Call-Coverage Paths (System 75, DEFINITY Generic 1, and DEFINITY Generic 3):* System 75, DEFINITY Generic 1, and DEFINITY Generic 3 allow up to four linked call-coverage paths to be assigned in the R1V3 (or later) software releases. Any of these paths may terminate on the AUDIX system. A multiple-coverage path can distinguish between inside and outside callers (internal or external callers). For example, inside callers may be redirected to the AUDIX system and outside callers to a Message Center agent. A linked path could also provide different coverage for “busy” or “don’t answer” criteria.
- *Night Service (PBX):* An AUDIX system may be used in conjunction with night service features on the switch as follows:
  - *DEFINITY Generic 1 or Generic 3:* An AUDIX system may be used to support Listed Directory Number (LDN) calls when the switch is in night service mode. To do this, a night service extension (which must be an AUDIX subscriber) must be assigned on the Listed Directory Numbers form. The extension can be assigned to a phantom extension, then this station can be assigned a coverage path associated with the AUDIX hunt group on the Call Coverage Paths form. Set the coverage criteria field to “y” for all outside calls, then activate the Call Forwarding All Calls feature for the night extension.
  - *System 85 or DEFINITY Generic 2:* You cannot forward attendant console calls on System 85 or DEFINITY Generic 2 unless the Unattended Console Service feature is used to activate Night Service. The Night Service extension can lead to a voice terminal that forwards all calls to an ACD split, such as the AUDIX system.
- *Rotary Phones:* On most systems, the AUDIX system allows callers using rotary phones to leave Call Answer messages. The exceptions would be SMSI, BRI-API, and AUDIX Standalone systems administered to time out instead. See the *AUDIX System Description* manual (585-305-201) for more information.
- *Send All Calls (PBX):* This switch feature automatically redirects all incoming calls to coverage when activated by the subscriber. See the previous *Subscriber Procedures* section for details.
- *Tenant Services (System 85 and DEFINITY Generic 2):* A partitioned System 85 or DEFINITY Generic 2 is not aware of AUDIX system user permissions. When a subscriber dials the AUDIX extension number, the switch follows the usual rules for terminal-to-terminal calling; for example, the AUDIX extension number must either belong to the user’s extension partition or to Extension Partition 0. After reaching the AUDIX system, messages can be left for, created by, or retrieved by any subscriber regardless of the extension partition to which a particular subscriber belongs.
 

A voice terminal user in an extension partition other than Extension Partition 0 can transfer out of the AUDIX system to extension numbers in the same extension partition or to extensions in Extension Partition 0. If a user tries to transfer these calls to any other extension partition, the switch returns an intercept tone. Users in Extension Partition 0 are allowed to transfer AUDIX calls by extension number to any voice terminal in the switch.
- *Uniform Call Distribution (System 75, DEFINITY Generic 1, and DEFINITY Generic 3):* System 75, DEFINITY Generic 1, and DEFINITY Generic 3 call-coverage software can redirect calls beyond a UCD (hunt) group. However, if the AUDIX system answers the call, it will never be directed to another coverage point.

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## Interactions with Other AUDIX Features

The Call Answer feature interacts with other AUDIX features as follows:

- *Call Answer:* The activity log records scheduled and received entries for each Call Answer message.
- *Automated Attendant:* The Automated Attendant feature can be used to provide the Call Answer feature for AUDIX subscribers who do not have an extension and/or phone set on the switch.
- *Full Mailbox Answer Mode:* If a subscriber's mailbox is full, the AUDIX system will answer their calls but cannot allow callers to leave a message. Callers are informed that the mailbox is full by a system message and are given other options, such as transferring to another extension.
- *Multiple Personal Greetings:* The subscriber may record a personal greeting (or multiple personal greetings) that the Call Answer feature plays for callers who are redirected to the AUDIX system. The subscriber may then activate the personal greeting, or use the standard AUDIX greeting as desired.
- *Private Message:* Callers who reach the AUDIX system via the Call Answer feature can designate their messages as *private*, preventing the recipients from forwarding these messages to other subscribers.
- *Transfer Into/Out of AUDIX (PBX):* On compatible PBX software loads (System 85 R2V4, System 75 R1V3 Issue 1.4 or later, and DEFINITY Communications Systems), a covering agent such as a secretary can transfer calls into an AUDIX mailbox if the call was redirected to another coverage point (the AUDIX system must be in the called party's coverage path). The Call Answer feature then allows the caller to leave a message for that subscriber. Note that callers can transfer to another extension before or after leaving a Call Answer message.

NOTE
------

If a caller reaches the AUDIX system through the Call Answer feature and decides to immediately make another call or transfer back to a previous call, the AUDIX system must be properly disconnected to avoid accidentally leaving a message. The caller should hold down the switchhook long enough to receive a full (steady) dial tone before making the second call, or press the **DROP** or **DISCONNECT** feature button if available. The caller can also use the AUDIX Exit command ( **\*** **\*** **X** ) to disconnect the call.

- *Voice Mailbox:* Messages left by callers via the Call Answer feature are placed in the subscriber's incoming mailbox. Only the subscriber can access these messages.

# Call Detail Recording

## DESCRIPTION

Call Detail Recording (CDR) is an optional feature that provides detailed information on AUDIX system activity. The AUDIX system generates a record, or line of information, for each activity, and stores it on disk. This data is accessed and manipulated from a personal computer (PC) for generating reports via the AUDIX Administration and Data Acquisition Package (ADAP).

Voice Session, Outgoing Call, System Activity, and Network Session records can be generated. In industry parlance, they are called *detail* records because they are composed of discrete sets or fields of information called details. The Voice Session records, for example, are composed of details that specify the routing of a call handled by the AUDIX system (calling and called party IDs and communities, AUDIX port IDs, and mailbox IDs); the time and duration of the call; the reason the AUDIX system was employed (direct call, redirected call, outcall, etc.); the type of session (Voice Mail, Call Answer, Automated Attendant, or other feature-related reference); the message activity (messages created, played, saved, and deleted); and login attempts.

Any or all of the record types can be activated at once. In addition to record type, the system administrator specifies the maximum number of records to be collected, and the storage parameters. Using ADAP, the system administrator downloads the records to a PC.

*Who controls it:* The system administrator controls the CDR feature through forms and ADAP.

*Who can access it:* The system administrator. Although subscribers cannot access CDR, they affect the data through their use of the AUDIX system.

## Points to Remember

- The system administrator must monitor the data collection so data is not lost when the storage area becomes full.
- CDR includes no software for processing the data and generating reports.
- The ADAP user interface includes a menu item for CDR downloading.
- The ADAP user interface includes a menu item for scheduling automatic CDR downloading sessions.
- System Activity records are collected whenever CDR is active.
- The data should be downloaded during periods of low AUDIX system activity, as it may affect system performance.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	See the CDR manual	Sys Adm : Reports

## APPLICATIONS

A primary function of the records is to provide raw data from which billing and usage reports can be generated. Many voice mail service businesses require CDR for accounting and system troubleshooting. Since a record is generated for major system events, CDR provides a rigorous array of data for management efficiency. See the *AUDIX Call Detail Recording Package* manual (585-305-506) for complete information about this feature.

## REQUIREMENTS

The CDR feature has specific configuration, storage, format, and presentation requirements.

<b>NOTE</b>
-------------

This is an optional feature and must be purchased separately for each AUDIX machine. The initial activation of this feature can only be done by AT&T personnel.

## AUDIX/PC Connections

The CDR feature uses AUDIX networking hardware and software for the connection to the PC. This connection can be done several ways. The hardware requirements of each follow.

### *DCP/Data Module Connection*

Requirements:

- AUDIX Communications Controller (ACC) or ACC Enhanced (ACCE) board
- Digital Communications Protocol (DCP) switch
- DCP cables
- 7400 or equivalent data module
- RS-232 cable
- PC with the following capabilities:
  - Keyboard dialing
  - RS-232 asynchronous serial port

### *DCP/Modem Pool Connection*

#### Requirements:

- ACC or ACCE board
- DCP switch
- DCP cables
- Analog line
- RS-232 cable
- Asynchronous modems with the following attributes and capabilities:
  - 1200, 2400, 4800, 9600, or 19,200 bps data rate
  - Hayes-compatible dialing
  - parity: none
  - Data bits: 8
  - Stop bits: 1
- PC with the following capabilities:
  - Hayes-compatible dialing
  - RS-232 asynchronous serial port

### *RS-232 Modem Connection*

#### Requirements:

- RS-232 cables
- ACCE board
- Two asynchronous modems with the following attributes and capabilities:
  - 1200, 2400, 4800, 9600, or 19,200 bps data rate
  - Hayes-compatible dialing
  - parity: none
  - Data bits: 8
  - Stop bits: 1
- PC with the following capabilities:
  - Hayes-compatible dialing
  - RS-232 asynchronous serial port

### *RS-232 Direct Connection*

#### Requirements:

- RS-232 cable
- ACCE board
- One asynchronous null modem with the following attributes and capabilities:
  - 1200, 2400, 4800, 9600, or 19,200 bps data rate
  - Hayes-compatible dialing
  - parity: none
  - Data bits: 8
  - Stop bits: 1
- PC with the following capabilities:
  - Hayes-compatible dialing
  - RS-232 asynchronous serial port

## **Disk Storage**

Probably the most important consideration when planning an AUDIX CDR system is how much disk storage space is required. This requirement is a function of how many records the AUDIX system generates, how often those records will be downloaded to the PC, and how often the stored records will be removed or passed on to another processing system. This applies to sizing both the AUDIX system and the PC.

The AUDIX system can store a maximum of 128,000 CDR records; the oldest records or files are overwritten if that amount is exceeded. Since the largest record occupies 128 bytes, the maximum storage required for the AUDIX CDR records is 16.4 Mbytes (128,000 records X 128 bytes/record). This is equivalent to 136 minutes of speech (16.4 Mbytes X 8.3 minutes of speech/Mbyte).

A large AUDIX system may generate as many as 10,000 Voice Session and 2,000 Outgoing Call records in a single day. This requires about 1.25 Mbytes of storage. If the File Redundancy feature is used, the amount of AUDIX system storage must be doubled.

The amount of storage required for the PC is nearly identical to that required for the AUDIX system. An additional megabyte of storage — a staging area — should be provided for on the PC. If the File Redundancy feature is being used with the AUDIX system, the PC only requires half the AUDIX storage space (plus one megabyte), because only one of each record is downloaded.

## Data Presentation

For every AUDIX voice session, outgoing voice call, or network session, a CDR record is generated. The presentation for transmission of this large amount of data represents some compromise between industry standards and inconsistencies attributable to equipment variables and the very specific nature of the data.

### *Data Notation*

AUDIX CDR records are transmitted exclusively in ASCII notation. However, once stored on the PC, the records can be reformatted in dBASE III format.

### *Record Format*

CDR records are fixed-format records, meaning a fixed number of spaces are used for each detail (field). Network Session records are 120 characters long; Voice Session and Outgoing Call records are 102 characters long; System Activity records are 56 characters long. The following conventions apply:

- Numeric fields (composed of numbers) are right justified and padded to the left with blanks.
- Alphanumeric fields (composed of letters and numbers) are left justified and padded to the right with zeros.
- Unused fields are left blank.

Regardless of type, each CDR record begins with the following fields:

- *Record Length:* (3 characters) The length of the record in characters, including this field.
- *Record Type:* (2 characters) A code for the type of record — *01* for Voice Session, for example.
- *Record Version:* (2 characters) A version indicator (initially *01*), which provides a means for a system administrator to keep track of modifications to the record.
- *System ID:* (10 characters) The AUDIX machine name.
- *Date:* (6 characters) The initial date of the AUDIX activity. The format is *yymmdd*.
- *Time:* (6 characters) The initial time of the AUDIX activity. The format is *hhmmss*.

Regardless of type, each CDR record ends with the following fields:

- *I Filler:* (1 or 0 character) A filler to make sure each record is composed of an even number of characters. It is only present in Outgoing Call, System Activity, and Network Session records, which have an odd number of characters.
- *Carriage Return:* (1 character) The standard ASCII carriage return to reorient the cursor.
- *Line Feed:* (1 character) The standard ASCII line feed to reorient the cursor.

## Record Details

The AUDIX Voice Session, Outgoing Call, System Activity, and Network Session record details are briefly described below.

**NOTE**

See the *AUDIX Call Detail Recording Package* manual (585-305-506) for explicit information about each record detail and its codes and values.

### *Voice Session Records*

Each individual voice session is recorded in a Voice Session record. A voice session is initiated whenever a caller logs into the AUDIX system, attempts to log into the AUDIX system, or is transferred to a voice mailbox via the Automated Attendant or Bulletin Board feature. It makes no difference whether the caller is originally in Voice Mail or Call Answer mode. The details for Voice Session records are summarized in the following table. See the *AUDIX Call Detail Recording Package* manual (585-305-506) for more information about each detail.

**Table 3.** Voice Session Record Details (*Part 1 of 2*)

<b>Detail</b>	<b>Description</b>
Port ID	AUDIX voice port number
Date of Session	Date session started
Time of Session	Time session started
Duration of Session	Duration in seconds
Mailbox ID	Extension number or ID of mailbox for Voice Mail sender or Call Answer recipient
Community ID	Subscriber's community for Message Sending Restrictions
Filler	Space reserved for future use
Reason for the Connection	Codes indicate direct call to the AUDIX system, call redirected to the AUDIX system and why (busy, no answer), AUDIX outcall, or unknown reason

(Continued)

**TABLE 3.** Voice Session Record Details (*Part 2 of 2*)

<b>Detail*</b>	<b>Description</b>
Session Type	Codes indicate Voice Mail, Call Answer, Automated Attendant, Bulletin Board, and permutations of each
Integration Type	Whether or not the AUDIX system is integrated with switch
Called Party ID*	Originally called or forwarding number
Calling Party ID*	Caller's extension, outside number, or trunk group number
Calling Party Type*	Explanatory code for calling party ID
Log-in Attempts	Codes for up to three attempts indicate success or failure and why
Session Termination Method	Codes indicate transfer, disconnect, subscriber or system problem, etc.
Total Messages Created	Number of voice messages created during session
Total Message Recipients Specified	Total number of recipients for total messages created
Messages Created and Filed	Number of new messages created and filed in file cabinet during session
New Messages Played and Saved	Number of new messages played and saved during session
New Messages Played and Deleted	Number of new messages played and deleted during session
Total Messages Deleted	Number of all messages (new, unopened, old) deleted during session

\* These details may vary according to the switch with which the AUDIX system is used. See the following section, *Switch-Dependent Variables*.

### *Outgoing Call Records*

An Outgoing Call record is created for every outgoing call that is originated by the AUDIX system via a voice port. This includes call transfers, outcalling and message waiting activation/deactivation via access codes.

Unsuccessful call transfer attempts may result in multiple Outgoing Call records being created during a single voice session. For example, the subscriber may attempt a transfer that is not successful.

If the AUDIX system is administered to use *enhanced call transfer* the caller is given the opportunity to attempt another transfer.

The details for Outgoing Call records are summarized in the following table. See the *AUDIX Call Detail Recording Package* manual (585-305-506) for more information about each detail.

**Table 4.** Outgoing Call Record Details

<b>Detail</b>	<b>Description</b>
Port ID	AUDIX voice port number
Date of Call	Date call was made
Time of call	Time call started
Duration of call	Call duration in seconds
Mailbox ID	Extension number of subscriber responsible for outcall
Community ID	Subscriber's community for the Message Sending Restrictions
Filler	Space reserved for future use
Secondary Mailbox ID	Extension number of subscriber who logs into the AUDIX system in answer to outcall
Secondary Community ID	The secondary subscriber's community for the Message Sending Restrictions
Filler	Space reserved for future use
Dialed Number	Number dialed by the AUDIX system for the outcall, transfer, or message-waiting notification activation
Call Type	Codes indicate transfer type from Call Answer, Voice Mail, Automated Attendant, or Bulletin Board; or Outcall type and call waiting indicator setting
Result of Call	Codes indicate success or failure of transfer or completion of outcall

### *System Activity Records*

A System Activity record is created every time one of the following occurs:

- The system is restarted
- The system clock is reset
- The time-zone is changed
- The daylight savings time attribute is changed
- Daylight savings time is changed
- CDR file transfer to the PC starts or ends
- There is a change in the specified CDR record types that are being stored
- Corruption or loss of CDR data is detected

The System Activity records provide the system administrator with an audit trail for these system events. A system restart may explain partial or missing records and gaps in the CDR file. It may also indicate when a version of a record has changed due to a system upgrade. A clock, time-zone or daylight saving time attribute change affects the reported time for all messages and system activity. Clock, time-zone and daylight savings time attribute changes and CDR record type changes both impact the consistency of the CDR records.

The details for System Activity records are summarized in the following table. See the *AUDIX Call Detail Recording Package* manual (585-305-506) for more information about each detail.

**Table 5.** System Activity Record Details

<b>Detail</b>	<b>Description</b>
Primary Date	Date the activity occurred or started
Primary Time	Time the activity occurred or started
System Activity	Codes indicate specific clock, CDR, daylight savings, restart, or time zone activity
CDR Record Types	Record types that are being stored
Secondary Date	New date, after the reset of the system clock
Secondary Time	New time, after the reset of the system clock

### Network Session Records

A Network Session record will be created for every incoming and outgoing AUDIX networking call. This includes sessions for AUDIX Networking, Message Delivery, and AMIS Analog Networking. Further, records are created for every non-networking call that is placed using an AUDIX networking data port (such as CDR and Text Service Interface applications).

The details for Network Session Records are summarized in the following table. See the *AUDIX Call Detail Recording Package* manual (585-305-506) for more information about each detail.

**Table 6.** Network Session Record Details (*Part 1 of 2*)

Detail	Description
Date	The date the network session started
Time	The time the network session started
Port ID	AUDIX port number (voice ports are used for AMIS analog networking)
Duration of Call	Call duration in seconds
Remote System Type	The type of remote system involved in the session
Remote System ID	The identification of the remote system
Type of Connection	The type of connection used for the network call
Data Rate	Codes indicate the data rate used for the network call (from 1200 bps to 64,000 bps)
Call Type	Identifies the network call as incoming or outgoing and indicates the specific reason for the call
Result of Call	Codes indicate the result of the network call
Failure Reason	Codes indicate the specific reason the network call failed
Messages Sent/Accepted	The total number of messages successfully sent to the remote system during the session

(Continued)

**TABLE 6.** Network Session Record Details (*Part 2 of 2*)

<b>Detail</b>	<b>Description</b>
Messages Sent/Rejected	The total number of messages unsuccessfully sent to the remote system during the session
Recipients for Messages Sent	The total number of recipients specified for all messages successfully sent to the remote system
Deliveries of Messages Sent	The total number of successful deliveries for all messages successfully sent to the remote system
Status Messages Sent	The number of status messages sent to the remote system
Subscriber Updates Sent	The total number of individual, administrative updates for local subscribers sent to the remote system
Name Updates Sent	The total number of voiced-name updates sent to the remote system
Messages Received/Accepted	The total number of messages successfully received from the remote system
Messages Received/Rejected	The total number of messages received from the remote system but rejected
Recipients for Messages Received	The total number of recipients specified for all messages successfully received from the remote system
Deliveries for Messages Received	The total number of successful deliveries for all messages successfully received from the remote system
Status Messages Received	The number of status messages received from the remote system
Subscriber Updates Received	The total number of individual, administrative updates for remote subscribers received from the remote system
Name Updates Received	The total number of voiced-name updates received from to the remote system
Transmission Errors	The number of transmission errors detected during the session

*Switch-Dependent Variables*

The details of the *Voice Session Records* may change according to the switch with which the AUDIX system is integrated. The following table lists the switch-dependent variables for each record type.

**Table 7.** Switch-Dependent Voice Session Variables

<b>Detail</b>	<b>Switch</b>	<b>Effect</b>
Called Party ID	1A ESS	ID is number of last phone in forwarding chain before transfer to the AUDIX system
Called Party ID	System 75/85, DEFINITY G1/G2/G3, or DIMENSION PBX without vectoring	For calls direct to the AUDIX system, ID is <i>queue directory number</i> for AUDIX ACD group
Called Party ID	System 75/85 or DEFINITY G1/G2/G3 with vectoring	For calls direct to the AUDIX system, ID is <i>dialed vector directory number</i> for AUDIX ACD group
Calling Party ID	System 75/85, DEFINITY G1/G2/G3, or DIMENSION PBX	Internal: caller's extension External: trunk group number
Calling Party ID	Other integrated	Internal: caller's extension External: caller's phone number (if available)
Calling Party ID	Other nonintegrated	ID not available
Calling Party Type	System 75/85, DEFINITY G1/G2/G3, or DIMENSION PBX	Trunk group code: <i>T</i> if Calling Party ID is a trunk group; blank if it is an extension number
Calling Party Type	Other switches	Trunk group code: blank if Calling Party ID is a phone number or is not available

## FEATURE OPERATION

The system administrator controls the collection of CDR records using the `system : cdr` form. If CDR is activated, System Activity records are automatically collected. The system administrator specifies the other records for the AUDIX system to generate. The PC used for downloading CDR records is administered as a remote machine for networking on the `system : translation : machine : adjunct` form.

Since the CDR data is downloaded to a PC via ADAP, the system administrator must also define the PC using the ADAP `PC2AUDIX Setup Parameters` form, then download the records using the ADAP `PC2AUDIX Schedule` form.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of CDR with switch features and other AUDIX features.

### Interactions with Switch Features

The CDR feature does not interact directly with the switch. The type of switch used with CDR can affect some record details, however. See *Switch-Dependent Variables* under the *Requirements* section for more information.

### Interactions with Other AUDIX Features

The CDR feature interacts directly with only a few other AUDIX features. Indirectly, nearly every AUDIX feature has some effect on the recorded data. The CDR feature interacts with other AUDIX features as follows:

- *ADAP*: CDR records are downloaded to a PC from AUDIX using ADAP. ADAP is a prerequisite for retrieving CDR records. A special version of ADAP, made available for the CDR feature, includes options for downloading on demand or scheduling automatic CDR downloading.
- *Broadcast Message*: The Voice Session Record for the sending of a broadcast message records only one message sent. This is because the AUDIX system delivers Broadcast Messages to a special broadcast mailbox that all subscribers access.
- *File Redundancy*: If the File Redundancy feature is used, the records are duplicated and occupy twice as much space on the AUDIX system. Duplicate files and records are not downloaded to the PC, however, so extra space on the PC is not required.
- *Traffic Reports*: CDR records events from which the traffic statistics are generated.



# Class of Service

## DESCRIPTION

The type of service provided to each AUDIX subscriber can be defined using a *class of service* (cos). Since there are always groups of subscribers with similar needs (such as large voice mailboxes, long message retention periods, or permission to use features like Outcalling), it is convenient to create unique service classes that can be assigned to these specific groups. Up to 12 custom classes of service may be created.

The AUDIX system is originally shipped with a general `cos : default` form, six forms related to subscriber system usage (light, medium, or heavy), and one form related to the Bulletin Board feature. The other `cos` forms (`cos : 8` through `cos : 11`) are simply named “class8” to “class11” and are identical to the `cos : default` form.

*Who controls it:* Usually, the system administrator assigns the service options to the different `cos` forms. The system administrator may also rename any of the `cos` forms as needed.

*Who can access it:* Usually, only the system administrator has access to the `cos` forms.

## Points to Remember

- Twelve classes of service are delivered with the system.
- The `cos` form names can be listed using the `list : cos` form.
- Class of service information is contained in the `sdat` filesystem.
- Whenever the system administrator changes an attribute on a `cos` form, all subscribers with that class of service are automatically updated.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	<code>su l, cos, l cos</code>	Sys Adm : Administration

## APPLICATIONS

The Class of Service feature is used to define specific service options for differing groups of subscribers. These classes of service allow the system administrator to administer a subscriber by simply entering the `cos` number (or name) in the `subscriber : local` form.

## REQUIREMENTS

The Class of Service feature has no requirements other than those of the AUDIX system itself.

**NOTE**

If permission is given for specific features (such as Outcalling) using the `cos` forms, the requirements for those features must be met.

## FEATURE OPERATION

Most administrator-assigned service options are entered on a `cos` form (see the figure below). Note that factory defaults are shown in applicable fields on the sample screen.

```

AUDIX STATUS:  alarms: none,  logins: 1,  thresholds: none
PATH:  cos : default

class of service name:  def_____          modified (y/n)? n
addressing format (e/n):  e

permissions, type      (a/c/p/n):  c      announcement control (y/n)? n
      outcalling      (y/n)? n      priority messages      (y/n)? n
      broadcast (v/l/b/n):  n

incoming mailbox, lifo/fifo (l/f):  f      category order (n,u,o):  nuo
      retention times (days), new: 10  old: 10      unopened: 10
outgoing mailbox, lifo/fifo (l/f):  f      category order (f,u,n,d,a):  funda
      retention times (days), file cab: 10  delivered/nondeliverable: 5

voice mail message (seconds), maximum length: 200  minimum needed: 120
call answer message (seconds), maximum length: 120  minimum needed: 40
end of message warning time (seconds): 15

maximum mailing lists: 25      total entries in all lists: 250
mailbox size (seconds), maximum: 1200  minimum guarantee: 0

```

Error and confirmation messages appear here.

CHANGE or RUN	ADD	DELETE	HELP	FIELD HELP	CLEAR FORM	EXIT	ENTER
------------------	-----	--------	------	---------------	---------------	------	-------

**Figure 11.** Sample Class of Service Form

Once a `cos` form is administered, that class of service may be specified on the `subscriber : local` form to give the same set of service options to any new AUDIX subscribers who are added. Each of these `cos` templates can be identified by either their number or name. The preset `cos` form templates, designed to cover a variety of situations, are listed in the following table:

**Table 8.** Class of Service Forms

Form Number	Form Name	Description
<code>cos : default</code>	default	Contains generic parameters that handle subscribers who have no particular feature or treatment requirements
<code>cos : 1</code>	light10	Sets parameters for typical light AUDIX users with a message retention time of 10 days
<code>cos : 2</code>	medium10	Sets parameters for typical medium AUDIX users with a message retention time of 10 days
<code>cos : 3</code>	heavy10	Sets parameters for typical heavy AUDIX users with a message retention time of 10 days
<code>cos : 4</code>	bulletin	Has the call answer permission set to <i>preset</i> for information service bulletin boards
<code>cos : 5</code>	light30	Sets parameters for typical light AUDIX users with a message retention time of 30 days
<code>cos : 6</code>	medium30	Sets parameters for typical medium AUDIX users with a message retention time of 30 days
<code>cos : 7</code>	heavy30	Sets parameters for typical heavy AUDIX users with a message retention time of 30 days
<code>cos : 8</code>	class8	Settings are identical to the default form
<code>cos : 9</code>	class9	Settings are identical to the default form
<code>cos : 10</code>	class10	Settings are identical to the default form
<code>cos : 11</code>	class11	Settings are identical to the default form

You can modify and rename these 12 templates to create unique new classes of service.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Class of Service feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Class of Service feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Class of Service feature interacts with other AUDIX features as follows:

- *Call Answer:* Permission allowing callers to be redirected to the AUDIX system can be activated or denied using a `cos` form. The system administrator can define different `cos` forms that allow some groups to use the Call Answer feature while restricting other groups from its use.
- *Mailing List:* The total number of mailing lists a subscriber may have (from 0 to 999) and the total number of entries for all lists (from 0 to 9999) can be defined on a `cos` form.
- *Outcalling:* Permission to use the Outcalling feature can be activated or denied using a `cos` form. The system administrator can define different `cos` forms that allow some groups to use the Outcalling feature while restricting other groups from its use.
- *Voice Mail:* The Class of Service feature allows the system administrator to specify the default addressing format for voice mail. Messages may be addressed by either subscriber name or extension (extension addressing is recommended). Subscribers can always switch modes temporarily by using the \* A (Alternate Addressing) command.
- *Voice Mailbox:* Alterable Voice Mailbox parameters on `cos` forms are listed below:
  - *Category Order:* Messages in the incoming section of the voice mailbox are divided into the categories *new* (n), *unopened* (u), and *old* (o); they are scanned in the order specified on the `cos` (such as “nuo”). Messages in the outgoing section of the voice mailbox are divided into the categories *delivered* (d), *accessed* (a), *undelivered* (u), *nondeliverable* (n), and *file cabinet* (f); they are also scanned in the order specified on the `cos` (such as “funda”).
  - *Guaranteed Message Space:* Guaranteed message space is an option on the `subscriber : local` and `cos` forms. A value other than 0 causes the specified amount of storage space to be reserved for a subscriber’s voice mailbox. Reserved space might never be used by a subscriber (usually space is allocated automatically as needed). Guaranteed space is *not* recommended.
  - *Maximum Mailbox Size:* Define the maximum space allowed for one subscriber’s messages. If a voice mailbox reaches the maximum size and messages are not cleaned out, no new messages may be created or received in that voice mailbox. The AUDIX system automatically warns subscribers if they cross a threshold.

- *Message Lengths:* Define the minimum amount of space that must be available before a subscriber can record a new message or before a caller can leave a message in a subscriber's incoming voice mailbox. If the voice mailbox does not have at least this amount of space, a new message cannot be created. Also specify the maximum message length up to 20 minutes (see the `system : limits` form); this field should never exceed the maximum message length field.
- *Message Order:* The order in which messages in each voice mailbox are scanned: last-in/first-out (lifo), or first-in/first-out (fifo). Lifo (l) means the most recent messages appear first; fifo (f) means the oldest messages appear first.
- *Message Retention Time:* The length of time that messages are stored in the system. Retention times should be long enough for subscribers to be away and still receive their messages upon return, but not so long that disk space is needlessly used up. Thirty days is a good estimate for *new* messages; other messages (old, unopened, file cabinet, etc.) should be saved about ten days.



# Custom Announcements

## DESCRIPTION

The AUDIX system allows the system administrator to use a voice terminal to record and listen to subscribers' names. In a Networking configuration, machine names may also be recorded. In addition, the system administrator can listen to system announcements and record, change, or listen to announcement fragments (fragments are short sections of AUDIX voice prompts).

These tasks are accomplished using Activity 9 (System Administration) on the AUDIX Activity Menu.

- Who has it:* Usually, only the AUDIX system administrator's login is given announcement-control permission.
- Who controls it:* The system administrator assigns announcement-control permission using the `cos` or `subscriber : local` form.
- Who can access it:* Only a subscriber login with announcement-control permission can access Activity 9 to record subscriber's names and customize AUDIX announcements.

## Points to Remember

- To ensure the integrity of the database, announcement-control permission should be limited to as few people as possible.
- System announcements and fragments should not ordinarily be tampered with since standard AUDIX messages and prompts can be destroyed. For example, if a person accidentally presses **1** while recording a subscriber's name, a system announcement can be recorded over, damaging normal AUDIX messages.
- Announcement fragments should only be modified if absolutely necessary and if good recording facilities are available.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	<code>cos, su l, sy an</code>	Sys Adm : Administration

## APPLICATIONS

Part of AUDIX system administration requires recording subscribers' names (or having the subscribers record their own names using the Name Record By Subscriber feature) and system announcements using a voice terminal. The following list identifies the recording activities available with this feature:

- The most common task is recording and changing subscribers' names that are voiced by the AUDIX system. Voice mailbox administration requires recording new subscribers' names in either the announcement data (`adat`) filesystem (in R1V2) or the names data (`ndat`) filesystem (in R1V3 and later software releases). This allows the AUDIX system to announce the names of called subscribers for system-default Call Answer greetings and the names of subscribers who send or leave messages. Names may be a maximum of 8 seconds long.

**NOTE**

If a subscriber's name is not recorded, only the extension number is voiced.

- If machines are added to an AUDIX network, the name of the new adjunct may be recorded. The name recording should be done in a quiet area using a good voice terminal (always listen to names after voicing them to ensure the recording is clear and correctly pronounced). Names may be a maximum of 8 seconds long.
- If the Automated Attendant or Bulletin Board features are used, a designated speaker (such as the system administrator or other responsible party) must record the announcement or list of menu choices. This activity is performed like recording a subscriber's personal greeting (for more information, see the *Multiple Personal Greetings* section of this document).
- Occasionally the system administrator may re-record other AUDIX announcements or fragments, such as changing the default Call Answer and Voice Mail system greetings. Because of the possibility of unintentionally affecting the way system prompts normally play, announcements should be altered only if necessary. AT&T guidance is recommended. Refer to the appropriate guide for your announcement set if you wish to customize any of your system announcements (prompts or messages):

— *AUDIX Announcement Customization — R1V2 through R1V7* (585-305-531)

— *AUDIX Announcement Customization — Standard User Interface* (585-305-532) (R1V8)

— *AUDIX Announcement Customization — Traditional User Interface* (585-305-533) (R1V8)

**WARNING**

**If you decide to customize your system announcements, you must be extremely careful and precise. If you make a mistake, the resulting announcements could be erroneous, and straightening out mistakes can be frustrating and time-consuming. It is strongly recommended that you do not attempt to modify any announcements without the help of an AT&T representative (you may be charged for this service).**

## REQUIREMENTS

To record subscribers' names or customize announcements, the AUDIX system administrator must assign announcement-control permission using the `cos` or `subscriber : local` form.

## FEATURE OPERATION

This section defines the announcement filesystem and its operation. For procedures on recording subscriber names, see the *AUDIX Administration* (585-305-501) manual. For procedures on customizing system announcements, see the appropriate announcement customization guide for your release of AUDIX software.

### Announcement Filesystems

The system announcements are contained in one or more `adat` filesystems (the number depends on whether the customer has customized any system announcements). The active announcement filesystem contains the AUDIX system announcements and prompts that callers and subscribers hear. If announcements are added or customized, changes are first made to an administrative (working) version of the announcement filesystem. When the system administrator is satisfied with the changes, the administrative version is copied to the active version. The `adat` filesystem(s) contain only system announcements; names recorded by the system administrator (or by subscribers themselves) are in the `names` filesystem.

The announcement filesystems changed for the R1V8 software release as summarized below:

- *R1V8*: Two versions of the AUDIX system announcements are available with R1V8 software:
  - *Standard* — The default version of system announcements on R1V8 systems, sometimes called the *streamlined* user interface. This version is typically named `disk00.ana` on a new system or `ana.adat` on a generic program cartridge. The standard announcements are slightly more concise than the traditional set and are consistent with the standard English announcement set available with the DEFINITY AUDIX voice mail system.
  - *Traditional* — The traditional (abbreviated) version of system announcements designed to make upgrades to the R1V8 software release as transparent as possible for subscribers accustomed to using an earlier AUDIX software release. This version is named `disk00.anc` on a new system or `anc.adat` on a generic program cartridge. However, if an AUDIX system is upgraded to R1V8 software from an earlier release, the announcement filesystem will use the same name and disk location as the previous announcement set (for example, `disk02.anp`).

The announcements in the traditional announcement set are designed to imitate (as closely as possible) the announcements that were available with earlier AUDIX systems. The only differences between this and the *abbreviated* (or *terse*) version of AUDIX R1V2 through R1V7 system announcements are those necessitated by changes to the dial plan (the keystrokes users must press).

The easiest way to tell which version of R1V8 announcements is installed on your system is to record any AUDIX message and listen to the prompt. If it tells you to press `#` to approve the message, the standard announcement set is installed. If it tells you to press `*#`, the traditional announcement set

is installed.

- *R1V2 through R1V7*: Two versions of the AUDIX system announcement sets were available prior to the R1V8 software release, summarized below. These announcement sets are no longer available.
  - *Abbreviated* — The “terse” version of system announcements. This was the default announcement set shipped with R1V2 through R1V7 systems. It was typically named `disk00.ana` on a new system or `ana.adat` on a generic program cartridge.
  - *Verbose* — The “long” version of system announcements. This announcement set was optionally available for R1V2 through R1V7 systems. It was typically named `disk00.anp` on a new system or `anp.adat` on a generic program cartridge.

## Changing Announcement Fragments

Announcement fragments are numbered pieces of voice data that are combined in the system to form the prompts and announcements the AUDIX system plays for subscribers and callers who access the system. The fragment numbers must be combined in the right order for a message to play correctly, and one fragment may affect many messages. Announcements are handled in the AUDIX system as follows:

- Announcements are composed of one or more fragments.
- Fragments are individually recorded pieces of speech.
- Subscriber and machine names are special announcement fragments.

System announcements are listed by fragment number and text in the announcement customization guides. If you need to change an announcement or fragment, you must use the correct fragment number. Before changing a fragment, you should estimate the impact the change will have on other messages in the system since one fragment can be used in numerous messages. Fragments may be frequently played and must be recorded in a quiet area using a good voice terminal.

See the appropriate announcement customization guide for your release of AUDIX software for complete announcement customization procedures.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Custom Announcements feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Custom Announcements feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Custom Announcements feature can, in effect, interact with each AUDIX feature.



**Incorrect use of this feature could be hazardous to the integrity of the AUDIX system announcements. If you decide you must change announcements, you must be extremely careful and precise. If you make a mistake, the resulting announcements could be erroneous, and rectifying mistakes could be frustrating and time-consuming. It is strongly recommended that you do not attempt to modify any announcements without the help of your AT&T representative (you may be charged for this service).**



# Delivery Scheduling

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## DESCRIPTION

The Delivery Scheduling feature allows subscribers to send voice mail messages to other subscribers at a designated time and date. After voice mail messages have been created and addressed, the sender has the option of having the AUDIX system deliver the message immediately or schedule a time and date that the message is to be delivered.

- Who has it:* This feature is available to all AUDIX subscribers.
- Who controls it:* Subscribers can control when a message is delivered by entering a specific time and date after addressing the message.
- The AUDIX system administrator controls when messages are transmitted to remote AUDIX machines (in an AUDIX network) using the `system : translation : machine : audix/amis/call delivery` form.
- Who can access it:* Subscribers can access and change voice mail messages that are scheduled for delivery at any time before the message is delivered to the recipient(s).

## Points to Remember

- Voice mail messages can be scheduled for immediate delivery or for delivery up to one year in the future.
- A message scheduled for delivery to a different location in an AUDIX network will be transmitted at times designated by the system administrator. Because of this procedure, messages may be delayed anywhere from 5 minutes to 24 hours after the original scheduled delivery time.
- If a voice mail message cannot be delivered to a recipient, the sender will be notified and the message will be placed in the *undeliverable* section of the sender's outgoing voice mailbox.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	sy tr m aud	Sender : Delivery

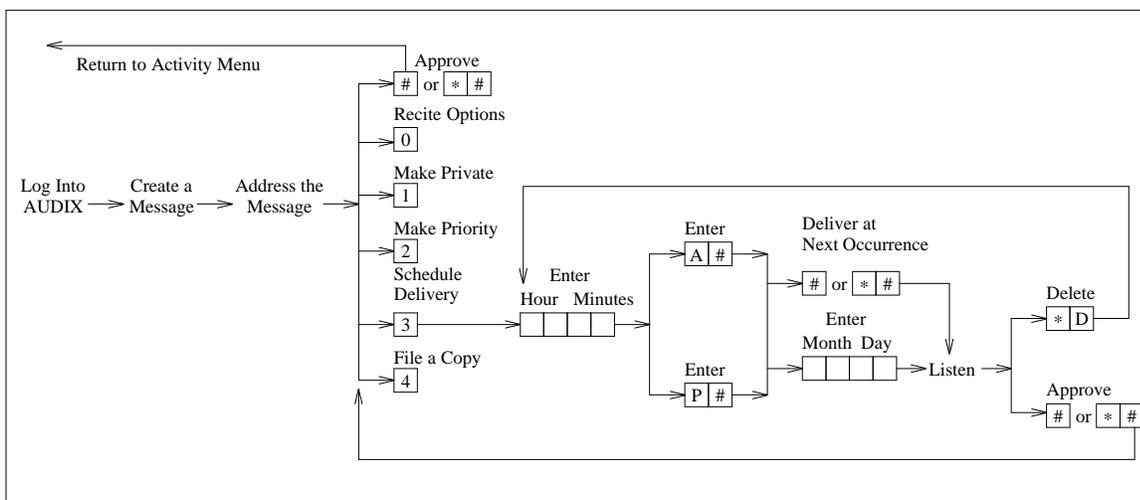
## APPLICATIONS

The Delivery Scheduling feature can be used for several applications. For example, a subscriber can create a voice mail message to remind other subscribers of an upcoming meeting or special event. Subscribers can also send messages to themselves as reminders of special dates such as birthdays, anniversaries, or meetings.

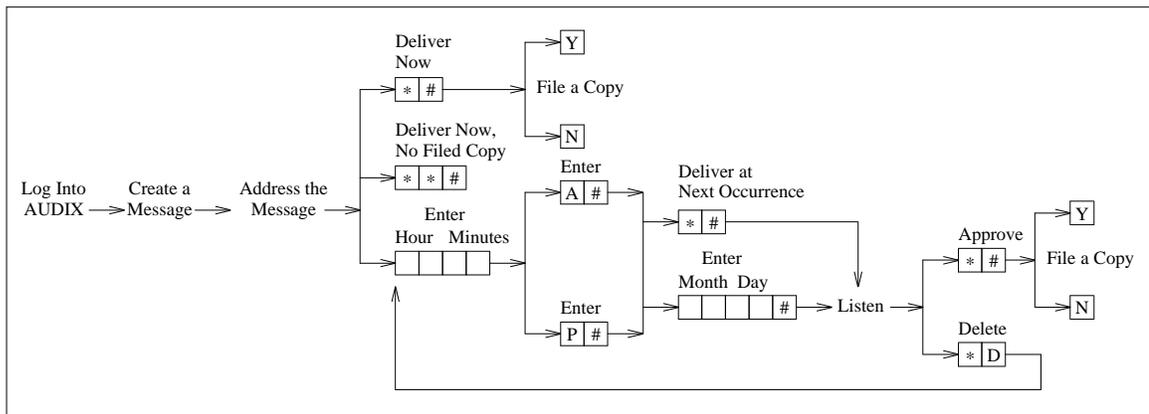
## REQUIREMENTS

The Delivery Scheduling feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION



**Figure 12.** Delivery Scheduling Operation (R1V8)



**Figure 13.** Delivery Scheduling Operation (Pre-R1V8)

After you record and address a voice mail message, the AUDIX system prompts you for a specific delivery time and date (if you do not specify a particular time, the AUDIX system will deliver your message immediately). To schedule a voice mail message for delivery, do the following:

1. Log into the AUDIX system.
2. Create and address a voice mail message as described in the *Voice Mail* section of this manual.
  - *On R1V8 systems:* You are automatically placed in the options menu after address approval. Press (3) to select the schedule delivery option.
  - *On Pre-R1V8 systems:* You may schedule a message for future delivery after address approval.
3. Enter the hour and minute for the message to be delivered. For example, press (2) (0) (5) for 2:05. The AUDIX system needs either one or two digits for the hour, but always requires two digits for the minutes.

If you would like the AUDIX system to deliver the message immediately, press (#) or (\* #) as prompted.

4. Press (A) for A.M. or (P) for P.M.
5. Press (#) to signal that you have entered the delivery time.
6. Take one of the following actions according to your needs:
  - To deliver the message at the next occurrence of the time you just entered, press (#) or (\* #) as prompted, then go to step 7.
  - To deliver the message on a later date:
    - a. Enter numbers for the month and day of delivery. For example, press (8) (2) (9) for August 29th.
 

The month can be either one or two digits, while the day requires two digits. For example, to deliver a message on November 3rd, type (1) (1) (0) (3).
    - b. Press (#) to signal that you have entered the delivery date.
7. Listen while the AUDIX system repeats the entire schedule. If the schedule is not correct, press (\*) (D) to delete, and repeat steps 3 through 7.

8. Press  or   as prompted to approve the schedule.
  - *On RIV8 systems:* You may select any other options on the options menu, then press  or   again to “send” the message (schedule it for delivery). The AUDIX system then returns you to the Activity Menu.
  - *On Pre-RIV8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press  (for *yes*) to file a copy, or press  (for *no*). After you press  or , the AUDIX system automatically returns you to the Activity Menu.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Delivery Scheduling feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Delivery Scheduling feature has no direct interaction with any switch features.

### Interactions with Other AUDIX Features

The Delivery Scheduling feature interacts with other AUDIX features as follows:

- *ADAP:* Voice mail traffic data (including voice mail messages that have been sent using the Delivery Scheduling feature) can be transferred to a PC using ADAP. Information (stored in dBASE III PLUS format on the PC) on voice mail includes: subscriber use of voice mail, remote voice mail message use, and the number voice mail messages created and sent on a daily or hourly basis.
- *Message Waiting Indicator:* With integrated AUDIX systems, new messages (including voice mail messages that have been sent using the Delivery Scheduling feature) light the message-waiting lamp (if available) or activate an audible message-waiting indication.
- *Name Record By Subscriber:* Header information attached to a message (including voice mail messages that have been sent using the Delivery Scheduling feature) can contain the sender’s name voiced by the sender instead of the AUDIX system.
- *Networking:* AUDIX subscribers on one adjunct cannot address and schedule the delivery of voice mail to subscribers on another adjunct unless AUDIX Networking is installed. The AUDIX system administrator controls if and when messages are transmitted to remote AUDIX machines using the system : translation : machine : audix/amis/call delivery form.

- *On-Line Help:* While creating, addressing, and scheduling the delivery of voice mail, the AUDIX system guides the subscriber through each step. However, if the subscriber requires more information, an on-line help facility is available by pressing **\*** **H**. The AUDIX system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.
- *Outcalling:* When a voice mail message has been delivered (including voice mail messages that have been sent using the Delivery Scheduling feature) to a subscriber's mailbox, the Outcalling feature (if activated) will inform the recipient that a new message exists by placing a call to a predefined telephone number or pager.
- *System Clock:* The Delivery Scheduling feature relies on the System Clock feature because the future delivery of voice mail is a time-dependent activity.
- *Traffic Reports:* Subscriber use of voice mail (including voice mail messages that have been sent using the Delivery Scheduling feature) can be monitored and analyzed using the Traffic Reports feature. Specifically, data is gathered on the number of voice mail messages created, the average storage time of a voice mail message, the number of messages rescheduled for delivery, the number of messages sent to remote AUDIX machines, the average and maximum numbers of ports assigned to voice mail, and the number of voice mail messages and sessions that occurred during prime time and nonprime time.
- *Voice Mail:* After a voice mail message is created and addressed, the sender can use the Delivery Scheduling feature to tell the AUDIX system when to deliver the message.
- *Voice Mailbox:* Voice mail messages are created, addressed and scheduled for delivery in the outgoing section of a subscriber's voice mailbox. Also, messages that are waiting to be sent can be reviewed or edited from the outgoing section of the originator's voice mailbox.

Messages that have been sent using the Delivery Scheduling feature play out from the incoming section of the recipient's voice mailbox. Message headers indicate the actual delivery time rather than the creation time.



# Dial-By-Name

## DESCRIPTION

The Dial-By-Name feature allows callers to transfer to any AUDIX subscriber by dialing the subscriber's name instead of his/her extension number. Callers who do not know an AUDIX subscriber's extension number may select name addressing by pressing **\*** **A** (for Alternate Addressing Mode) and entering the subscriber's name. The AUDIX system will automatically transfer the caller to that subscriber's extension.

*Who has it:* The Dial-By-Name feature is available to all subscribers and all callers who enter the AUDIX system.

*Who controls it:* The AUDIX system administrator assigns each subscriber's default addressing format (either extension number or name) on the `cos` or `subscriber : local` form.

Callers also control this feature by pressing **\*** **A** to toggle, temporarily, between extension number and name addressing.

*Who can access it:* All subscribers and callers who enter the AUDIX system, using a touch-tone telephone, can access the Dial-By-Name feature.

## Points to Remember

- When using the Dial-By-Name feature, note that the letter *Q* is represented by pressing **7** and *Z* by pressing **9**.
- The AUDIX system administrator should inform subscribers as to which default addressing format (extension number or name) they have been assigned.
- If you find yourself using the **\*** **A** command most of the time, you may want to ask your system administrator to change your default addressing mode.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	<code>su l</code> , <code>cos</code> , <code>sy ap</code>	Sender : Routing

## APPLICATIONS

Subscribers who log into the AUDIX system to access their messages and decided they want to call another subscriber but do not know that person's extension number can use the Dial-By-Name feature to transfer out of the AUDIX system and place the call. This feature is especially useful for quick calls when away from the office.

Also, any caller who has been redirected to the AUDIX system via the Call Answer feature can transfer to any extension in the switch's dial plan. Callers usually transfer by extension number, so the **\* T** (Transfer Out of AUDIX) command uses extension numbers as its default addressing mode. However, callers can also transfer to AUDIX subscribers by dialing the subscriber's name if they press **\* A** after pressing **\* T**.

## REQUIREMENTS

The Dial-By-Name feature has only one requirement; the Transfer Out of AUDIX feature must be administered on the `system : appearance` form.

## FEATURE OPERATION

The Dial-By-Name feature can be used any time you want to transfer out of AUDIX (except during the login sequence and when entering an outcalling number) and do not know a subscriber's extension number.

To dial an AUDIX subscriber by name, do the following:

1. Log into the AUDIX system.
2. Press **\* T** to transfer out of the AUDIX system.
3. Press **\* A** to switch to name addressing mode (this assumes your default addressing mode is by extension number).
4. Enter the letters that spell the name of the AUDIX subscriber, last name first, and press **#**. Note that in many cases it is not necessary to enter the entire name; a unique match is all that is required.
5. One of the following will occur:
  - If the AUDIX system finds a unique match for the letters you entered, your call will be transferred immediately.
  - If the AUDIX system requires more information to make a unique match, you will be asked to enter more characters (for example, the subscriber's first name).
  - If the AUDIX system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

For example, if a subscriber logs into the AUDIX system and listens to his/her new messages, then

wants to call another subscriber named Lucy McVay and decides to use the Dial-By-Name feature to place the call, the subscriber would press the following sequence of keys:

\* T \* A 6 2 8 2 9 5 8 #

**NOTE**

If you are using the Dial-By-Name feature in an AUDIX network, simply enter the subscriber's name — the network location prefix is not required. However, because name addressing may not be available for all users in an AUDIX network, the AUDIX system may tell you that no match exists for a name you have entered. You can still send your message by using extension addressing.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Dial-By-Name feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Dial-By-Name feature interacts with switch features as follows:

- *Basic Call Transfer:* This type of call transfer is used for the AUDIX Standalone, 1A ESS Switch, and 5ESS Switch configurations. Basic Call Transfer is not guaranteed to work on multiple switches or in a DCS Network.
- *Enhanced Call Transfer:* This type of call transfer is faster, more secure, and requires a fully integrated digital PBX. Currently only System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later PBX software releases support Enhanced Call Transfer.

### Interactions with Other AUDIX Features

The Dial-By-Name feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* Name addressing is *only* available for administered remote subscribers on remote AMIS systems administered for AMIS one-step addressing. If the AUDIX system tells you that no match exists for a name you have entered, you will be able to send your message by using the normal AMIS one-step or AMIS two-step addressing mode, but only if the remote system is administered for one of these forms of AMIS Analog Networking.
- *Call Answer:* Calls routed to the AUDIX system via the Call Answer feature can use the Dial-By-Name feature to transfer to an AUDIX subscriber's extension either before or after leaving a message. a range of administered numbers.

- *Class of Service:* The AUDIX system administrator assigns a default addressing format (extension number or name) for each subscriber using this form or the `subscriber : local` form.
- *Message Delivery:* Name addressing will *only* be available for administered Message Delivery recipients. If the AUDIX system tells you that no match exists for a name you have entered, you can still send your message by using the normal Message Delivery addressing mode, provided the remote number is individually administered or falls within a range of administered numbers.
- *Networking:* In a local AUDIX network or with a DCS Network, the network location prefix is not needed when transferring out of the AUDIX system using the Dial-By-Name feature. Note that name addressing may not be available for all users in an AUDIX network; if the AUDIX system tells you that no match exists for a name you have entered, you can still send your message by using extension addressing.
- *On-Line Help:* On-line help is available at any time (except when entering an outcalling number) by pressing  .
- *Personal Directory:* The AUDIX system will first attempt to match the name entered with the subscriber's Personal Directory. If an exact match is not found, the AUDIX system then searches the list of all administered subscribers.
- *Transfer Out of AUDIX:* The Dial-By-Name feature is actually a subfeature of the Transfer Out of AUDIX feature. The only difference is that the AUDIX system uses the subscriber database to translate a name (entered by the caller) to an extension number.

# Directory

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## DESCRIPTION

The AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use this feature at any time to find out the name or extension number of an AUDIX subscriber, or to verify whether the person they are trying to reach is an AUDIX subscriber.

*Who controls it:* The AUDIX system automatically updates the Directory whenever changes are made using the `subscriber : local`, `subscriber : remote`, or `cos` forms. There is no administration necessary for the Directory feature.

*Who can access it:* Anyone who enters the AUDIX system can access the Directory feature.

## Points to Remember

- The letter *Q* is represented by pressing (7).
- The letter *Z* is represented by pressing (9).
- In an AUDIX networking configuration, only administered remote subscribers will be listed in the Directory.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	N/A	Sender : Database

## APPLICATIONS

The Directory feature is primarily used to look-up subscribers' names and extensions. It can also be used to verify whether a person is an AUDIX subscriber.

## REQUIREMENTS

The Directory feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

The Directory feature is available at any time while accessing the AUDIX system. To use the Directory feature:

1. Press    (for Names and Numbers Directory).
2. Enter the name of the subscriber (last name first) and press .

The AUDIX system announces the subscriber's name and extension number.

3. If the AUDIX system requests more letters, add them from the point where you left off.

To find out a name for a specific extension, press   (for Alternate Addressing) to switch modes, then enter the extension number and press .

4. To exit the Directory feature, press  (on R1V8 systems only) or  .

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Directory feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Directory feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Directory feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* Only administered remote subscribers on remote AMIS systems administered for *one-step* addressing will be listed in the Directory. If an AMIS recipient is listed in the Directory, only their extension number will be voiced; the caller may have to know the area code and prefix before dialing that person.
- *Message Delivery:* Only administered Message Delivery message recipients will be listed in the Directory. If a Message Delivery recipient is listed in the Directory, only their extension number will be voiced; the caller will have to know the area code and prefix before dialing that person.
- *Networking:* In an AUDIX networking configuration, only administered remote subscribers will be listed in the Directory. Also, only the extension number will be voiced. For remote network subscribers, the caller will have to know the area code and prefix before dialing that person.



# Escape to Attendant

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## DESCRIPTION

The Escape to Attendant feature allows AUDIX subscribers to have a personal attendant or operator designated to answer incoming calls. Callers who are transferred to the AUDIX system via the Call Answer feature can immediately redirect the call to reach a live attendant or first leave a message and then transfer to a live attendant.

*Who has it:* If a system-wide covering extension is defined by the system administrator, all subscribers with call answer permission have the Escape to Attendant feature. Otherwise, individuals must have their subscriber profiles administered with a covering extension to use this feature.

*Who controls it:* The system administrator can assign a default covering extension *for the entire AUDIX system*, such as the company operator or main receptionist, using the `system : appearance` form.

If a subscriber has a personal covering extension (such as a secretary), the system administrator can administer the Escape to Attendant feature to direct this subscriber's calls to the desired extension using the `subscriber : local or system : appearance` form. In R1V7 and later software, redirected calls may be administered to follow the call-coverage path of the covering agent.

*Who can access it:* If this feature is administered correctly, any caller can press **0** to be transferred to a covering attendant.

## Points to Remember

- Subscribers who are administered with this feature may wish to mention the transfer option in their personal greetings.
- If the AUDIX system does not use the Enhanced Call Transfer feature, callers may experience a delay before the covering party can hear them.
- The transfer destination should be a staffed position. If the call is not answered and call coverage is not assigned, callers may hear ringing with no answer.
- On R1V7 and later systems with enhanced call transfer, the administrator can specify on a system-wide basis whether or not redirected Call Answer calls follow the call-coverage path of the covering agent.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	<code>cos, su l, sy ap</code>	Caller : Routing

## APPLICATIONS

The Escape to Attendant feature is used when a subscriber wants to give callers the option of talking to a live attendant instead of (or in addition to) leaving a message. AUDIX subscribers can also use this feature to transfer to their covering attendants by pressing **\*0** any time after logging in.

By combining the Escape to Attendant feature and the Bulletin Board feature, a customer can provide callers with the option of talking to a live attendant after hearing the Bulletin Board information. For example, a theater could provide callers with the evenings presentations, schedules, and prices, then allow the caller to transfer to a box office attendant.

## REQUIREMENTS

The following requirements must be met for the Escape to Attendant feature to work:

- The `system : appearance` form must have the appropriate fields filled in as indicated below:
  - The Call Transfer feature *must* be active.
  - A system-wide covering extension may be assigned.
  - On R1V7 and later systems with enhanced call transfer, Call Answer calls that are redirected to a covering agent may be administered on a system-wide basis to follow the call-coverage path of the covering agent. See the *Feature Operation* section for more information.
- Individual subscribers must have call answer permission defined on their `subscriber : local` form or `cos` form.
- A covering extension defined on an individual's `subscriber : local` form takes precedence over the system-wide covering extension administered on the `system : appearance` form. Either a system-wide or individual covering extension *must* be defined in order for subscribers to use the Escape to Attendant feature.

## FEATURE OPERATION

This section describes how users (subscribers or redirected callers) can use the Escape to Attendant feature, and how the Escape to Attendant feature operates on the system.

### User Operation

When the Call Answer feature answers a call for a subscriber, the caller can press **0**, either before or after leaving a message, and be transferred to a covering attendant. Subscribers who are logged in to AUDIX can use the **\*0** command to reach their own covering agent.

## System Operation

On R1V2 through R1V6 AUDIX systems, the Escape to Attendant feature operates as follows:

- If the AUDIX system is administered to support enhanced call transfer, the Escape to Attendant feature is treated as a *redirected* call. If the covering agent is not available:
  - The call will continue to ring if the covering agent does not answer and call coverage or call forwarding is not active.
  - If the line is busy or the covering agent has activated call forwarding or some other form of call coverage, the call returns to the originally called subscriber's mailbox. (The switch will not redirect a previously redirected call.) Callers who are returned to AUDIX have the option of leaving an AUDIX message or using the   (Transfer) option to reach another extension.
- If the AUDIX system is *not* administered to support enhanced call transfer, the Escape to Attendant feature is treated as a *direct* call. If the covering agent is not available or does not answer, the call follows the normal call-coverage path of the covering agent. Callers might eventually hear, for example, an AUDIX message asking them to leave a message for the covering agent or secretary.

The Escape to Attendant feature was enhanced in R1V7 software to allow the system administrator to select whether or not calls redirected to a covering agent follow that agent's call-coverage path. In other words, administrators can select whether or not these calls are treated as *direct* or *redirected* calls.

**NOTE**

If Escape to Attendant transfers are treated as direct calls, the calling-party ID and other information from the called subscriber is *not* passed along to the new coverage path. This means a secretary, for example, cannot know from which subscriber's mailbox the call originated when he or she picks up the call.

The system administrator activates the treatment of Escape to Attendant calls on a system-wide basis using the `system : appearance` form. The default is to *not* have calls follow the covering agent's call-coverage path (be treated as *redirected* calls as they are on pre-R1V7 systems). The '0' calls follow coverage option works only under the following conditions:

- The enhanced call transfer feature is active on the system (refer to the *Transfer Into/Out of AUDIX* chapter for more information on call transfer features).
- A caller presses  or   during a *Call Answer* call. Call Answer calls include those where:
  - Callers are redirected to an AUDIX mailbox.
  - Callers reach AUDIX through the Guest Password feature.
  - Callers reach AUDIX through the Bulletin Board or Information Service feature.
  - Callers reach an AUDIX mailbox from an automated attendant option administered with the `ca` (Call Answer) or `g` (Guest) treatment.

## NOTE

For automated attendants, the 0 option is a menu choice, and the \* 0 option is not valid.

Regardless of the setting of the '0' calls follow coverage option, the switch will always treat the following types of call transfers as *direct* calls:

- Call transfers made using the \* T (Transfer Out of AUDIX) feature during a Bulletin Board, Call Answer, or Voice Mailbox call.
- Call transfers made when a subscriber presses \* 0 during a *Voice Mailbox* call to reach his or her personal covering agent.
- Call transfers made when subscribers use the Return the Call feature when responding to an AUDIX message (option 0 after subscribers elect to respond to an AUDIX message).
- Call transfers made when callers respond to an option on an automated attendant menu that has been administered with a t (Transfer) treatment.
- Call transfers made when callers press \* T on an automated attendant menu that has been administered to accept the Transfer Out of AUDIX command.

In all these cases, it is assumed that the person initiating the call transfer intends to reach (or leave a message for) the person or extension to which they are transferring.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Escape to Attendant feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Escape to Attendant feature interacts with the switch as follows:

- *Attendant or ACD/EUCD Split (System 85 and DIMENSION PBX):* Calls do not travel beyond a covering attendant station or ACD/EUCD split in a call-coverage path, but enter the queue for that coverage point. For this reason, the switch does not allow the assignment of another coverage point after an ACD/EUCD split (you may assign only one ACD/EUCD split per coverage path).
- *Call Coverage (PBX):* The Call Coverage feature allows the AUDIX system to automatically answer an incoming call when the subscriber is busy, does not answer, or the caller uses the Escape to Attendant feature. The AUDIX system should always be administered as the last point in a call-coverage path.

## Interactions with Other AUDIX Features

The Escape to Attendant feature interacts with other AUDIX features as follows:

- *Call Answer:* Subscribers who want to have the Escape to Attendant feature available for their callers must have call answer permission defined on their `subscriber : local` form.
- *Class of Service:* Subscribers must have call answer permission for the Escape to Attendant feature to work. This permission can be defined on the `cos` form.
- *Multiple Personal Greetings:* The subscriber may record a personal greeting (or multiple personal greetings) that the Call Answer feature plays for callers who are redirected to the AUDIX system. Subscribers who have the Escape to Attendant feature may wish to mention in their personal greetings that callers can reach a live attendant or secretary by pressing **0**.
- *Voice Mailbox:* Callers can leave call answer messages in subscribers' voice mailboxes and then press **0** to transfer to a covering attendant. Also, subscribers can transfer to their covering attendant any time after logging into the AUDIX system by pressing **\*0**.



# File Redundancy

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## DESCRIPTION

This feature allows the system administrator to set up AUDIX filesystems so that crucial information is simultaneously updated and copied to a backup filesystem (on another disk drive) while the system runs. In the event of a disk drive problem, this duplicate filesystem prevents loss of critical data.

- Who has it:* This is a system administration feature; it is not used by subscribers.
- Who controls it:* The system administrator is responsible for setting up redundant copies of crucial AUDIX filesystems.
- Who can access it:* Normally, the AUDIX system administrator is the only person who has access to this feature.

## Points to Remember

- The AUDIX-L system does *not* support the File Redundancy feature. See your AT&T representative if you need to use File Redundancy on an AUDIX-L system.
- File Redundancy is easiest to set up if all the disks are the same size.
- Redundant filesystems are always placed on a different disk from the original filesystem. See the *AUDIX System Description* (585-305-201) for more information on disk configurations.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V4, V5, V6, V7, V8	fi d, fi li	Sys Adm : Maintenance

## APPLICATIONS

The File Redundancy feature allows the AUDIX system to make a simultaneously updated copy of an active filesystem. This duplicate filesystem is automatically made active if the original filesystem has problems, or if the disk on which it resides fails.

## REQUIREMENTS

Additional disk drives are usually required to implement the File Redundancy feature. Because file redundancy can protect the system in case of disk failure, the redundant (duplicate) filesystems must be placed on separate disks. For more information on disk configurations and filesystem distribution, see the *AUDIX System Description* manual (585-305-201).

Any mounted filesystem except the boot filesystem can be duplicated using the File Redundancy feature, as long as sufficient disk space is available. (A backup boot filesystem should be present on all systems; it is updated using the `filesystem : update` configuration form.)

Normally, the most important filesystems to duplicate are `sdat` (system data) and `vdat` (voice data). However, the `ndat` (which has voiced-in names) and the `sst` (which has traffic records) filesystems are important and should also be considered when deciding which filesystems to make redundant.

<b>NOTE</b>
-------------

If any `vtext` filesystems (which contain the messages themselves) are to be redundant, *all* the `vtext` filesystems should be redundant. The AUDIX system places messages in any of the `vtext` filesystems that has space, so all the `vtext` filesystems should be redundant for a reliable voice message backup. Note that the `vtext` filesystems are larger and take more disk space than other AUDIX filesystems.

The File Redundancy feature is *not* available for AUDIX-L models.

## FEATURE OPERATION

Whenever the File Redundancy feature is first activated for a filesystem, the system can take up to 45 minutes to copy the currently active filesystem (you may not be able to access or display other AUDIX forms until the copy is complete). To cancel the File Redundancy feature (for example, to regain more free disk space), turn the File Redundancy feature off, delete the duplicate filesystem, and restart the system to clean up system memory. See *AUDIX Administration* (585-305-501) or the appropriate forms reference manual for your software release for more information on setting up and using the File Redundancy feature.

The primary (active) filesystem is called the *master* filesystem; this is the filesystem shown as mounted on the `filesystem : list` form. The redundant (backup) filesystem is not mounted under normal conditions. If the master filesystem is ever damaged or lost, the system automatically switches to the backup filesystem (makes it the active filesystem) and creates an alarm for the master filesystem. If an unmounted redundant filesystem is damaged or lost, the AUDIX system simply creates an alarm for the bad filesystem and will not use it, even if the master filesystem begins to have problems.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the File Redundancy feature with switch features and other AUDIX features.

### Interactions with Switch Features

The File Redundancy feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The File Redundancy feature has no direct interactions with any other AUDIX features.



# Form Filler

## DESCRIPTION

The Form Filler feature captures voiced responses to pre-recorded questions (voice prompts) and stores those responses in a voice mailbox where they can later be transcribed to data records on a Personal Computer (PC) or on hard copy.

This feature relies on the call-routing and form-scripting abilities of the Inbound Call Director (ICD) software package and on the Voice Mailbox feature of the AUDIX system and AUDIX Voice Power systems. The ICD and AUDIX Voice Power software reside on an AT&T 6386 WGS or compatible PC.

For complete information on the Form Filler feature, see the *Inbound Call Director R2V2 User's Guide* (350-136).

*Who has it:* The Form Filler is an automated feature that is assigned to an extension, not a subscriber.

*Who controls it:* The system administrator assigns the Form Filler on a per-extension basis. Forms and voice prompts are customized through ICD scripting.

*Who can access it:* Any caller can dial the Form Filler number and respond to the voice prompts or be transferred to a live attendant. The transcriber can only access the responses to the voice prompts for entry into matching fields on a form on a PC.

## Points to Remember

- The Form Filler feature requires a knowledge of ICD scripting.
- Since only the responses to the prompts are recorded, it is critical that the scripts be written so that information can be easily transcribed.
- Callers can reach a live attendant at any time.
- The Form Filler feature has the ability to reference up to ten different items on each menu. Callers can press (0) through (9) for the product or service of choice.
- Scripts can be changed while the system is on-line and without any interruption in service.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V3, V4, V5, V6, V7, V8	N/A	Sys Adm : Message

## APPLICATIONS

The Form Filler can be used in any situation where simple information is collected and transcribed later by a data entry clerk. Some suitable applications for the Form Filler are:

- Course registration
- Order taking — Retail catalogs
- Data gathering — Marketing surveys
- Collecting applications — Credit card applications
- Reservations — Theater tickets
- Utility problems — Street repair
- Sales support — Dissemination of product literature
- Pre-arrival — Hospitals

## REQUIREMENTS

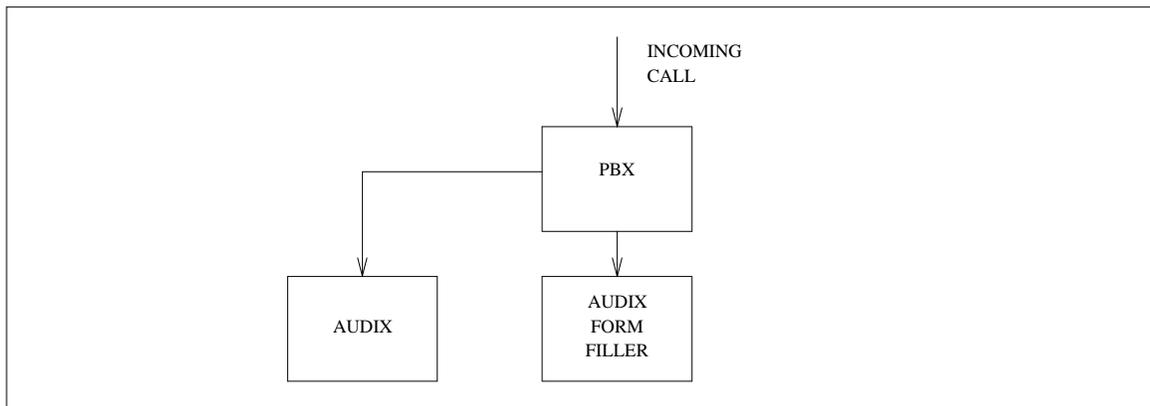
The following hardware and software are required for the Form Filler feature:

- An AT&T 6386 WGS computer
- Voice Power Board Model VP4
- UNIX Operating System — V/386 Release 3.2 or later
- AUDIX Voice Power Application Software Release 1.0
- Voice Power System Software Release 2.1 (included with AUDIX Voice Power Application Software Release 1.0)
- Inbound Call Director Release 2 Version 2 or later

## FEATURE OPERATION

The hardware/software platform that the Form Filler feature resides on can be used as a standalone voice mail system (AUDIX Voice Power) or it can be connected to an integrated AUDIX voice mail system. In either case, the ICD and AUDIX Voice Power software are co-resident on the AT&T 6386 WGS and act as an adjunct processor to the switch. This “base” platform has the ability to transfer calls to the AUDIX system or receive calls from an AUDIX Automated Attendant.

The following figure shows the connectivity and call-routing between the Form Filler feature and the AUDIX system.



**Figure 14.** AUDIX Form Filler Configuration

Calls entering the system can either be directed to the ICD module of the AUDIX Form Filler platform or to the Automated Attendant feature of the AUDIX system. In either case, the caller is prompted to select options by pressing the appropriate number on the telephone keypad. If the call is answered by an AUDIX automated attendant, the call will be transferred to the AUDIX Form Filler platform. If the call is answered by the ICD module, the form filling script begins without transferring the call.

Similarly, if the call is first answered by the ICD module and the caller chooses to leave a call answer message for an AUDIX subscriber, the ICD module transfers the call to the subscriber's extension. Note that a form filler script can provide the caller with the option of leaving comments in a voice mailbox; the call would simply be transferred to the appropriate AUDIX extension.

An example of how the Form Filler feature can work — registering for a course — is as follows:

A caller dials the Form Filler number and is greeted and given a menu of choices. The caller selects “course registration” and is transferred to that extension. The caller is greeted once again and given brief instructions followed by the first voice prompt:

*Please state the identification number and title of the course you want to register for.*

The caller identifies the course then hears the next voice prompt:

*Please state your name.*

The course registration form is electronically read to the caller, field by field, until it is completed. After each voice prompt, a pause is given to allow the caller time to respond; the time allowed is variable and preset by the person who has written the script for this data collection form. After the last question has been answered, the system voices a final message and disconnects the call.

The responses to the prompts are stored in a Voice Mailbox until they are retrieved at a later time by a transcriber. The transcriber is notified of new registration requests by the message-waiting lamp (or stutter dial tone). The transcriber can then access the responses for entry into matching fields on a form on a PC.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Form Filler feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Form Filler feature interacts with the switch as follows:

- *Call Forwarding (PBX):* To forward calls to the AUDIX system, a caller may press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the AUDIX extension number. Incoming calls are then forwarded directly to the AUDIX system through the switch.
- *Message-Waiting Indicator:* The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.

### Interactions with Other AUDIX Features

The Form Filler feature interacts with other AUDIX features as follows:

- *Automated Attendant:* Calls entering the AUDIX Form Filler platform can be answered by an automated attendant. After voicing a menu of options available to the caller, the AUDIX system will transfer the call to the appropriate extension. If the caller selects an option that is covered by the Form Filler application, the call is transferred to the ICD platform.
- *Escape to Attendant:* A caller may request to be transferred to a live attendant at any time by pressing a button.
- *Voice Mailbox:* Responses to voice prompts are stored in a voice mailbox until they are retrieved at a later time by a transcriber.

# Full Mailbox Answer Mode

## DESCRIPTION

This feature provides the caller with alternative options for completing a call when the recipient's mailbox is full. If the recipient has a personal greeting activated, the caller hears the greeting followed by AUDIX announcements stating that a message cannot be left and listing other options. If the recipient is using the system greeting, the caller hears only the AUDIX announcements.

The caller receives the normal Call Answer options: Transfer, Wait, Help, Restart, Exit, and Operator (or covering extension). If the caller doesn't respond within an administered time period, the AUDIX system forwards the call to (1) the personal covering extension, if there is one, or (2) the system covering extension, if there is one. If neither extension is available, the AUDIX system plays a message warning the caller to respond or be disconnected. If there is no further response, the AUDIX system ends the call.

*Who has it:* The feature is available to all subscribers with the Call Answer feature.

*Who controls it:* The system administrator assigns covering extensions for the entire system or for individual subscribers. Subscribers control whether or not the caller first hears a personal greeting before getting the list of options.

*Who can access it:* Anyone can access the feature by dialing an extension that has a full mailbox.

## Points to Remember

- Before leaving for an extended period, recipients should set up a covering extension and inform callers of it via the personal greeting.
- If the full mailbox answer is triggered excessively, system administrators should respond by enlarging mailboxes. The system administrator should continually tailor mailbox space for subscribers as necessary, using data acquired from ADAP and the system log.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	sy ap	Sender : Message

## APPLICATIONS

This feature is primarily of interest to sales and service organizations that receive many outside calls. It is more cordial than other systems in that the call is answered even if the recipient's mailbox is full. The most common scenario is that of a salesperson on vacation. When the salesperson's mailbox is filled, clients who call that extension are gracefully allowed to complete the call to another extension. The covering extension may be served by an automated attendant that offers further options to the caller.

## REQUIREMENTS

There are no requirements for Full Mailbox Answer Mode other than those required for the AUDIX system itself.

## FEATURE OPERATION

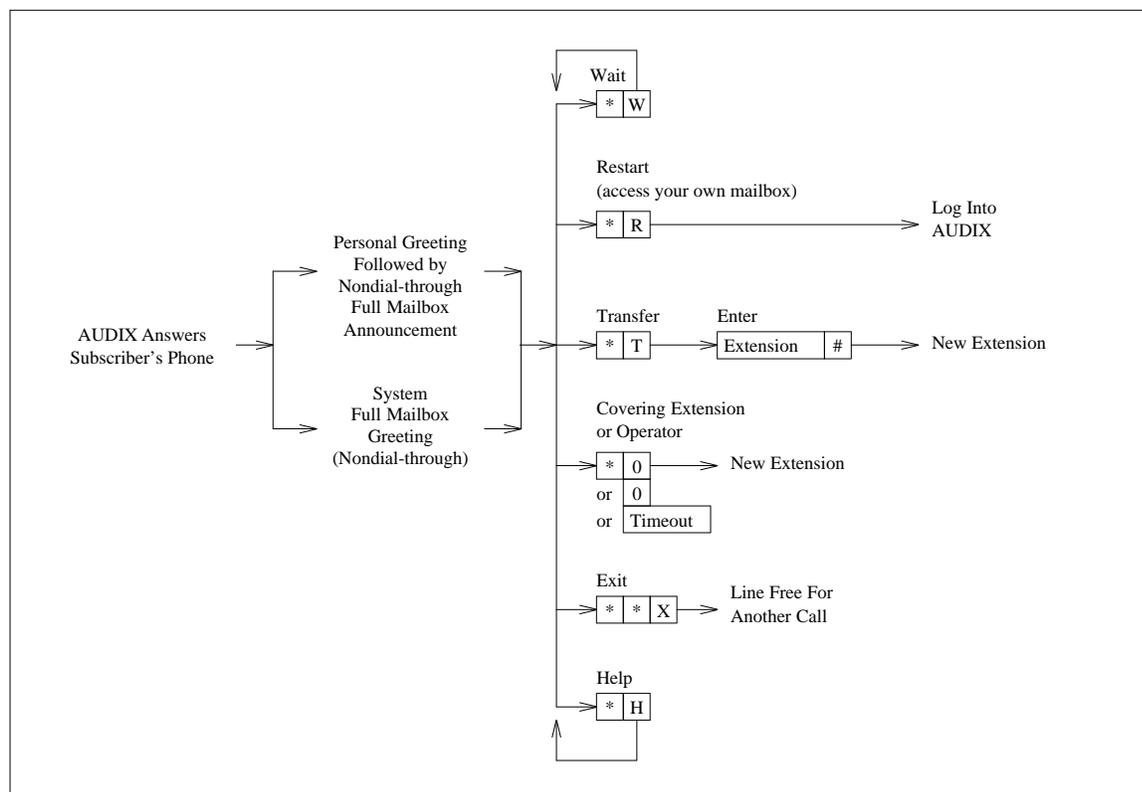


Figure 15. Full Mailbox Answer Mode Operation

The caller's operations are shown in the figure. There are no recipient operations necessary for the Full Mailbox Answer Mode feature. See the *AUDIX Administration* manual (585-305-501) for information on how system administrators assign covering extensions.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Full Mailbox Answer Mode feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Full Mailbox Answer Mode feature is a subfeature of the Call Answer feature. See the *Call Answer* chapter for a complete list of switch feature interactions.

- *Rotary Phones:* On most systems, the AUDIX system allows callers from nontouch-tone phones to leave Call Answer messages. A time-out mechanism is implemented for the Full Mailbox Answer Mode feature so that callers using rotary phones will be automatically transferred to a covering extension after being told that they cannot leave a message.

### Interactions with Other AUDIX Features

The Full Mailbox Answer Mode feature interacts with other AUDIX features as follows:

- *Automated Attendant:* Any covering extension can be one served by an Automated Attendant, which provides the caller with more transfer options.
- *Bulletin Board:* Any covering extension can also be a Bulletin Board extension.
- *Call Answer:* Full Mailbox Answer Mode is a subfeature of Call Answer, in that it is a situation-specific modification of the basic Call Answer feature. See the *Call Answer* chapter for a complete list of AUDIX feature interactions.
- *Call Detail Recording:* Caller's use of Full Mailbox Answer Mode can be tracked via the Call Detail Recording (CDR) feature, which records a record for each type of AUDIX activity. The AUDIX CDR records also detail the call transfers initiated by Full Mailbox Answer Mode.
- *Custom Announcements:* System administrators can record the voice prompts that the caller hears in Full Mailbox Answer Mode.
- *Directory:* The system directory is not accessible to callers who reach an AUDIX mailbox that is in Full Mailbox Answer Mode.
- *Escape to Attendant:* Escape to Attendant is used in Full Mailbox Answering Mode as one of the options offered to a caller ("Press zero...").
- *Guest Password:* Callers can transfer into the AUDIX system and leave a message for any subscriber if they know the Guest Password. They cannot leave a message in a full mailbox.

- *Leave Word Calling:* Callers cannot leave a LWC message in a full mailbox, but they can leave a LWC message at other extensions to which they might transfer.
- *Login Announcement:* Callers will receive a login announcement (if activated) normally if they transfer to the AUDIX system and log in.
- *Multiple Personal Greetings:* If the recipient has a personal greeting activated, callers will hear the standard (normal hours, etc.) personal greeting before getting the Full Mailbox announcements.
- *Name Record By Subscriber:* If the recipient has recorded a name, that recording will be used for the full mailbox announcements.
- *On-Line Help:* Help (   ) is included in the list of options presented to the caller.
- *Playback and Recording Control:* The playback control buttons have no effect on the personal greeting and system announcements played to the caller. Also, the recording control buttons only work for the caller when leaving a message at another extension after transferring.
- *Traffic Reports:* Callers' use of Full Mailbox Answer Mode can be monitored and analyzed using the Traffic Reports feature. Note that the system administrator will also receive a report in the system log each time the Full Mailbox Answer Mode feature is used.

# Guest Password

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## DESCRIPTION

The Guest Password feature allows people who are not AUDIX subscribers to access the AUDIX system by dialing the main AUDIX number, entering a subscriber's extension, and entering the system-wide Guest Password. These callers can leave messages for that subscriber but cannot listen to other messages in the mailbox.

The Guest Password may also be used to leave messages for subscribers who don't have call-coverage to the AUDIX system or to bypass an attendant in a coverage path to record an AUDIX message for another subscriber.

*Who has it:* All subscribers who have some type of call answer permission defined in their subscriber profile can receive messages from guests who use the guest password.

*Who controls it:* The system administrator selects a 1- to 15-digit Guest Password to be used by the entire system. This password is defined on the `system : appearance` form. The system administrator must also verify that the Guest Password is not the same as any subscriber's password. For more information on administering a Guest Password, see the *AUDIX Administration* manual (585-305-501).

*Who can access it:* Normally, the system administrator is the only person who can access or change the Guest Password.

## Points to Remember

- There is one Guest Password for the entire AUDIX system.
- Since the Guest Password should be published and readily available to outside users, the system administrator is responsible for notifying Guest Password users if the password changes.
- The system administrator may wish to initially make the Guest Password a long number so it does not need to be changed or extended if the minimum password length changes.
- Once the Guest Password has been administered, all subsequent Guest Passwords must be the same number of characters or greater. For example, if the first Guest Password has six characters and it needs to be changed, the new password must have at least six characters.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	sy ap, m au fp, m e d	Sender : Message

## APPLICATIONS

Anyone may log into the AUDIX system using the system-wide Guest Password. This allows people who are not AUDIX subscribers, or other subscribers who wish to bypass normal call coverage (such as a secretary), to leave a message directly in a subscriber's mailbox. These callers cannot access any messages in the called subscriber's mailbox.

## REQUIREMENTS

The following requirements must be met for the Guest Password to work properly:

- The Guest Password must be administered on the `system : appearance` form.
- The subscriber data audit (found on the `maintenance : audit : fp` form) must be run after the Guest Password has been defined or changed. See the *Interactions with Other AUDIX Features* section for security restrictions that are imposed after this audit has been run.
- Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active.
- The caller using the Guest Password must use a touch-tone telephone.

## FEATURE OPERATION

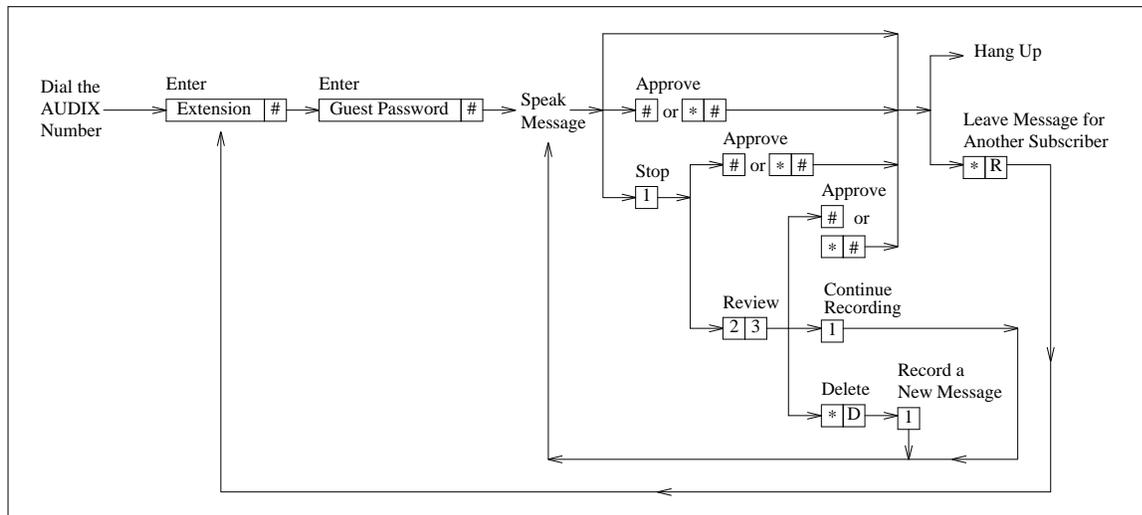


Figure 16. Guest Password Operation

Callers familiar with the AUDIX system can use standard AUDIX touch-tone commands when the Call Answer feature answers. Messages can be recorded, edited, or even deleted. After a message is approved, callers may press **\*** **R** (Restart) if they wish to access their own mailbox or leave a message for another subscriber using the Guest Password.

To access the AUDIX system using the Guest Password, do the following:

1. Dial the AUDIX extension number using a touch-tone phone.

<b>NOTE</b>	On AUDIX Standalone systems with only one AUDIX number, callers must press <b>*</b> <b>R</b> (Restart) after the AUDIX system answers.
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2. Enter the extension number of the subscriber for whom you wish to leave a message and press **#**.
3. Enter the system-wide Guest Password and press **#**.

Unlike other (private) passwords, this number should be given out to anyone who needs to leave AUDIX messages for subscribers (the AUDIX system provides security for individual subscriber mailboxes).

4. Leave a message for the subscriber. (If you are satisfied with your message and do not want to leave a message for another subscriber or access your own mailbox, you may terminate the call.)
5. Press **1** to stop recording.
6. Press **2** **3** to rewind and replay if you want to hear your message before approving it.
7. Take one of the following actions, according to your needs:
  - To add to your message:
    - a. Press **1** to continue recording.
    - b. Repeat steps 4 through 6.
    - c. Go to step 8 when you're satisfied with your message.
  - To edit a portion of the message:
    - a. Find the portion of the message you want to edit by pressing **5** to rewind in 4- or 10-second increments and by pressing **6** to forward in 4- or 10-second increments.

<b>NOTE</b>	On AUDIX R1V7 and later systems, the administrator can specify whether short (4 second) or long (10 second) intervals are to be used for the rewind and advance features.
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- b. Press **1** *immediately* to begin re-recording the selected portion.
- c. Repeat steps 4 through 6.
- d. Go to step 8 when you're satisfied with your message.

- To re-record the entire message:
  - a. Press   to delete this message.
  - b. Press  to record a new message.
  - c. Repeat steps 4 through 6.
  - d. Go to step 8 when you're satisfied with your message.
- 8. *On RIV5 through RIV7 systems:* If you wish to make this message private (an optional step to prevent the recipient from forwarding this message to other subscribers), you must do so *before* approving the message. To make a message private:
  - a. Press   to access the Message Options Menu.
  - b. Press  to make this a private message.
  - c. Press   to exit the Message Options Menu.
- 9. Press  or   as prompted to approve your message. The message is automatically addressed and scheduled for immediate delivery to the incoming mailbox of the called subscriber.
- 10. *On RIV8 systems:* If you wish to make this message private (prevent the recipient from forwarding it to other subscribers), you must do so *after* approving the message by pressing  after you approve the Call Answer message.  
Press  or   again to schedule the message for immediate delivery.
- 11. After leaving a message, you may dial another subscriber's extension to leave another message, or access your own Voice Mailbox (if applicable) by pressing  .

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Guest Password feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Guest Password feature has no direct interactions with any switch features.

## Interactions with Other AUDIX Features

The Guest Password feature interacts with other AUDIX features as follows:

- *Automated Attendant:* Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the `cos` or `subscriber : local` form. If the call treatment is defined as `g` on the `system : attendant` form for an Automated Attendant menu, callers who select these options will hear the Guest Password greeting without having to enter the extension and Guest Password.
- *Bulletin Board:* Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the `cos` or `subscriber : local` form.
- *Call Answer:* Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the `cos` or `subscriber : local` form.
- *Security Password:* The AUDIX system administrator can optionally set a minimum password length for extra security. The Guest Password must adhere to the minimum password length.

Also, the following restrictions are placed on subscriber passwords and the Guest Password after the subscriber data audit has been run:

- Subscribers are not allowed to change their personal passwords to be the same as the Guest Password.
- The system administrator is not allowed to change a subscriber's personal password to be the same as the Guest Password.
- The system administrator is not allowed to add new subscribers with a personal password that is the same as the Guest Password.



# Leave Word Calling

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## DESCRIPTION

Leave Word Calling (LWC) is a switch feature that allows people within a company to leave a prerecorded message (requesting that their call be returned) by pressing a button on their voice terminal. If the caller does not have a LWC button, the caller can dial the LWC dial access code followed by the destination extension. As integrated with the AUDIX system, LWC does not allow the caller to leave a spoken message, but does identify who called, the time and date of the call, and extension of the caller.

*Who has it:* All AUDIX subscribers can leave and receive LWC messages as long as LWC is correctly administered on a compatible switch.

*Who controls it:* The switch administrator assigns LWC for switch users who have the LWC feature button on their voice terminals, or assigns a LWC dial access code for users who do not have this feature button. If the AUDIX system is your primary message service, LWC should be administered on the switch to deliver messages to the AUDIX system.

*Who can access it:* Any caller who has LWC permission can use it to leave messages in an AUDIX subscriber's mailbox. Only AUDIX subscribers can access or delete the LWC messages in their Voice Mailboxes.

## Points to Remember

- The LWC feature is not available for AUDIX Standalone systems, or for 1A ESS Switch and 5ESS Switch connections that use an SMSI link.
- Callers cannot later cancel LWC messages sent to AUDIX subscribers as they can using AP or switch LWC facilities.
- LWC messages are not forwarded by the Call Forwarding feature, but remain at the called subscriber's location.
- If Call Forwarding redirects a call to a nontransparent remote PBX in a DCS Network, LWC *cannot* be used to leave a message (the LWC message is sent only to local and transparent nodes).

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	N/A	Sender : Message

## APPLICATIONS

The LWC feature is the quickest way to ask someone to return your call. It is particularly useful for someone calling many co-workers on the same switch. However, LWC may be set up in three different configurations and the telecommunications manager must decide which of the following configurations best suits the company's needs.

- *If LWC delivers messages to the AUDIX system:* The messages are accessed along with other voice mail messages. LWC may be re-administered to deliver messages to the AUDIX system if it is currently set up to leave messages elsewhere.
- *If LWC delivers messages to an AP:* AUDIX subscribers are notified of "new electronic text messages" the next time they log on to the AUDIX system.
- *If LWC is left on the PBX:* AUDIX subscribers are notified of "new Leave Word Calling messages" the next time they log on to the AUDIX system.

If LWC storage is changed from one source (such as the PBX) to leave messages on the AUDIX system, subscribers must first retrieve all LWC messages from the previous service before LWC is administered for the AUDIX system. Otherwise, their message-waiting lamps will always remain lit.

<b>NOTE</b>
-------------

LWC messages left on a 5ESS Switch ACP (or AP) are not accessible to the AUDIX system, nor is the AUDIX system notified that they exist (the AP in the SMSI link blocks the LWC message to the AUDIX system) unless the 5ESS Switch uses a Switch Communications Adapter (SCA) in a BRI/API link. LWC is *not* supported on a 1A ESS Switch, nor can LWC messages be left in 1A ESS Switch or 5ESS Switch memory.

## REQUIREMENTS

The LWC feature is available through the AUDIX system on all fully integrated PBXs. A separate AP or extra memory on the switch is not required. LWC is also available on a 5ESS Switch that uses a SCA in a BRI/API link. Note that some central office switches supported by the AUDIX system (such as the 1A ESS Switch) do not support the LWC feature.

## FEATURE OPERATION

This section describes how the LWC feature works and the options the caller has when placing a LWC message.

A user with LWC permission may place the LWC message before, during, or after the call is answered. For example, a LWC message may be left while the called subscriber's phone is ringing, busy, or answered. LWC may also be specified if a call has been routed to coverage or a covering agent. To leave a LWC message on a PBX, the caller presses the LWC feature button or dials the LWC dial access code followed by the destination extension. (On a 5ESS Switch, callers do not need to enter the extension if the call is currently being placed to the intended LWC recipient.) The switch then sends the calling- and called-

extension information to the AUDIX system. The AUDIX system generates a voice message from this information, identifying the caller, time, and date of the message (a standard LWC message format can be administered for each system). The AUDIX system then places the message in the called subscriber's incoming mailbox. The Message-Waiting Indicator feature reports that a new message has been received.

The AUDIX subscriber is notified of "new voice mail messages" the next time the AUDIX system is accessed. LWC messages are retrieved just as normal messages are retrieved. The AUDIX system identifies the message as "leave word calling" and provides the caller's extension number, the time, and the date of the call. If the call is from another AUDIX subscriber, the AUDIX system also identifies the caller by name. The standard message is "please return call," followed by the extension number.

After listening to the LWC message, the subscriber can call the originator of the message by pressing **1** **0** and the AUDIX system will automatically place the call.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the LWC feature with switch features and other AUDIX features.

### Interactions with Switch Features

The LWC feature interacts with the switch in the following ways:

- *AT&T 3B2 Messaging Server:* If an AUDIX subscriber is an AT&T 3B2 Messaging Server principal, you may wish to administer LWC messages to be routed to the Message Server. LWC should normally be routed to the user's main message service, and that service should be the last point in the subscriber's coverage path.
- *Call Answer:* A caller may place a LWC message instead of recording a voice message if redirected to the AUDIX system by the Call Answer feature. If a caller places a LWC message in addition to a voice message, the called subscriber receives two messages: one LWC message, and one Call Answering message.

**NOTE**

Usually callers receive a confirmation tone (three short bursts) after placing a LWC message. However, if the Call Answer feature is voicing a greeting or recording a message, no confirmation tone is given, even though LWC still works. Sometimes a brief blank message is recorded during the LWC operation (such as background noise while the LWC button is being pressed).

- *Call Coverage:* A caller may place a LWC message at any point in a call-coverage path. LWC messages for an AUDIX subscriber are redirected to the AUDIX system and placed in the incoming mailbox for the originally called party.

- *Call Forwarding:* LWC messages are not forwarded by the Call Forwarding feature, but remain at the called subscriber's location. If Call Forwarding redirects a call to another node in a DCS Network, LWC cannot be used to leave a message (the LWC message is sent only to the local node). For more information, see Appendix D, *DCS Networks*.
- *DCS Network Transparency:* LWC messages may be generated on the local switch or on a transparent remote PBX in a DCS Network. However, most switches do not support LWC transparently in a DCS Network. LWC messages can usually be sent from a transparent remote switch to a nontransparent host switch. For this reason, you may wish to place the AUDIX system on a nontransparent system (*except a DIMENSION PBX*) in a mixed-switch DCS Network. For more information, see Appendix D, *DCS Networks*, or see the *AUDIX Networking* chapter in the *AUDIX System Description (585-305-201)* manual.
- *Digital Voice Terminal Display Modules (System 85 R2V2):* Digital voice terminals (such as the 7405D) with a digital display module require special handling when LWC directs messages to the AUDIX system and no AP is connected to the system. The message retrieval button reports "messages unavailable now, try later" when new messages may have in fact been left on the AUDIX system.
- *LWC Cancel:* Callers may *not* cancel a LWC message which has been redirected to the AUDIX system (unlike PBX AP, 5ESS Switch ACP, or PBX switch LWC).
- *Message-Waiting Indicator:* The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.

## Interactions with Other AUDIX Features

The LWC feature interacts with other AUDIX features as follows:

- *Activity Log:* The activity log records scheduled and received entries for each LWC message.
- *Voice Mailbox:* LWC messages are placed in a subscriber's incoming mailbox if LWC is administered through the switch to direct messages to the AUDIX system. Only the subscriber can access or delete these messages.

Note that no AUDIX voice ports are involved in the creation of a LWC message. Thus, it is possible for callers to leave LWC messages on the AUDIX system even when all voice ports are busied-out for maintenance.

# Login Announcement

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## DESCRIPTION

The Login Announcement feature enables the system administrator and other designated users (broadcasters) to create a voice mail message that is automatically played to all subscribers every time they login to the AUDIX system. The announcement can also be sent to designated remote subscribers in a network. The system administrator typically assigns one *broadcast mailbox* for holding active Login Announcements and Broadcast Messages.

The announcement is created as a normal voice message and played to all subscribers. The broadcaster optionally specifies the expiration date of the announcement, which is the last day it should be played to recipients. The broadcaster may also tell the AUDIX system to deactivate *dial-through* for the Login Announcement. If dial-through is activated (this is the default mode), the AUDIX system will respond to keypad commands while the Login Announcement is playing, allowing the recipient to skip the announcement. However, if dial-through capability is not activated, the AUDIX system will ignore any commands while the announcement is playing.

Login Announcements do not turn on message-waiting-indicators (MWIs), so are not used for emergency announcements.

*Who has it:* The system administrator designates who can send Login Announcements.

*Who controls it:* Broadcasters and the system administrator control how and when Login Announcements are sent.

*Who can access it:* Login Announcements are played to all AUDIX subscribers who login while the announcements are active.

## Points to Remember

- Login Announcements are not placed in recipients' mailboxes. The only way to hear Login Announcements is to login to the AUDIX system.
- Recipients cannot delete, save, or manipulate Login Announcements in any way.
- Only one Login Announcement can be active at a time.
- Login Announcements are never rescheduled for future delivery after one delivery attempt.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	su l, cos, sy ap	Sys Adm : Message

## APPLICATIONS

This feature is used primarily for keeping subscribers abreast of changes in the system. If set as nondial-though, it ensures that anyone logging into the AUDIX system will hear the complete announcement. Recipients are not notified of the new announcement through their normal message-waiting indicators, so Login Announcements should not be used for emergencies or where timing is crucial.

## REQUIREMENTS

The AUDIX system conserves resources by using an electronic pointer at the login interface that transparently directs each recipient to a solitary Login Announcement. This also allows the announcement to be conveniently deleted. It can be manually deleted by the broadcaster at any time, or automatically deleted after the specified expiration date has passed. Login Announcements are always retained in the assigned broadcast mailbox.

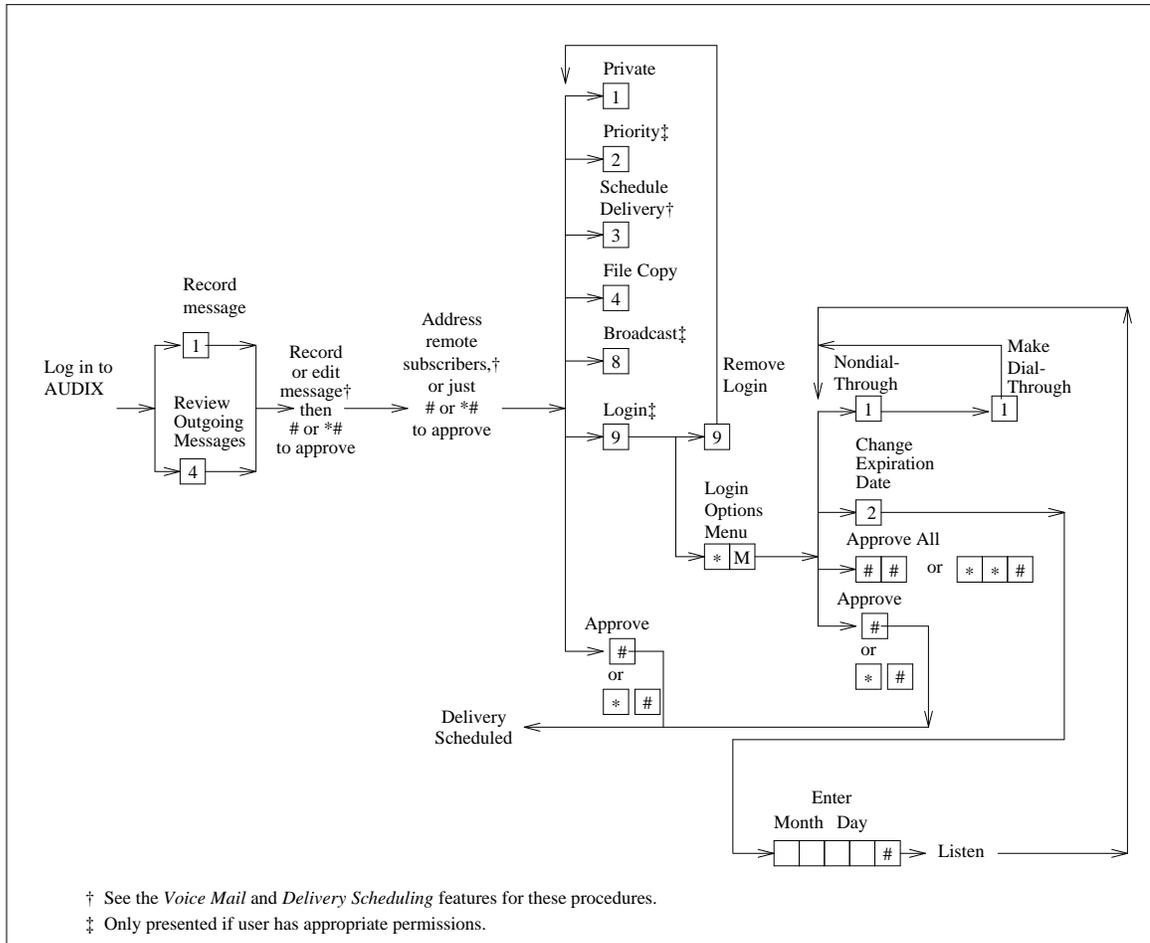
When sending a Login Announcement through a network, it is necessary to send it as voice mail to a specific mailbox on each remote AUDIX system. The remote recipients can then forward the announcement through their respective systems as either a Broadcast Message or as a Login Announcement. Login Announcements are *not* automatically rescheduled for another delivery attempt if delivery fails.

The system administrator must give selected subscribers permission to send Login Announcements (using the `subscriber : local` form). The administrator must also assign a broadcast mailbox (using the same form) before using the feature. The special broadcast mailbox is a unique type of AUDIX subscriber and cannot receive messages from other subscribers, but this mailbox can store a maximum of 16 Broadcast Messages and Login Announcements. The AUDIX system informs broadcasters that new Login Announcements are *undeliverable* if the broadcast mailbox already holds a Login Announcement whose expiration date has not yet passed.

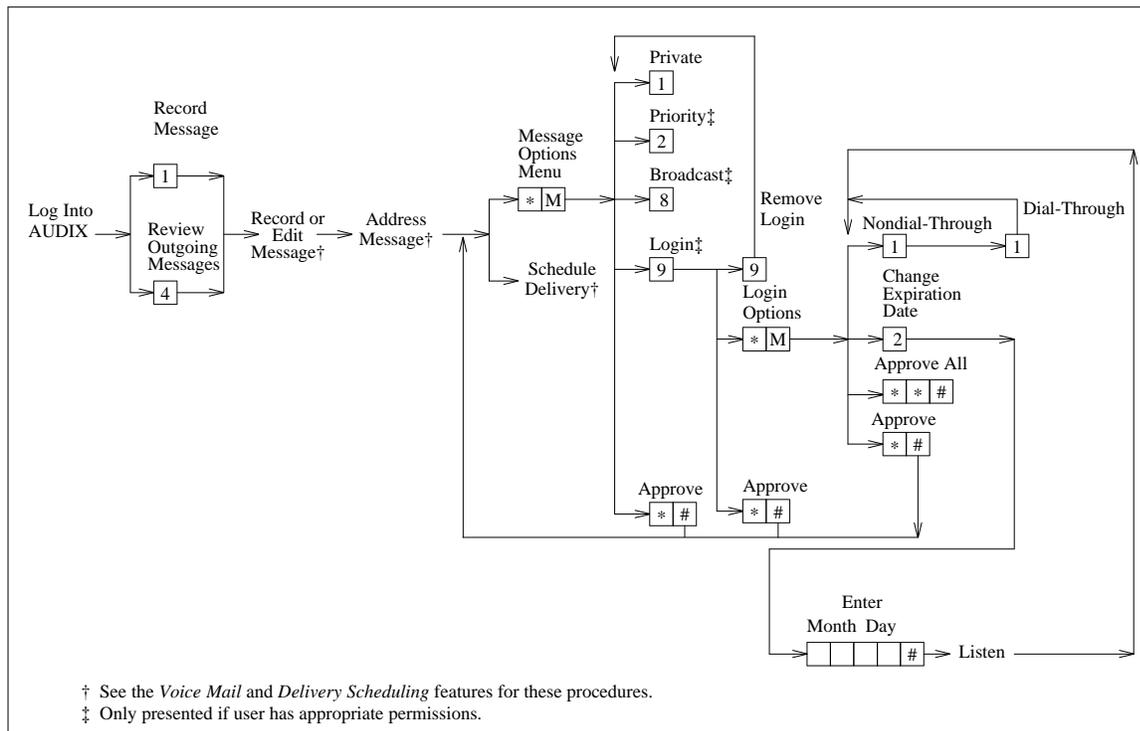
## FEATURE OPERATION

Broadcasters create, edit, address (if needed), and (optionally) schedule delivery for login announcements in the normal way. At an appropriate point in the process, they add the login announcement attribute using the Options Menu. The menu also allows broadcasters to assign other attributes (such as Private) to a message. The steps for creating and sending broadcast messages differ between R1V8 and earlier systems, as described in the following sections.

## Making a Message a Login Announcement



**Figure 17.** Login Announcement Operation (R1V8)



**Figure 18.** Login Announcement Operation (R1V5 through R1V7)

The procedures for making a message a Login Announcement are summarized below.

1. Using a touch-tone phone, log into the special broadcast mailbox as a subscriber who has login announcement permission.
2. Press (1) or (4) to record or review a message.
3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* section of this manual.
  - If you want the login announcement to be delivered to remote network subscribers, enter their extensions (or a list) when prompted.
  - Some versions of AUDIX software prior to R1V8 do not allow you to “approve” an empty address list. In this case, enter the extension for at least one local subscriber, then approve the address list. You do *not* have to enter more than one local subscriber’s address because all local subscribers will receive the login announcement automatically.
4. When you approve the address list:
  - On R1V8 systems, you are automatically placed in the options menu. Press (0) to list the options (go to the next step).
  - On R1V5 through R1V7 systems, you must press (\* M) to access the first-level Message Options Menu.
5. The options menu will list one or more options, depending on the types of messages you have permission to create. If you only have one option (Private), you do *not* have permission to send a

Login Announcement, and should contact your system administrator. This menu is also used, with the proper permissions, to create Broadcast and Priority Messages (see the appropriate section in this document for those procedures).

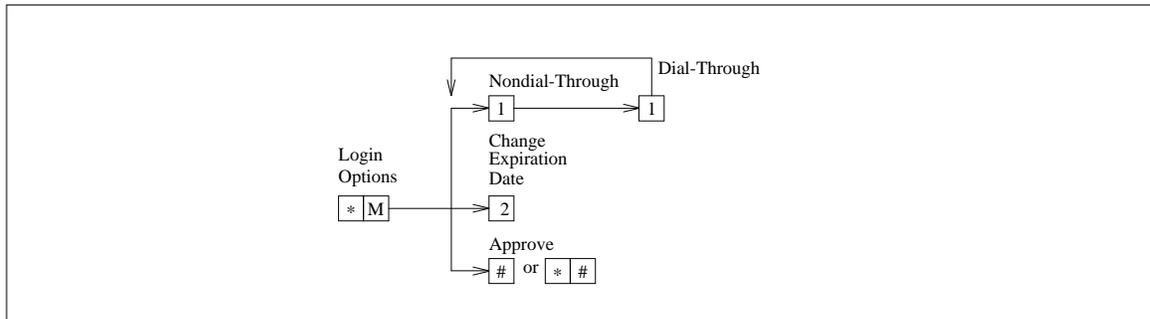
Press **9** to mark the message as a login announcement. Press **9** again to remove login announcement status (the button works like a toggle switch).

A Login Announcement *cannot* also be a Private, Priority, or Broadcast Message.

6. If you have designated the message as a Login Announcement, you can:
  - Press **#** or **\* #** as prompted to approve your message and options.
    - On R1V8 systems, you return to the Activity Menu.
    - On pre-R1V8 systems, you return to step 3 (schedule delivery and file a copy if desired).
  - Press **\* M** to access the second-level options menu.
 

Go on to one or both of the following sections (*Turning Off Dial-Through Capability*, and *Changing the Message Expiration Date*).

## Turning Off Dial-Through Capability

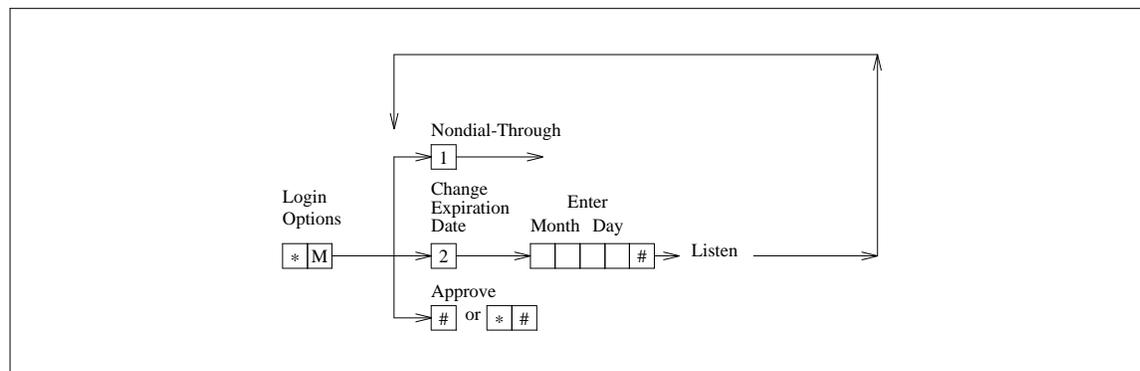


**Figure 19.** Turning Off Dial-Through Capability

After following the procedures for making a Login Announcement, turn off the recipient's ability to dial-through or skip the Login Announcement by following the procedures below.

1. From the second-level options menu, press **1** to turn off dial-through capability. Turning off this option ensures that every subscriber will hear the entire announcement upon logging in.
2. Do one of the following:
  - Press **1** again to turn the dial-through capability on again and return to step 1.
  - Press **2** to change the announcement expiration date. Go on to the next section, *Changing the Message Expiration Date*.
  - Press **#** or **\* #** as prompted to approve the option settings and return to step 5 in the previous section, *Making a Message a Login Announcement*.

## Changing the Message Expiration Date



**Figure 20.** Changing the Message Expiration Date

The AUDIX system normally retains Login Announcements for two days after the delivery date. This means that subscribers will hear the Login Announcement for up to three days (today, tomorrow, and the day after), then the announcement is no longer played. After following the procedures for making a message a Login Announcement, you can change its expiration date by following the procedures below.

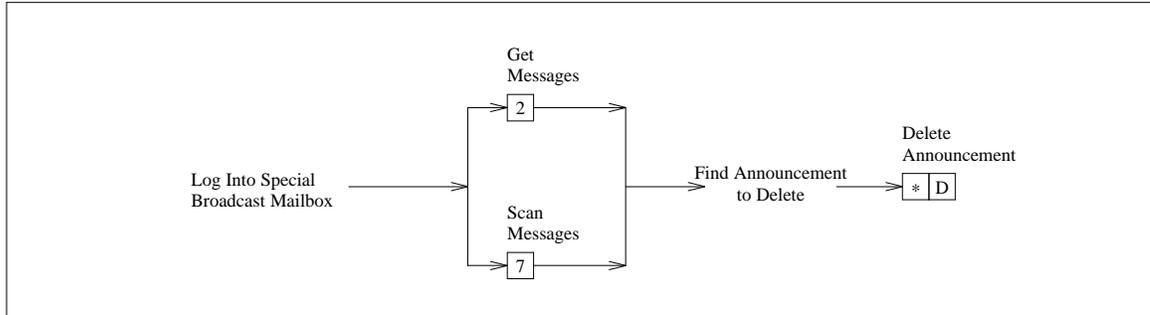
1. From the second-level options menu, press **2**.
2. Enter numbers for the month and day of expiration. For example, press **8 2 9 #** for August 29th. The month can be either one or two digits, while the day requires two digits.
3. Listen while the AUDIX system repeats the entire schedule.  
If the schedule is not correct, press **2** to enter the date again.
4. Press **#** or **\* #** as prompted to approve the schedule and return to step 5 in the earlier section, *Making a Message a Login Announcement*.

## Making a Login Announcement in an AUDIX Network

The procedure for sending a Login Announcement throughout an AUDIX network is summarized below.

1. Create an announcement using the previous three procedures.
2. Address the announcement to any additional subscribers on remote AUDIX machines (the remote subscribers should be administered to have Login Announcement permission).
3. When the announcement arrives in the remote subscribers' mailboxes, those subscribers will need to log in, access the message, and respond to it by either appending or prepending a brief statement. Then, by following the procedure in the *Making a Message a Login Announcement* section, the announcement can be activated on the remote machines.

## Deleting a Login Announcement



**Figure 21.** Deleting a Login Announcement

If a Login Announcement has become obsolete and you want to purge it to prevent additional subscribers from hearing it, do the following:

1. Using a touch-tone phone, log into the special broadcast mailbox as a subscriber who has login announcement permission.
2. Press **2** or **7** to access the incoming section of the mailbox and find the active Login Announcement.
3. When you find the Login Announcement that you want to delete, press **\* D**.

You can press **\* D** while listening to the announcement header, after listening to the header, while listening to the announcement, or after listening to the announcement.

Callers who subsequently log into the AUDIX system, will not hear the Login Announcement.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Login Announcement feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Login Announcement feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

Login Announcement is exclusively a voice mail feature, and has no direct interactions with any features related to call answer. It interacts with other AUDIX features as follows:

- *Activity Log:* The activity log records scheduled and received entries for each login announcement message.
- *Broadcast Message:* Login Announcements are created and sent in a similar way as Broadcast Messages. The broadcasters designated by the system administrator often have permission to send both Login Announcements and Broadcast Messages. The broadcast mailbox is also used for Login Announcements. A Login Announcement cannot also be a Broadcast Message.
- *Call Detail Recording:* In the Voice Session Records recorded by the AUDIX system, the sending of a Login Announcement is recorded as the sending of a single voice mail message, as only one message is created by the system.
- *Class of Service:* The system Administrator can assign permission to send Login Announcements according to class of service.
- *Delivery Scheduling:* A Login Announcement is scheduled for delivery just as is a regular message.
- *Message Sending Restrictions:* Sending restrictions do not apply to Login Announcements generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the announcement is treated as regular voice mail in that instance.
- *Message-Waiting Indicator:* Login Announcements do not activate a message-waiting indicator.
- *Networking:* When sending a Login Announcement through a network, it is necessary to send it as voice mail to a specific mailbox on each remote AUDIX system. The announcement can then be forwarded through the remote systems, or, on R1V5 and later systems, redesignated as a Login Announcement.
- *On-Line Help:* Voice prompts associated with the options menus help the broadcaster in assigning login status to a message.
- *Outcalling:* Login Announcements do not activate the Outcalling feature.
- *Playback and Recording Control:* Login Announcements can be controlled during playback and recording just as regular messages are.

- *Priority Message:* Login Announcements cannot also be Priority Messages.
- *Private Message:* Login Announcements cannot also be Private Messages.
- *Traffic Reports:* On the `traffic: subscriber` forms, data is available on the number of Login Announcements created per subscriber. On the `traffic: feature` forms, data is available on the number of Login Announcements created per system.
- *Voice Mail:* Login Announcements are a special type of voice mail presented to the recipient during login and not subject to sending restrictions unless sent to remote machines.
- *Voice Mailbox:* A broadcast mailbox must be assigned before any Login Announcements or Broadcast Messages can be sent. Broadcast mailboxes *cannot* receive voice mail. They are used strictly for saving Login Announcements and Broadcast Messages.



# Mailing List

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## DESCRIPTION

Mailing Lists consist of several AUDIX subscribers' addresses (either names or extensions). They are a convenient way to send messages to subscribers who frequently need to receive the same information, such as members of a department or project.

- Who has it:* All subscribers can create Mailing Lists.
- Who controls it:* The number of lists and entries (addresses) each subscriber may have is defined by the AUDIX system administrator on the `cos` or `subscriber : local` forms. The AUDIX system permits up to 999 lists and 9999 total entries per subscriber.
- Who can access it:* Subscribers can make their Mailing Lists *private* or *public*. A Mailing List with *private* status means other AUDIX subscribers cannot use that list. A *public* list allows other subscribers to use that list to address their messages if they know the owner's extension or name and the list ID. However, only the owner (creator) of the list may change it. The owner may assign or change private or public status when a list is created, reviewed, or modified.

## Points to Remember

- Public Mailing Lists cannot be shared across more than one AUDIX machine, even if AUDIX Networking is installed. However, in a networking environment, Mailing Lists can consist of AUDIX subscribers on more than one AUDIX machine.
- No single list can contain more than 250 total entries, including message addresses that contain other lists (the total number of recipients must be 250 or less).
- Individually addressed subscribers may also be added to a message that is addressed with a list (or lists).
- If a message is addressed using multiple lists, subscribers who appear on more than one list will receive only one copy of the message.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	<code>su l , cos</code>	Sender : Routing

## APPLICATIONS

Mailing Lists can be created to include groups of related AUDIX users, such as members of a department, allowing a message to be sent to everyone on the list in one quick step. For example, to inform an entire department about a scheduled meeting, one message can be created, addressed (using a predefined list containing the names or extensions of all members of the department), and the AUDIX system will transmit a copy to each person on the list at the specified time and date.

## REQUIREMENTS

The Mailing List feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

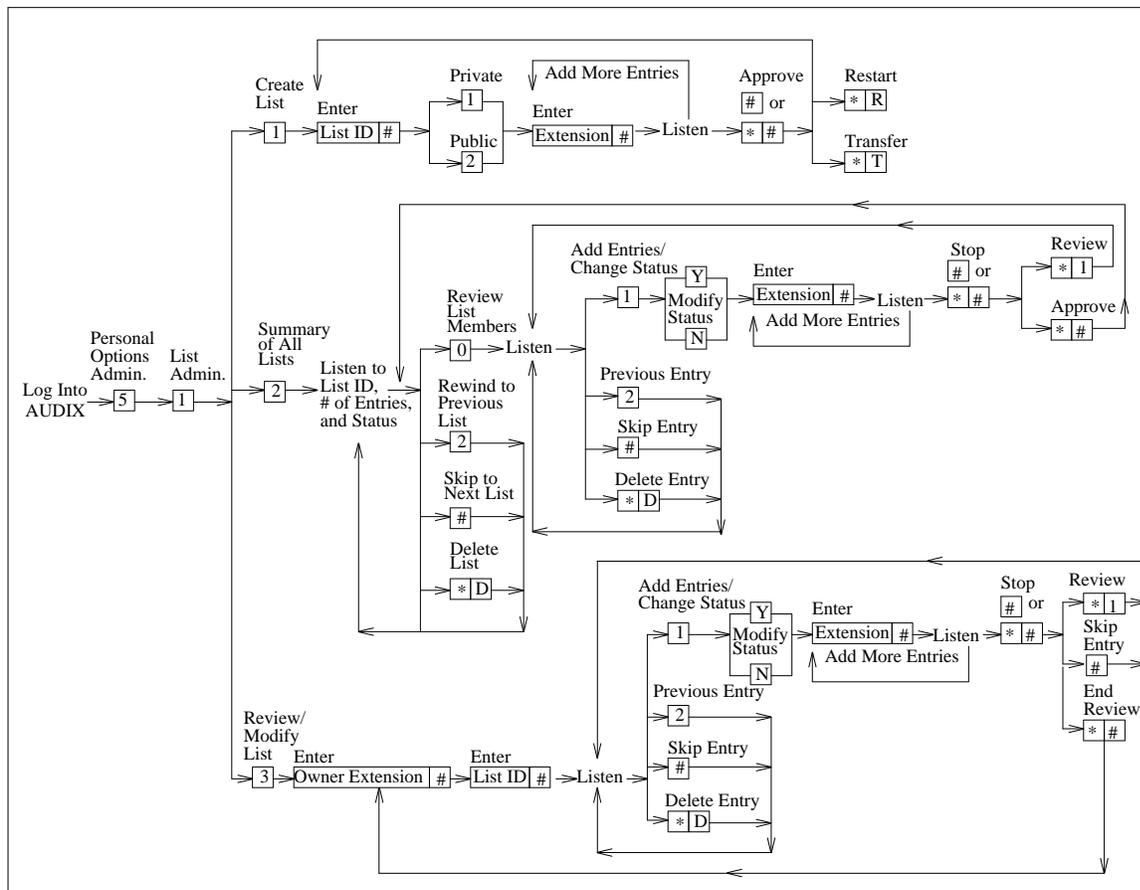


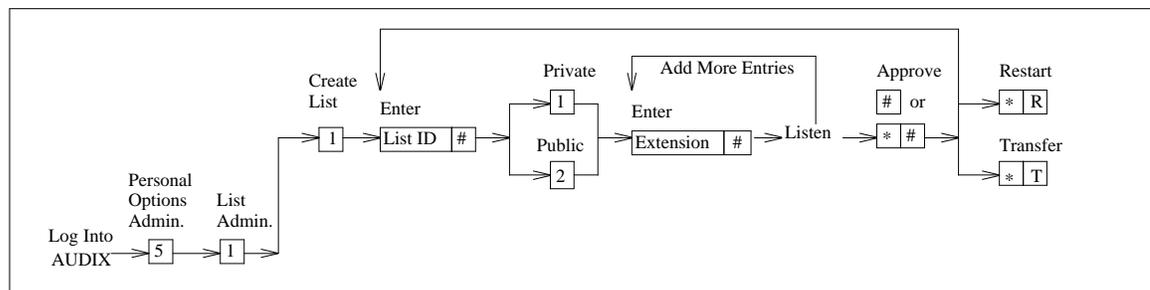
Figure 22. Mailing List Operation

This section instructs the subscriber on how to create, use, review and modify, and scan Mailing Lists.

**NOTE**

Subscribers are stored in lists with a unique subscriber ID that never changes. Thus, if the system administrator changes a subscriber's name or extension, there is no impact on any list that subscriber is on. If the administrator deletes a subscriber, that subscriber's ID is "frozen" until the Mailing List and Subscriber Data audits are run. These audits remove deleted subscriber IDs from other subscribers' lists.

## Creating a Mailing List



**Figure 23.** Creating a Mailing List

Creating Mailing Lists is similar to addressing messages. First, you enter a new list name (ID) with which to identify the list in the future. Then, you enter either the extension number, name, or alias for each subscriber you want on the list. You can use names, extension numbers, aliases, and other lists as addresses within the same list.

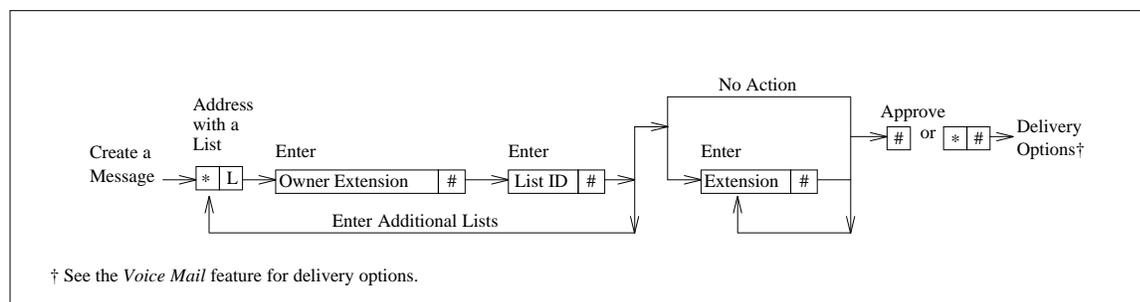
You can designate your list as either private or public. A private list can be accessed and used only by the creator of the list, while a public list can be accessed and used by other AUDIX subscribers who know the list ID and are on the same AUDIX machine. Regardless of whether the list is public or private, however, only the creator of a list can modify or delete it.

To create a Mailing List, do the following:

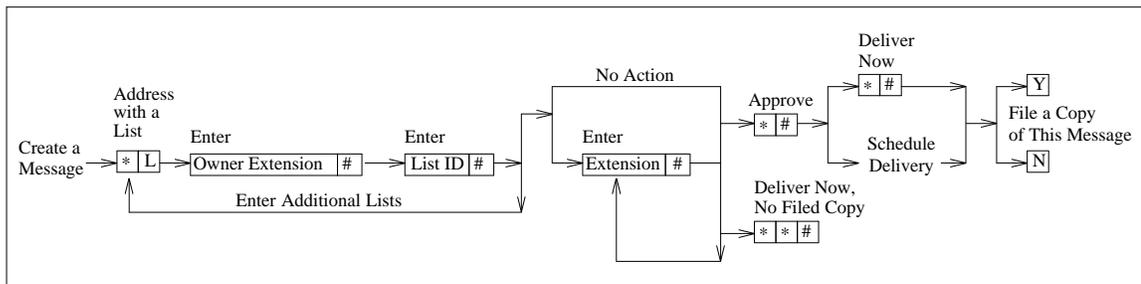
1. Log into the AUDIX system.
2. Press (5) to select the Personal Options Administration Menu.
3. Press (1) to select the List Administration activity.
4. Press (1) to create a Mailing List.
5. Enter a list ID of up to six letters (or digits) for your list. For example, enter DEPT ( (3) (3) (7) (8) ) for a list of your department members.
6. Press (#) to signal that you have entered the list ID.
7. Press (1) if you want your list to be private, or press (2) if you want to make your list public.

8. Enter the extension number, name, or alias of an individual recipient on your list. The following options are available when adding entries to a list:
    - To switch back and forth between extension and name addressing, press  .
    - If you want to enter another list as an address, follow steps 3 through 6 under *Using a Mailing List to Address a Message* later in this section.
- NOTE** If you create a Mailing List by “reading in” another list, your new list does not remain coupled to the old list. Any changes made to the old list after you have created your new list will not be reflected in your new list.
- If you’re addressing a message to a subscriber at a different location on your AUDIX network, enter the location prefix supplied by your system administrator before entering the recipient’s extension number. If you’re addressing by name, simply enter the recipient’s name — no prefix is necessary. If you want to enter an alias, you must first be in Name Addressing mode.
9. Press  to signal that you have entered the address.
  10. Repeat steps 8 and 9 until your Mailing List is complete (you can have as many as 250 recipients on your list).
  11. Press  or   as prompted to tell the AUDIX system that you have finished creating the list.
  12. Take one of the following activities, according to your needs:
    - To create another list, repeat steps 5 through 11.
    - To return to the Activity Menu, press  .
    - To transfer out of the AUDIX system, press  .
    - Hang up.

## Using a Mailing List to Address a Message



**Figure 24.** Using a Mailing List to Address a Message (R1V8)



**Figure 25.** Using a Mailing List to Address a Message (R1V5 through R1V7)

You can use your Mailing Lists in the same way that you use individual addresses. In fact, you can use both lists and individual extensions (or names) in addressing the same message. Any time you address a message, whether you're creating a new message, responding to an incoming message, or resending a file cabinet message or undelivered message, you can address it with a list.

To address a message with a list (after you have created the list or know the ID of someone else's list), do the following:

1. Log into the AUDIX system.
2. Create a message (see the procedure for *Recording a Voice Mail Message* in the *Voice Mail* section of this manual) and approve it by pressing (#) or (\*)(#) as prompted.
3. Press (\*)(L) to tell the AUDIX system that you're about to enter a list as the address.
4. Enter the list owner's address and press (#). If you own the list, you may simply press (#).
5. Enter the list ID.
6. Press (#) to signal that you have entered the list ID.

If you want to review the names of the recipients at any time, you can press (\*)(1) to return to the beginning of the list you're using as an address. To add or delete a name to this list, follow step 9 under *Reviewing and Modifying a Mailing List*, later in this section.

7. Take one of the following actions, according to your needs:
  - To address this message using more lists, repeat steps 3 through 6.
  - To send to others not on the list, add the addresses of individual recipients and press (#) after each entry.
  - To tell the AUDIX system that you have finished addressing the message, press (#) or (\*)(#) as prompted.
  - To tell the AUDIX system that you have finished addressing the message and want to deliver it immediately without filing a copy, press (#)(#) (on R1V8 systems only) or (\*)(\*)(#).
8. Press (#) or (\*)(#) as prompted if you want your mail to be delivered immediately.

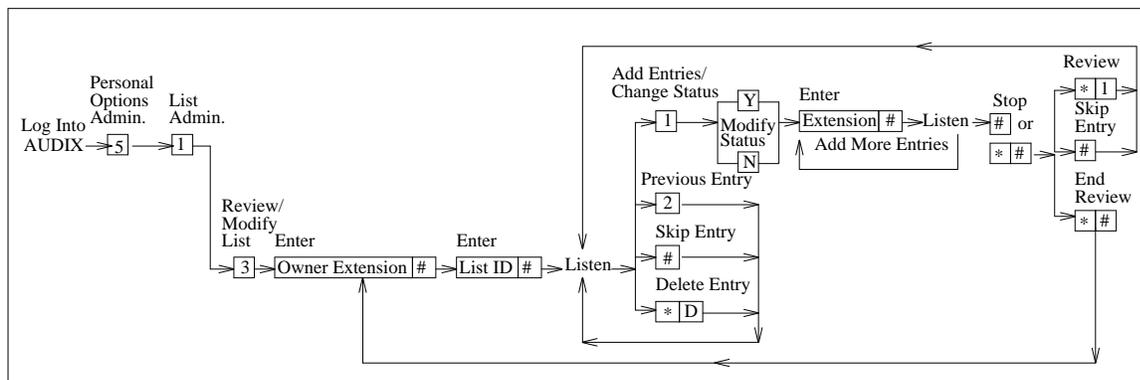
If you prefer to schedule the message for future delivery, skip this step and follow the procedure described in the *Delivery Scheduling* section of this manual.

**NOTE**

Messages addressed to subscribers on different AUDIX machines are queued for delivery at times set by your system administrator. Because of this procedure, messages scheduled for immediate delivery to remote subscribers may be delayed anywhere from five minutes to 24 hours.

*On Pre-RIV8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press **(Y)** (for yes) to file a copy, or press **(N)** (for no). After you press **(Y)** or **(N)**, the AUDIX system automatically returns you to the Activity Menu.

## Reviewing and Modifying a Mailing List



**Figure 26.** Reviewing and Modifying a Mailing List

After creating and approving a Mailing List, you can return to the List Administration activity at any time to review or modify your list (you can also review public lists created by others). You can modify your own list by adding individual recipients or deleting former recipients. You can also change the status of your list, designating it as either public or private.

To review and/or modify your list, do the following:

1. Log into the AUDIX system.
2. Press **(5)** to select the Personal Options Administration.
3. Press **(1)** to select the List Administration activity.
4. Press **(3)** to review and/or modify your list.
5. Enter the address of the subscriber who owns the list you want to review.
6. Press **(#)** to signal that you have entered the address.
  - If you own the list, you may omit your extension number or name and simply press **(#)**.
7. Enter the list ID.

8. Press **(#)** to signal that you have entered the ID.

The AUDIX system will tell you how many names are on the list and read the first name to you. At this point, you can skip or delete each name as it is read, or you can add a recipient to the list.

9. Take one of the following actions, according to your needs:

- To add a name to this list (note that you must own the list):

a. Press **(1)** to add a name to this list.

b. Press **(Y)** (for *yes*) to change the status of your list from its current status (public or private) or press **(N)** (for *no*) to leave the status unchanged.

c. Enter the new address.

To switch back and forth between extension, name, or alias addressing, press **(\*)** **(A)**.

d. Press **(#)** to signal that you have entered the new address.

e. Repeat steps c and d if you want to add more than one new recipient to this list.

f. Press **(#)** or **(\*)** **(#)** as prompted to tell the AUDIX system that you're finished addressing.

- To move backwards to previous entries in this list, simply press **(2)** each time you want to step backwards one name.

- To review the names in this list:

a. Listen to the name.

b. Press **(#)** to skip (and retain) the name on the list. Return to step a.

- To delete a name from this list:

a. Listen to the name.

b. Press **(\*)** **(D)** to delete the name.

When you delete a name, the AUDIX system automatically skips to the next name on the list.

10. Take one of the following actions, according to your needs:

- To continue reviewing this list after you have modified it, press **(#)**.

- To review this list from the beginning, press **(\*)** **(1)**.

- To indicate that you are finished reviewing this list, press **(\*)** **(#)**.

- Hang up.

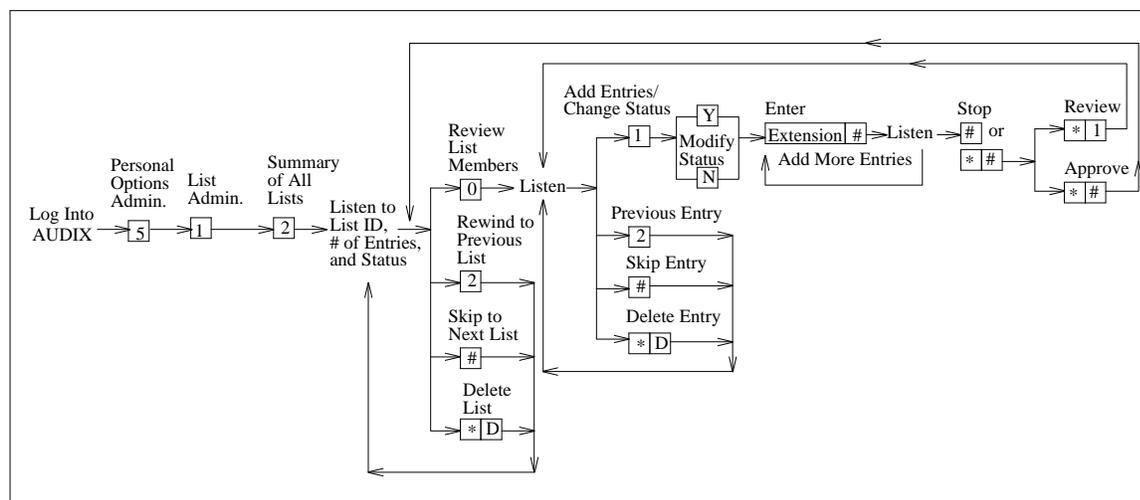
11. When you have finished reviewing or modifying Mailing Lists, take one of the following actions, according to your needs:

- To return to the Activity Menu, press **(\*)** **(R)**.

- To transfer out of the AUDIX system, press **(\*)** **(T)**.

- Hang up.

## Scanning a Mailing List Summary



**Figure 27.** Scanning a Mailing List Summary

If you want an overview of your Mailing Lists, you can ask the AUDIX system to summarize them for you. The AUDIX system will identify each of the lists that you own, the number of subscribers on the list, and whether the list is public or private. As each list is summarized, you can ask the AUDIX system to review the recipients on the list, or you can skip to the next list. While scanning your list summary, you can delete existing lists but cannot add new ones.

To hear a summary of all your lists, do the following:

1. Log into the AUDIX system.
2. Press **5** to select the Personal Options Administration Menu.
3. Press **1** to select the List Administration activity.
4. Press **2** to play a summary of your lists.

The AUDIX system will identify the list, number of members, and status (public or private).

5. Take one of the following actions, according to your needs:

- To skip to the next list, press **#**.
- To delete the list, press **\* D**.
- To rewind to the previous list, press **2**.
- To review the members on the list, press **0**.

If you choose to review the members on the list, you can skip, delete, or add members by following step 9 under *Reviewing and Modifying a Mailing List*, earlier in this section. When you finish reviewing or modifying your list, press **\* #** and the AUDIX system will return you to scanning your lists. Then, to skip to the next list, press **#**.

After you scan the summary of all of your lists, the AUDIX system will automatically return you to the Activity Menu. If you want to stop scanning before the AUDIX system has announced your last list, go on to step 6.

6. Take one of the following actions, according to your needs:
  - To return to the Activity Menu, press  .
  - To transfer out of the AUDIX system, press  .
  - Hang up.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Mailing List feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Mailing List feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Mailing List feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* Mailing Lists can consist of users on remote voice mail systems connected to the local system via AMIS Analog Networking. However, public Mailing Lists cannot be shared across more than one system. Also, you might have to use a location prefix to include a remote AMIS user who is on a remote system administered for AMIS one-step addressing (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back. For unadministered remote AMIS users, no name will be voiced back — just the address. Note that messages addressed to subscribers on systems connected via AMIS Analog Networking are queued for delivery at a time specified by the system administrator.
- *Dial-By-Name:* When entering addresses into a Mailing List, the creator of the list can use alternate addressing (   ) to identify list entries by name instead of extension.
- *Message Delivery:* Mailing Lists can consist of administered or unadministered Message Delivery recipients. However, if you add an unadministered recipient to a mailing list, they will be removed in the weekly audit; you should have the system administrator administer recipients that should be permanent members of a list. You might have to use a location prefix to include an administered remote recipient (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered recipient is added to a list, their name will be voiced back. For unadministered remote recipients, no name will be voiced back — just the address.

- *Message-Waiting Indicator:* When a Mailing List is used to address a Voice Mail message, the Message-Waiting Indicator feature (either the message-waiting lamp or stutter dial tone) informs the recipients that there is a new message in their Voice Mailboxes.
- *Name Record By Subscriber:* When subscribers use this feature to records their names, the recorded names playback as each subscriber is added to the list. Also, the sender's recorded name is used in the header of the message sent to each subscriber on the list.
- *Networking:* In a networking environment, Mailing Lists can consist of AUDIX subscribers on more than one AUDIX machine. However, public Mailing Lists cannot be shared across more than one AUDIX machine. Also, you might have to use a location prefix to include a subscriber who is on a different AUDIX machine in the network (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back. If an extension is added that belongs to a subscriber on a remote AUDIX system, but that subscriber is not administered on the local AUDIX system, no name will be voiced back — just the extension.

Note that messages addressed to subscribers on a different AUDIX machine are queued for delivery at times set by the system administrator. Because of this procedure, messages scheduled for immediate delivery to remote subscribers may be delayed anywhere from five minutes to 24 hours.

- *Outcalling:* Messages sent using a Mailing List will activate the Outcalling feature just as a standard Voice Mail or Call Answer message does.
- *Personal Directory:* Entries contained in your Personal Directory can be used as entries in a Mailing List, even if the list is public.
- *Priority Message:* Subscribers who have Priority Message permission can send a Priority Message using the Mailing List feature. All members on the list will receive the message with priority status.
- *Priority Outcalling:* Priority Messages sent using a Mailing List will activate the Priority Outcalling feature just as a standard Voice Mail message activates the Outcalling feature.
- *Private Message:* By making a message *private* when using a Mailing List to send it to subscribers, none of the subscribers on the list will be able to forward the message to other subscribers.
- *Traffic Reports:* The Mailing List feature will generate data that can be monitored using Traffic Reports. Specifically, each member on a Mailing List will be counted as having received a new message on the `traffic : feature` form. Also, the number of messages delivered (found on the `traffic : subscriber` form) will be increased by the number of entries in the list.
- *Voice Mail:* The Mailing List feature is used to route Voice Mail to a defined group of people who require the same information (such as a department or project).
- *Voice Mailbox:* The file cabinet portion of the Voice Mailbox can store a message that is being sent using the Mailing List feature. Also, the incoming portion of the Voice Mailbox of each subscriber on the Mailing List will receive notification of the message.

Prior to delivery, the sender will find one entry in the *undelivered* section of the outgoing mailbox. The header will say that the message is being sent to “[name] and [N] others” (where [name] is the first person on the list, and [N] is the total number of people the message is being sent to, minus one). As the message is being sent to each recipient, a header for each list member is placed in the *delivered* category of the sender's outgoing mailbox.

# Message Delivery

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## DESCRIPTION

Message Delivery is an optional feature that permits subscribers to send AUDIX Voice Mail messages to any touch-tone telephone, anywhere in the world (including someone's home). This feature is an extension of the AMIS Analog Networking feature. When the recipient answers, a recording informs them that they have a message and that they should press (0) to listen to the message. The AUDIX system then plays the message. If the recipient doesn't answer, the AUDIX system will make a total of six attempts to deliver the message at intervals specified on the `system : appearance` form.

The local AUDIX system will transmit messages at specific times set by the AUDIX administrator on the `system : translation : machine : audix/amis/call delivery` form. The times specified on this form *must* be a subset of the times administered as outcalling periods on the `system : outcalling` form. If a range of Message Delivery telephone numbers is administered, individual recipients do not need to be administered on the local AUDIX. However, the System Administrator can choose to administer any telephone numbers to which Message Delivery traffic is heavy (this simplifies addressing procedures).

To implement Message Delivery, the local machine must be running R1V6 or later software and the AMIS Analog Networking feature must be activated by AT&T remote services personnel. Also, the AUDIX administrator must administer the network connection type as `calld` and administer the system to allow outgoing AMIS messages. Message Delivery message recipients must have a touch-tone phone. There are no other software or hardware requirements.

## Points to Remember

- Each AUDIX system using Message Delivery can deliver messages to any touch-tone telephone.
- Recipients can be individually administered on the local system making addressing as easy as in a digital AUDIX network.
- Messages are *played* to the recipient; if a recipient is listening to a one minute message, an outcalling port will be busy for a minute.
- If a message is sent to a remote recipient and a voice mail system (other than an AUDIX system) or answering machine picks up the call, the recipient's machine *may* record the message header and not the message body.
- Because messages are transmitted via analog lines, quality may degrade.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V6, V7, V8	<code>sy tr ana, sy tr m aud, sy ap</code>	Sys Adm : Message Delivery

## APPLICATIONS

The Message Delivery feature allows AUDIX Voice Mail messages to be sent to *any* touch-tone telephone. The local AUDIX system simply calls the recipient and prompts them to press (0) to listen to the message. The AUDIX system then plays the message.

If a recipient's number is in a range of administered telephone numbers but the number is not individually administered, local subscribers may have to enter the entire telephone number (depending on administration); an area code, or country code plus area code, may be required. If an individual recipient is administered, subscribers usually need only enter a portion of the recipient's number. See *AMIS Analog Networking* (585-300-512) for specific procedures required to administer the Message Delivery feature.

<b>NOTE</b>
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If subscribers send Message Delivery messages to remote recipients and a voice mail system or an answering machine picks up the call (because the recipient did not answer), the recipient's machine *may* record the message header. (This will *not* happen if the remote system is an AUDIX system.) If this happens, the machine will not be able to record the message body since it cannot press (0) to have the AUDIX system play out the message. From the header, the recipient will know either the name or the number of the person who sent the message. Meanwhile, the local AUDIX system will continue to try to send the message (making a total of six attempts) since it did not detect a touch-tone indicating that the intended recipient received the message.

## REQUIREMENTS

To use the Message Delivery feature, the local AUDIX system must be running R1V6 or later software. The AMIS Analog Networking feature must have been activated by AT&T remote services personnel. The system administrator must have administered the network connection type on the `system` :  
`translation : machine : audix/amis/call delivery` form to be *calld*. They must also have administered the system to permit outgoing AMIS Analog Networking calls. Also, the recipient must have a touch-tone phone.

## FEATURE OPERATION

The Message Delivery feature is designed to be easy to use. Recipients simply press (0) from a touch-tone telephone to listen to a message when they answer a call from the AUDIX system.

### Addressing Procedure

The procedure for sending Message Delivery messages depends on how the recipient to whom a message is to be sent is administered on the local AUDIX system.

For example, to send Message Delivery messages from the local machine to a remote recipient:

1. A local subscriber either creates a Voice Mail message, forwards a Call Answer or Voice Mail message, or retrieves a message saved in the outgoing mailbox. Note that Message Delivery messages designated private will *not* be delivered. Message Delivery messages designated priority will be delivered, but they will appear as regular messages to the remote system.
2. When prompted for the recipient's extension, the subscriber should enter a Message Delivery prefix (if one is assigned), followed by the recipient's telephone number (an area code, or country code plus area code, may be necessary), followed by the (#) key.
3. To approve the address and send the message immediately (at the first administered interval), subscribers would press:
  - (#) (#) on an AUDIX R1V8 system with the standard announcement set
  - (\*) (\*) (#) on an AUDIX R1V8 system with the traditional announcement set, or on an earlier release of AUDIX software.
4. The AUDIX system places the message in the Outcalling queue for delivery. The system will attempt to deliver the message during one of the intervals specified on the `system : translation : machine : audix/amis/call delivery` form. The times specified on this form *must* be a subset of the outcalling times administered on the `system : outcalling` form. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the message, the system will use the `retry intervals` specified on the `system : appearance` form.
5. The AUDIX system will make six attempts to deliver the message at intervals specified on the `system : appearance` form. If the message is delivered successfully, AUDIX will update the outgoing message status to *accessed*. If all six attempts fail, AUDIX will send a message to the subscriber notifying them that the Message Delivery was undeliverable.

## Address Prefixes

Addresses for Message Delivery message recipients consist of an optional prefix and a remote recipient's telephone number. The prefix consists of 0 to 21 alphanumeric characters. Added to the extension, up to 31 characters can be assigned to an address range. The prefix, if defined, is a set of digits that identifies a the following telephone number as a Message Delivery number. In some cases, a prefix may be *required* if recipients' telephone numbers conflict with the local numbering plan of the host switch.

No more than 16 prefixes can be mapped to the same range of addresses. The `system : translation : address` form can list all address ranges that have been administered. Remember, Message Delivery address ranges *cannot* overlap with AUDIX digital networking address ranges or AMIS Analog Networking address ranges. Refer to *AMIS Analog Networking (585-300-512)* for complete information on administering the Message Delivery feature.

## Message Delivery User Groups

For the Message Delivery feature, users are divided into the following groups:

- Local subscribers — Administered Message Delivery users whose mailboxes reside on the local AT&T voice mail system.
- Recipients — Those people who can receive Message Delivery messages. Recipients *must* have a touch-tone telephone. All Message Delivery recipients can be addressed by complete telephone number and may be included in local subscribers' mailing lists and personal directories. Recipients are further divided as follows:
  - Administered recipients — Those remote recipients who have been administered on the local voice mail system. These recipients can be addressed by name and their names, if recorded, are voiced back to local subscribers.
  - Nonadministered recipients — Those remote recipients who have *not* been administered on the local voice mail system.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Message Delivery feature with switch features and other AUDIX features.

### Interactions with Switch Features

Because the Message Delivery feature (which is an extension of the AMIS Analog Networking feature) uses analog lines to transmit messages, there are no interactions with switch features. However, you should verify that the class of restriction (COR) assigned to the local system's voice ports supports outcalling, or the Message Delivery feature will not work. For example, to protect against possible toll fraud, the local system's voice ports might be restricted from accessing 2-way or outgoing trunk groups. The COR for the voice mail system might need to be altered to allow the AMIS Analog Networking, Message Delivery, and Outcalling features to work.

### Interactions with Other AUDIX Features

The Message Delivery feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking*: This feature must be activated by AT&T remote services personnel before the Message Delivery feature can be used.
- *Automatic Filesystem Backup*: This feature automatically creates a backup copy of the `sdat` filesystem. This filesystem includes the following files that have information necessary for the Message Delivery feature:
  - Global network machine names file

- Network profiles file
- Network subscriber translations file
- Network address range translations file
- Network remote mail identifiers file
- Remote subscriber voice names file
- *Call Answer:* Call Answer messages can be forwarded to Message Delivery recipients.
- *Call Detail Recording:* When a subscriber sends a Message Delivery message, a Voice Session record and a Network Session record are produced.
- *Dial-By-Name:* You can use the Dial-By-Name feature to address Message Delivery messages to remote recipients that have been administered via the `subscriber : remote` form.
- *Directory:* If you are using the Directory feature in an AUDIX network, the only Message Delivery recipients you will be able to look up will be for those recipients that have been administered via the `subscriber : remote` form.
- *Mailing List:* Message Delivery recipients that are administered via the `subscriber : local` form may be included on mailing lists. Messages addressed to recipients will be put in the Outcalling queue and delivered during one of the intervals specified on the `system : translation : machine : audix/amis/call delivery` form.

## NOTE

Message Delivery recipients who are nonadministered remote recipients may be added to mailing lists, but they will be removed by a weekly audit. To add recipients to a list permanently, have the system administrator make them administered remote subscribers via the `subscriber : remote` form.

- *Message Sending Restrictions:* The administrator can administer which subscribers can send Message Delivery messages, and to which remote numbers these subscribers can send messages.
- *Networking:* The Message Delivery feature does not interact directly with the digital Networking feature. However, Message Delivery address ranges *must not* overlap or intersect with digital networking addresses.
- *Outcalling:* The maximum number of outcalling ports, administered via the `system : outcalling` form, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog or Message Delivery messages to be delivered on the `system : translation : machine : audix/amis/call delivery` form *must* have been administered as outcalling periods on the `system : outcalling` form or Message Delivery messages will not be transmitted.
- *Personal Directory:* An alias may be created and assigned to any Message Delivery recipient just as it would be for a local subscriber. However, if the Message Delivery recipient is nonadministered, the alias must initially be assigned using the extension number mode.
- *Priority Message:* Priority messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages when played out.
- *Private Message:* You will not be able to send private messages via the Message Delivery feature. Subscribers who designate Message Delivery messages as private will be notified by AUDIX that their message was undeliverable.

- *Security Password:* There is no security password for Message Delivery recipients.

NOTE

The AUDIX administrator should ensure all subscribers carefully secure their mailboxes with a good password to prevent unauthorized users from accessing their system and sending Message Delivery messages.

- *Traffic Reports:* Traffic reports that show the most useful statistics for Message Delivery activities (they are combined with AMIS Analog Networking activities) are generated using the `traffic : remote messages : day`, `traffic : remote messages : month`, `traffic : special features : day`, `traffic : special features : month`, `traffic : subscriber : day`, and `traffic : subscriber : month` forms.
- *Voice Mailbox:* The AUDIX system uses Voice Mailboxes to notify local subscribers who attempt to send a Message Delivery message if their message was undeliverable.

# Message Sending Restrictions

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## DESCRIPTION

This feature restricts the message routing of various communities of subscribers. Since it regulates voice mail only, subscribers can bypass the restrictions by using the Call Answer feature.

The system administrator sets up a *restriction matrix* which indicates which communities of users can send messages to each other. Each subscriber may be assigned to only one community. A default community is defined so that it is not necessary to administer each subscriber specifically.

If a subscriber in a restricted community tries to send a message to an unauthorized destination, the AUDIX system plays a message explaining the restriction. If there are unauthorized destinations on a restricted sender's mailing list, the AUDIX system informs the sender that specific messages are undeliverable because of the restriction. When messages are scheduled for future delivery, the restriction is checked and the sender notified of restrictions when the messages are being addressed *and* at the time of delivery, to allow for changes in the restriction status.

*Who has it:* Subscribers may or may not be restricted according to how the feature is administered.

*Who controls it:* The system administrator controls the restrictions using the `system : sending restriction` form.

*Who can access it:* Only restricted subscribers are made aware of the feature when they are informed by the AUDIX system that they cannot address a message to a specific subscriber.

## Points to Remember

- Up to 15 communities can be defined for sending restrictions.
- All restrictions pertain to the sending of voice mail. Subscribers are not restricted from calling or leaving Call Answer messages for others.
- After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of replying to the sender via voice mail. They can automatically return the sender's call, however.
- Guests using a guest password cannot be restricted.
- Restrictions can be set up so that subscribers cannot send messages to others within the same community.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	<code>su l, su r, sy se, sy tr m aud</code>	Sys Adm : Routing

## APPLICATIONS

Often, upper management wants to insulate itself from messages sent by those below a certain level of the corporate hierarchy. This feature can be used to force a more efficient lateral routing of messages, or applied creatively to set up specific lines of communication.

Further, the Message Sending Restrictions feature allows the administrator to respond to abuse of the system, restricting those who are sending messages unnecessarily. For example, universities could restrict students from sending messages to professors and administrators. Or, in the transportation and manufacturing industries, restrictions could be defined so that drivers and production-line workers can only send messages to their supervisors — and not to each other.

The Message Sending Restrictions feature can also be used to limit AMIS Analog Networking and/or Message Delivery calls to specified remote machines (numbers) or user communities. This helps the system administrator prevent unnecessary outcalls and control unauthorized long-distance calls. For more information about AT&T voice mail system security, refer to the *GBCS Products Security Handbook* (555-025-600) or the appropriate administration manual for your system.

## REQUIREMENTS

For the Message Sending Restrictions feature to work in an AUDIX network, each administered remote AUDIX system must be running R1V5 or later software (the remote AUDIX machine does not need to have the Message Sending Restrictions feature activated, but the system must be running R1V5 or later software). Further, the Message Sending Restrictions feature relies on each remote machine having at least one community ID assigned to it. Since community IDs are passed in subscriber profiles (sent across the network), community IDs should be chosen to have a consistent meaning across the network.

## FEATURE OPERATION

After communities are defined on `subscriber` forms, sending restrictions are then implemented by the administrator using the `system : sending restriction` form (shown on the following page). At each intersection in the matrix, an `r` indicates a restriction between the associated communities. Any letter can be used to assign the restriction.

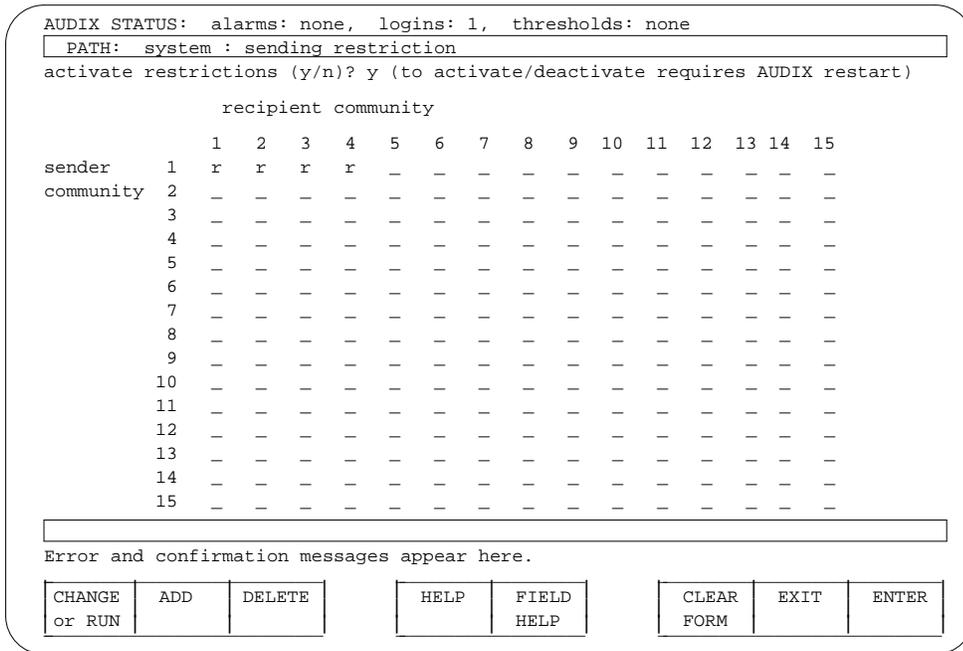


Figure 28. Sample Message Sending Restriction Matrix

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Message Sending Restrictions feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Message Sending Restrictions feature, as a subfeature of Voice Mail, is exclusively an AUDIX feature and has no direct interaction with any switch features.

### Interactions with Other AUDIX Features

The Message Sending Restrictions feature interacts with other AUDIX features as follows:

- **AMIS Analog Networking:** The administrator can administer which subscribers can send AMIS analog messages and to which remote systems these subscribers can send messages.
- **Automated Attendant:** Automated Attendant is a Call Answer feature, and therefore not affected by sending restrictions.
- **Broadcast Message:** Broadcast Messages are not subject to sending restrictions. They are sent to all subscribers.

- *Call Answer:* Call Answer is not affected by sending restrictions and can be used to bypass restrictions if necessary.
- *Call Detail Recording:* The CDR records, that keep track of Call Answer, Voice Mail, and system activity (based on community ID and mailboxes), will be somewhat influenced by changes to the Message Sending Restrictions matrix. For example, Voice Mail activity would be considerably reduced by increased restrictions.
- *Delivery Scheduling:* When messages are scheduled for future delivery, the restriction is checked and the sender notified of restrictions when the messages are being addressed *and* at the time of delivery, to allow for changes in the restriction status.
- *Guest Password:* Subscriber who receive messages via the guest password cannot be restricted.
- *Leave Word Calling:* Leave Word Calling messages are not affected by sending restrictions.
- *Login Announcement:* Login Announcements cannot be restricted.
- *Mailing List:* The AUDIX system checks for sending restrictions while the subscriber is creating a mailing list. A message is played informing the subscriber of restricted destinations, and those destinations are not added to the list. On a networked system, if the remote destination is not defined as part of a remote community on the `subscriber : remote` form, the AUDIX system uses the default community ID for the remote machine in deciding whether the destination is restricted.
- *Message Delivery:* The administrator can administer which subscribers can send Message Delivery messages and to which numbers these subscribers can send messages.
- *Networking:* For the Message Sending Restrictions feature to work properly in an AUDIX network, each administered remote AUDIX system must be running R1V5 or later software. Further, Message Sending Restrictions are shared across the network and AUDIX relies on a consistent meaning for each community ID across the network. This means that subscriber communities — assigned for the purposes of restricting voice mail — must be considered when configuring the network.

Also, if the remote update capability is being used, the community ID assigned to remote subscribers is retrieved from the remote machine and displayed on the `subscriber : remote` form. This community ID is checked when local subscribers attempt to address mail to remote subscribers. If local subscribers attempt to address messages to unadministered remote subscribers, the default community ID (provided on the `system : translation : machine : audix/amis/call delivery` form) is checked for sending restrictions. While individual subscriber community IDs may be shared across a network, the sending restrictions matrix is not shared if remote update is in effect.
- *Personal Directory:* The AUDIX system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function for call transfers, for example.
- *Priority Message:* Message Sending Restrictions apply to Priority Messages.
- *Private Message:* Message Sending Restrictions apply to Private Messages.
- *Traffic Reports:* As with other traffic and system data, Message Sending Restrictions influence the data according to how much they regulate voice mail.
- *Voice Mail:* The Message Sending Restrictions feature works exclusively with Voice Mail, and restricts the sending of messages to certain subscribers.
- *Voice Mailbox:* After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of automatically responding to the sender via voice mail.

They can automatically return the sender's call, however. Also, subscribers cannot forward messages to a restricted destinations. Messages that are undeliverable because of message restrictions are kept in the *undeliverable* category of the outgoing portion of the mailbox. Subscribers also get a system message after logging into the AUDIX system, informing them of the undeliverable message. This message is sent to the *new* category of the incoming section of the mailbox.



# Message-Waiting Indicator

## DESCRIPTION

The AUDIX system provides subscribers with several different methods of informing them that new messages exist in their voice mailboxes. The following methods are referred to as the Message-Waiting Indicator (MWI) feature.

For subscribers who have telephones (or voice terminals) with message-waiting lamps (MWL), the lamp lights automatically when new AUDIX messages are received. In most cases, when the last new message or header in the incoming section of a voice mailbox is heard, the MWL goes out. The exception is when a message is retained in the *new* category using the *Untouched Message* feature (for more information, see the *Untouched Message* section of this manual) or if the MWL is used for message services other than the AUDIX system.

On some systems, a stutter dial tone can be used as an audible message-waiting indicator instead of (or in addition to) the message-waiting lamp.

## Points to Remember

- If no MWI is available via the switch, the Outcalling feature can always be used as a substitute (for more information, see the *Outcalling* section in this manual).
- MWL status information is contained in the `sdat` filesystem.
- If Leave Word Calling (LWC) storage is changed from one source (such as the PBX) to leave messages on the AUDIX system, subscribers must first retrieve all LWC messages from the previous service before LWC is administered for the AUDIX system. Otherwise, their MWLs will always remain lit.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	N/A	Recipient : Notification

## APPLICATIONS

This feature is used to inform subscribers that new messages exist in their voice mailboxes.

## REQUIREMENTS

For information on specific hardware and software requirements for this feature, see the *AUDIX System Description* manual (585-305-201).

## FEATURE OPERATION

The Message-Waiting Indicator feature operates differently for integrated and Standalone systems.

### Integrated Systems

The message-waiting lamp (MWL) status currently travels through the switch data link from the AUDIX system. The AUDIX system tells the switch to turn the lamp on when new messages are received, and turn it off after the messages are accessed. On AUDIX R1V7 and later systems, if a new message was restored using the Undelete feature, the MWL will relight if it had been extinguished.

On many switches, a stutter dial tone may be used as an audible MWI if message-waiting lamps are not available. A stutter dial tone is a three-burst tone that sounds when a caller picks up the handset to make a call. This signals the caller that messages are waiting on the message service assigned to that extension (such as the AUDIX system).

### Standalone Systems

Depending on the switch and AUDIX software load, AUDIX Standalone subscribers may not have MWIs such as stutter dial tone or MWLs. Because message-waiting indication is normally controlled through a switch data link, Standalone AUDIX subscribers on R1V3 and earlier systems cannot visually check for new messages. Instead, they can either dial into the AUDIX system periodically, or use the Outcalling feature. AUDIX R1V4 and later software allows message-waiting indication access codes to be administered. This enables a Standalone AUDIX system to light MWLs or send a stutter dial tone to notify subscribers who have new messages.

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## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Message-Waiting Indicator feature with switch features and other AUDIX features.

### Interactions with Switch Features

The MWI feature interacts with switch features as follows:

- *1A ESS and 5ESS Switches:* On a 1A ESS Switch or 5ESS Switch, subscribers need to choose their primary message service (for example, the Customer Message Service System or AUDIX system). This primary message service is the one that activates the MWI feature. On a 5ESS Switch with ACP, it is possible for one adjunct behind the AP to also activate the MWI feature. In this setup, an AUDIX system behind the AP would also be able to send a message-waiting indication through the subscriber's primary message service (the ACP).
- *Integrated (Data Link) Systems:* A fully integrated AUDIX system includes a data link, which is used to exchange nonvoice information between the switch and the AUDIX system such the MWL status information. The switch data link varies depending on the type of AUDIX system used and the type of switch to which it is connected. See the *AUDIX System Description* manual (585-305-201) for details. (AUDIX Standalone systems do *not* use a data link.)
- *System 85 Digital Display Module:* On System 85 R2V2, digital voice terminals (such as the 7405D) with a digital display module require special handling when an AP is *not* installed and LWC messages are administered to go to the AUDIX system. AP interactions are as follows:
  - When an AP is attached to the System 85 switch and LWC messages are directed to the AUDIX system, the digital display module correctly reports new voice mail messages on the AUDIX system in response to the Message Retrieval button. This Unified Messaging function resides in the AP (the `extensions : attributes` option).
  - If the System 85 does *not* have an AP and LWC messages are administered to go to the AUDIX system, the digital display module reports `Messages unavailable now, try later` in response to the Message Retrieval button. This is because System 85 polls the AP for new messages; if an AP is not installed, the system interprets the lack of response as an AP problem. System 85 software cannot currently report that new messages have in fact been left on the AUDIX system. Subscribers should ignore the prompt and access their AUDIX messages normally. If this configuration is used, the following steps can be taken to prevent display modules from showing the `Messages unavailable now, try later` line:
    1. Install an AP on the system.
    2. Inform subscribers to always dial the AUDIX system for their messages (ignore the Message Retrieval button).
    3. Administer digital voice terminals with display modules to not respond to the Message Retrieval button (do not translate that button).
    4. Administer LWC messages for these voice terminals to go to the switch instead of the AUDIX system. This allows users to display their LWC messages using the Message Retrieval button. Problems with this setup include: switch memory for LWC is not large, external users cannot access these messages (AUDIX subscribers can access their messages remotely), other types of new messages also light the MWL. Therefore, if the lamp is lit due

to new voice mail messages on the AUDIX system, users may still see the *Messages unavailable now, try later* prompt in response to the Message Retrieval button. This message only means that no new LWC messages are on the switch.

- *Unified Messaging:* Automatic message-waiting indication is part of Unified Messaging's Integrated Message Notification (IMN) feature. All integrated message services on a PBX light the MWL on the subscriber's telephone when new messages are received, as long as the telephone has a MWL and is administered correctly on the switch. The audible MWI (stutter dial tone) may also be available on the switch.

Users of electronic mail services such as AT&T Mail, Office TeleSystem mail, and UNIX System mail which are integrated through Unified Messaging can create and send messages using their data terminals or personal computers. When the electronic mail message arrives from any integrated source, the Unified Messaging feature activates the MWI for the called party and tells the switch that there is a text service message. The MWI itself does not indicate the type of new message.

The notified person can then log into the AUDIX system to learn that "new electronic text messages" are waiting to be picked up. The AUDIX system cannot provide the content of an electronic text message; the caller must access the appropriate electronic mail service. Similarly, if another message system informs a user of new AUDIX messages, the person must log into the AUDIX system to hear them.

## Interactions with Other AUDIX Features

The MWI feature interacts with other AUDIX features as follows:

- *Automatic Filesystem Backup:* The `sdat` filesystem is automatically backed up at 7:00 P.M. each evening. MWL status information is contained in this filesystem.
- *Broadcast Message:* Broadcast Messages activate the MWI feature as an option. The default mode for Broadcast Messages is to *not* light the MWL or send a stutter dial tone. However, if the broadcaster chooses to activate the MWI feature for a Broadcast Message, it could take some time to light the MWLs (or activate the stutter dial tone) for all subscribers; this situation is determined by the number of subscribers logged into the AUDIX system and the load on the switch. Therefore, there may be a brief window of time immediately after sending a Broadcast Message in which subscribers who log in (without their MWI feature active) find that they actually do have a new Broadcast Message waiting in their voice mailbox.

Another situation that could occur is if a Broadcast Message that activated the MWI feature is deleted, the message-waiting indication for that message will not be deactivated until the nightly system audit has run. If a subscriber whose MWI feature was activated for a Broadcast Message that was deleted logs in, that subscriber will be informed that there is a new Broadcast Message and upon attempting to listen to it, will be told that the broadcaster has deleted the message.

- *Call Answer:* Call Answer messages activate the Message-Waiting Indicator feature.
- *Delivery Scheduling:* When a message's scheduled delivery time arrives, the message is placed into the mailbox of the addressed subscriber(s). On integrated systems, a data message is sent to the switch requesting that the MWL be activated. The MWL is then lit (or other message waiting indication is sent) through normal switch procedures to inform the recipient of a new message.
- *Leave Word Calling:* LWC messages activate the Message-Waiting Indicator feature.

- *Networking:* The MWL (if available) should indicate new messages on all switches in a DCS Network. For more information, see appendix D, *DCS Networks*.
- *Outcalling:* The Outcalling feature allows the AUDIX system to call subscribers when they receive new messages. This is especially useful for systems that do not have other message-waiting indicators. Subscribers can select the time period during which the AUDIX system may call them, the number where they can be reached, and whether or not the Outcalling feature is active.
- *Priority Message:* Priority messages activate the Message-Waiting Indicator feature.
- *Private Message:* Private messages activate the Message-Waiting Indicator feature.
- *Untouched Message:* Subscribers can listen to a message and keep it in the *new* category of the incoming section of their voice mailbox by using the Untouched Message feature. This allows a subscriber (or a secretary) to review new incoming messages and still have the message-waiting indicator remain active, reminding the subscriber to listen to the message at some future time.
- *Voice Mail:* Voice mail messages activate the Message-Waiting Indicator feature.
- *Voice Mailbox:* When a new message is delivered to a subscriber's voice mailbox, the Message-Waiting Indicator feature is activated, informing the subscriber that the message exists.



# Multiple Personal Greetings

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## DESCRIPTION

When the AUDIX system answers calls for subscribers via the Call Answer feature, subscribers can instruct the AUDIX system to greet their callers with a personal message, as an answering machine does. But AUDIX subscribers can record up to nine different personal greetings and ask the AUDIX system to simply play a single greeting for all calls or play specific greetings for different types of calls. The AUDIX system can identify calls (known as *call types*) in the following ways:

- *Internal* and *External* — Calls made from an extension on the same PBX versus calls made from a phone outside the PBX
- *Busy* and *No Answer* — Calls made to a subscriber's extension while the subscriber is already on the phone versus calls made to a subscriber's extension and the subscriber does not answer
- *Out-of-hours* — Calls made to a subscriber's extension outside of business hours (these time periods are defined by the system administrator)

Up to three greetings can be active simultaneously. Subscribers can assign greetings to call types in any of the following ways:

- A single greeting for all calls (the default)
- Different greetings for (1) internal and (2) external calls
- Different greetings for (1) busy and (2) no answer calls
- Different greetings for (1) prime-time and (2) out-of-hours calls
- Different greetings for (1) prime-time internal, (2) prime-time external, and (3) out-of-hours calls
- Different greetings for (1) prime-time busy, (2) prime-time no answer, and (3) out-of-hours calls

## Points to Remember

- If a subscriber does not record and activate any personal greetings, the AUDIX system uses the system greeting to answer the subscriber's calls.
- The internal/external and busy/no answer call types cannot be used simultaneously.
- Personal greetings are stored in subscriber's mailboxes. If mailbox space is low, the subscriber can delete old or unwanted greetings to free storage space.
- The AUDIX system does not renumber the greetings if any are deleted.
- To create one greeting for prime-time callers and one greeting for out-of-hours callers, it is necessary to administer three call types and assign the two prime-time call types to the same greeting.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	sy ap	Subscriber : Greeting

## APPLICATIONS

The Multiple Personal Greetings (MPG) feature allows users to create and store up to nine personal greetings and use each as needed. For example, John Endall is a customer support technician who is preparing to go on vacation. He currently has his personal greetings set for internal/external and out-of-hours calls, as follows:

<i>Internal</i>	Hi, this is John. I'm probably busy helping a customer right now. If you'd like, leave a message, and I'll get back to you as soon as I can.
<i>External</i>	Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. I am currently unable to take your call. If you would like, please leave a message identifying the problem and a phone number where you can be reached, or press zero to transfer to another support technician. Thank you for calling the Customer Support Center, and have a nice day.
<i>Out-of-hours</i>	Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. Our business hours are Monday through Friday, from 9:00 A.M. to 6:00 P.M. mountain standard time. We are not open on weekends. Please leave a message at the tone and I will return your call as soon as possible. Thank you for calling the Customer Support Center.

John has also recorded a personal greeting to be used while he is on vacation. Before he leaves, John instructs the AUDIX system to play the vacation greeting for all calls to his extension. The three personal greetings he uses on a daily basis are saved in his library of nine greetings and can be reinstated upon his return.

If a subscriber keeps a full library of greetings, a good way to keep track of them is to use the *Scan All Greetings* option. This option can be used to play the greetings back in numbered sequence. Subscribers who are traveling might use the scan option to record all the greetings onto a pocket dictaphone. In this way subscribers need not call the AUDIX system to discover which greetings are active and which are available.

## REQUIREMENTS

The MPG feature has no requirements other than those of the AUDIX system itself. The AUDIX system is delivered with the MPG feature activated. However, the system administrator can deactivate this feature using the `system : appearance` form.

<b>NOTE</b>
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The internal/external and busy/no answer call type distinctions should not be made in stand-alone mode (when the AUDIX system is not connected to a switch via a data link). Although subscribers can administer these call types, the internal (or busy) personal greeting will not be accessed to answer calls.

## FEATURE OPERATION

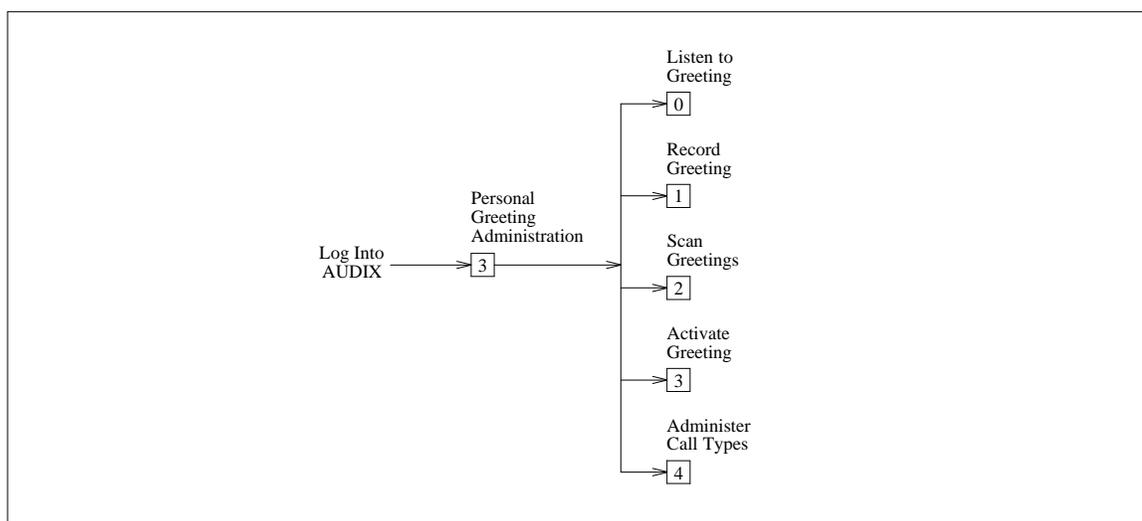
The MPG feature may be activated or deactivated for the entire system at any time. The AUDIX system is delivered with the feature activated and answers calls using the greeting that is active for each subscriber — either the system greeting or the first personal greeting (the first personal greeting will only exist if the AUDIX system has been upgraded and a subscriber has previously recorded a greeting). This feature is simply an *option* for users to apply; they need not ever record or activate a greeting for the AUDIX system to answer their calls. If subscribers decide to use this feature, they have the option of using it from its simplest form — one personal greeting for all calls — to differentiating their call types and having up to three different greetings active at one time.

If the MPG feature is *deactivated*, the system administrator should inform users that their greetings 2 through 9 will be deleted when the nightly mailbox audit is run. Greeting 0 is always the system greeting, and the AUDIX system assumes that greeting 1 is a standard, non-specific greeting. If a subscriber has greeting 1 active for all call types when the feature is deactivated, the AUDIX system will still play that greeting for all calls. If greeting 1 is active only for specific call types, or if it is inactive when the MPG feature is deactivated, the recording will be saved, but the system greeting (0) will be used for all calls.

Although the MPG feature is extremely flexible and allows subscribers to perform the following tasks in almost any order, the easiest way to use this feature is to perform these tasks as follows:

1. Administer call types
2. Record a greeting
3. Activate the greeting

Subscribers are also provided with the ability to scan or listen to their library of personal greetings (up to nine greetings).



**Figure 29.** Personal Greeting Administration Menu

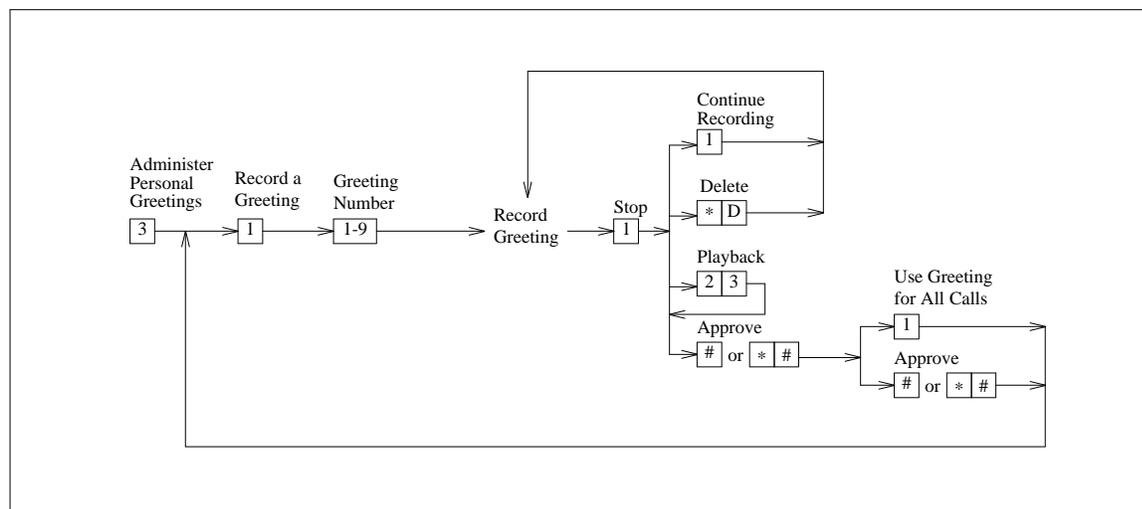
## Using One Personal Greeting for All Call Types

The AUDIX system comes pre-administered to make it easy for new users to have one personal greeting active for all calls. Users who do not prefer to have the AUDIX system distinguish between call types can record and activate one personal greeting, quickly and easily.

On AUDIX systems that have been upgraded to R1V5 or later software, subscribers who recorded a personal greeting on the previous version can activate that greeting using the second procedure in this section. If that greeting was active before the upgrade, the AUDIX system will continue answering your calls with that greeting after the upgrade.

### *Subscribers without Existing Personal Greetings*

If you are new to the AUDIX system, or have not previously recorded a personal greeting, the system is using the system greeting for your extension.



**Figure 30.** Recording and Activating a Greeting for All Call Types

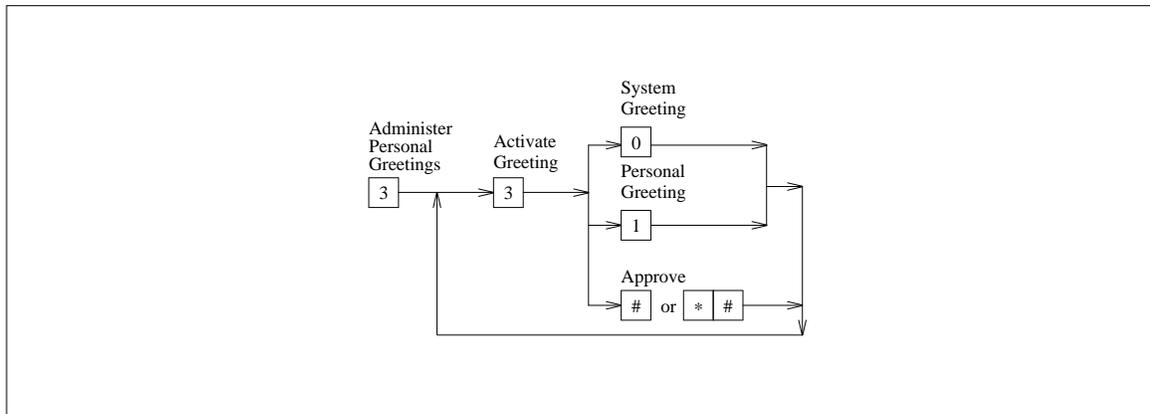
To record and activate a greeting for all call types, do the following:

1. Log into the AUDIX system.
2. Press **3** to Access the Personal Greeting Administration Menu.
3. Press **1** to record a greeting.
4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. Record your greeting at the tone.
6. Press **1** to stop recording (this is an optional step).

7. Do one of the following:
  - To continue recording, press **1** and return to step 5.
  - To delete the greeting, press **\* D** and return to step 5 to re-record.
  - To playback the greeting, press **2 3** and return to the beginning of this step.
  - To approve the greeting, press **#** or **\* #** as prompted.
8. Do one of the following:
  - To activate the greeting for all calls, press **1**. You will be returned to the Personal Greeting Administration Menu.
  - To save the recorded greeting but not activate it, press **#** or **\* #** as prompted.
9. Press **#** or **\* #** as prompted to return to the Activity Menu.

*Subscribers with Existing Personal Greetings*

If your AUDIX system has just been upgraded to R1V5 or later software, and you have previously recorded a personal greeting, you have two greetings available to you: the system greeting (0) and your old personal greeting (1). If your personal greeting was active prior to the upgrade, it will still be active. If your personal greeting was recorded but not active, it will still exist as greeting 1 and you may activate it by following the procedure below.



**Figure 31.** Activating a Greeting for All Call Types

To switch your active greeting for all calls from the system greeting to a personal greeting, or vice versa, do the following:

1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **3** to activate a greeting.

4. Do one of the following:
  - To activate the system greeting, press **0** and you will be returned to the Personal Greeting Administration Menu.
  - To activate your existing personal greeting, press **1** and you will be returned to the Personal Greeting Administration Menu. If you press a number for a greeting that has not been recorded, the AUDIX system will ask you to try again.
  - To escape the activity, press **#** or **\* #** as prompted and you will be returned to the Personal Greeting Administration Menu.
5. Press **#** or **\* #** as prompted to return to the Activity Menu (if desired).

## Using Different Personal Greetings for Different Call Types

The MPG feature is a very powerful tool that allows subscribers to instruct the AUDIX system to play specific greetings to different types of callers. To do this, you must first define the different types of calls you want the AUDIX system to distinguish between. You must then record the different greetings and activate them.

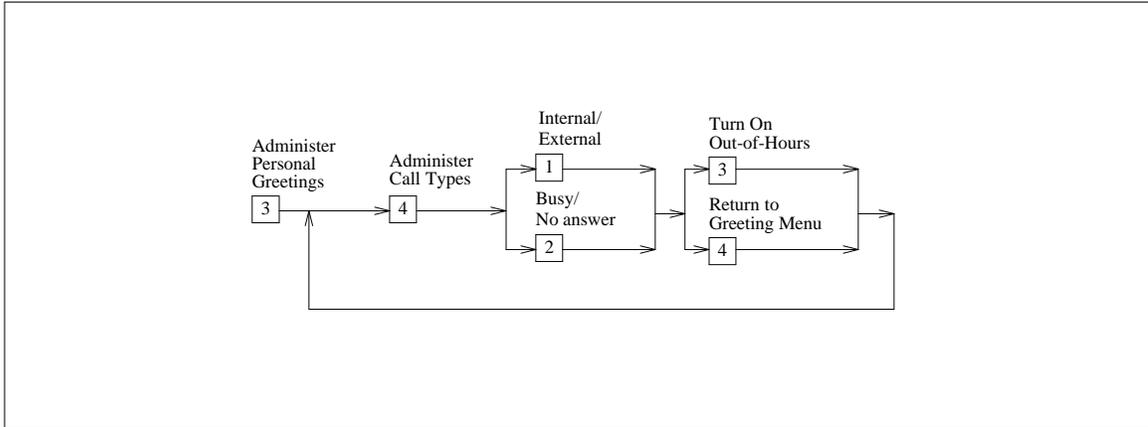
Although this may seem complicated at first, by organizing what you want to do before starting the following procedures, you can greatly simplify these tasks. First, decide which of the following distinctions you want the AUDIX system to make when answering your calls:

- *internal* versus *external* calls
- *busy* versus *no answer* calls
- *prime-time* versus *out-of-hours* calls
- *prime-time/internal* versus *prime-time/external* calls, and *out-of-hours* calls
- *prime-time/busy* versus *prime-time/no answer* calls, and *out-of-hours* calls

After you have decided which call types you want to use, you should assign a number between 1 and 9 to each type. For example, if you choose to differentiate between internal and external calls, you could identify greeting 2 as your internal personal greeting and greeting 3 as your external personal greeting. You should then consider what message you want to record for each greeting. After recording your greetings you will need to activate the appropriate ones (a maximum of three greetings may be active at any one time). The AUDIX system provides you with the opportunity to activate the greeting immediately after recording it, or you can activate it at a later time.

*Initial Call Type Administration*

If you are new to MPG, your first task *must* be to administer the types of calls that you want the AUDIX system to distinguish between.



**Figure 32.** Initial Call Type Administration

If the AUDIX system is currently answering all calls with a single greeting, use the following procedures to instruct the AUDIX system to distinguish between different call types:

1. Log into the AUDIX system.
2. Press (3) to access the Personal Greeting Administration Menu.
3. Press (4) to administer call types.
4. Do one of the following:
  - Press (1) to distinguish between internal (in-house) and external (outside) calls. These distinctions relate to where the *caller* is calling from.
  - Press (2) to distinguish between busy and no answer calls. These distinctions relate to whether *you* are on the telephone or not at your desk.

<b>NOTE</b>	The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the AUDIX system to respond to <i>both</i> sets of situations.
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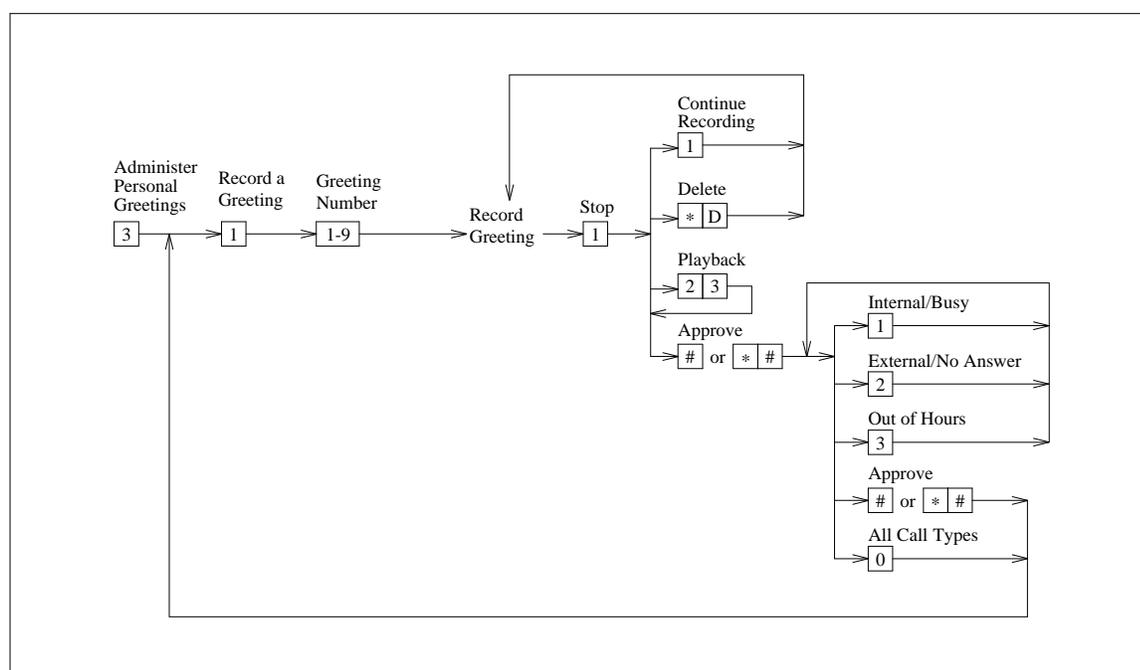
5. Do one of the following:
  - To additionally distinguish calls that are made during business hours from those that are made during non-business hours (these time periods are defined by the system administrator), press (3). You will be returned to the Personal Greeting Administration Menu.

**NOTE**

To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary initially to specify internal/external or busy/no answer call types *and* the out-of-hours call type. When the out-of-hours call type is specified, the other call types (busy/no answer or internal/external) automatically apply only to *prime-time* calls.

- To approve the internal/external or busy/no answer setting without distinguishing between prime-time and out-of-hours calls, press **4**. You will be returned to the Personal Greeting Administration Menu.
6. Press **#** or **\* #** as prompted to return to the Activity Menu (if desired).

### Recording and Activating a New Personal Greeting



**Figure 33.** Recording and Activating a New Personal Greeting

To record and activate a new personal greeting for any or every call type, do the following:

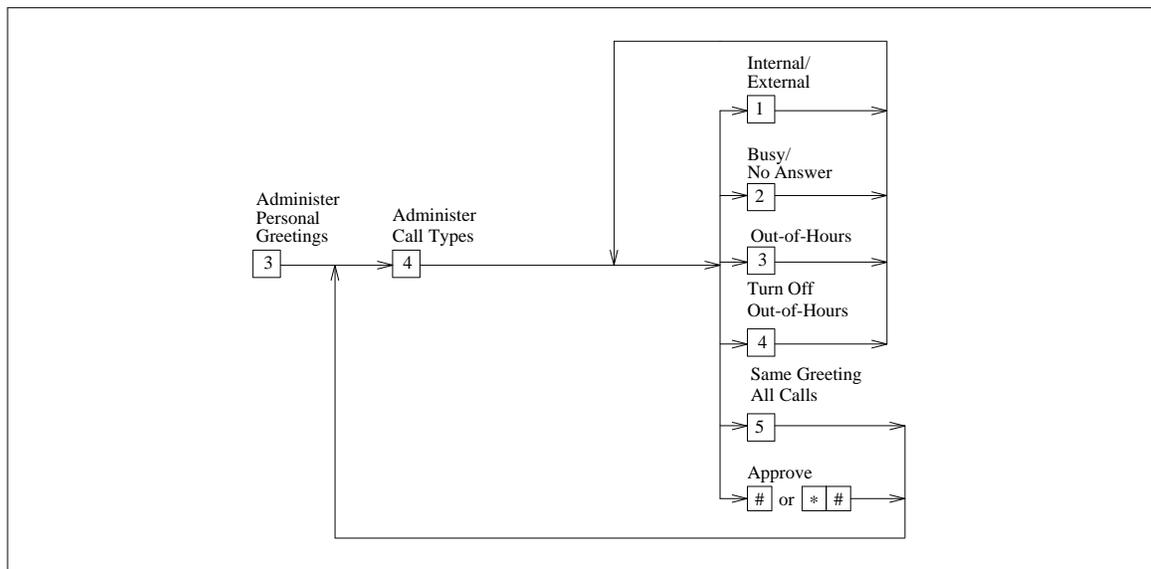
1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **1** to record a greeting.
4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. Record your greeting at the tone.

6. Press **1** to stop recording (this is an optional step).
7. Do one of the following:
  - To continue recording, press **1** and return to step 5.
  - To delete the greeting, press **\* D** and return to step 5 to re-record.
  - To playback the greeting, press **2 3** and return to the beginning of this step.
  - To approve the greeting, press **#** or **\* #** as prompted. If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, go on to step 8.
8. Listen to the AUDIX prompts and select the appropriate call types for this greeting (0 through 3). The prompts will vary depending on which call types you have administered. When you are finished, or if you do not want to activate the greeting, press **#** or **\* #** as prompted and you will be returned to the Personal Greeting Administration Menu.

## Modifying Personal Greetings

After you have initially administered call types, recorded greetings, and activated the greetings, you can make changes to them at any time. All subscribers are provided with the ability to change the distinctions the AUDIX system makes between call types. Subscribers can also re-record a personal greeting or activate any of their nine possible greetings.

### Changing Call Types



**Figure 34.** Changing Call Types

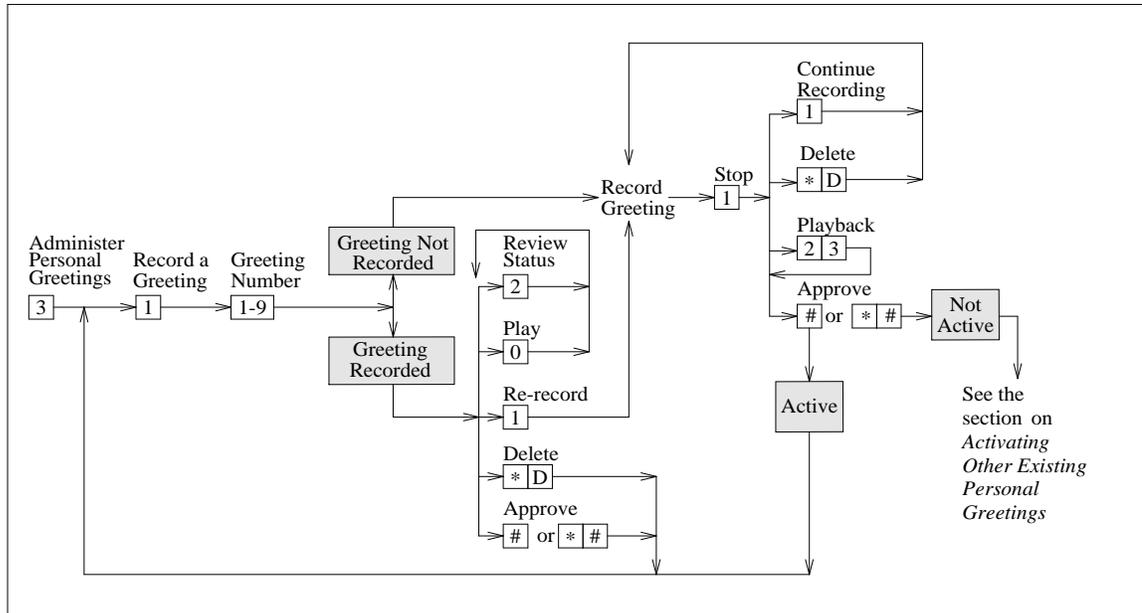
**NOTE**

The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the AUDIX system to respond to *both* sets of situations.

If you have already instructed the AUDIX system to distinguish between specific call types, and you want to change this setup, do the following:

1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **4** to administer call types.
4. Do one of the following (note that the prompts and options will vary depending on your current call type administration):
  - To distinguish between internal (in-house) and external (outside) calls, press **1** and return to the beginning of this step.
  - To distinguish between busy and no answer calls, press **2** and return to the beginning of this step.
  - To distinguish between prime-time and out-of-hours calls, press **3** and return to the beginning of this step.
  - To remove the prime-time and out-of-hours distinction, press **4** and return to the beginning of this step.
  - To use the same greeting for all calls, press **5**. You will be returned to the Personal Greeting Administration Menu.
  - To approve all settings, press **#** or **\* #** as prompted. You will be returned to the Personal Greeting Administration Menu.
5. When finished, press **#** or **\* #** as prompted to return to the Activity Menu (if desired).

*Changing a Recorded Personal Greeting*



**Figure 35.** Changing a Recorded Personal Greeting

To record and activate a greeting for any or every call type, do the following:

1. Log into the AUDIX system.
2. Press (3) to access the Personal Greeting Administration Menu.
3. Press (1) to record a greeting.
4. Identify the personal greeting that you are about to change by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).
5. If the greeting you selected has already been recorded, do one of the following, otherwise, go on to step 6:
  - To find out if the greeting is active, press (2) and return to the beginning of this step.
  - To play the greeting, press (0) and return to the beginning of this step.
  - To delete the greeting, press (\*D). You will be returned to the Personal Greeting Administration Menu.
  - To approve the greeting as it is, press (#) or (\*#) as prompted. You will be returned to the Personal Greeting Administration Menu.
  - To re-record the greeting, press (1) and go on to step 6.
6. Record your greeting at the tone.
7. Press (1) to stop recording (this is an optional step).

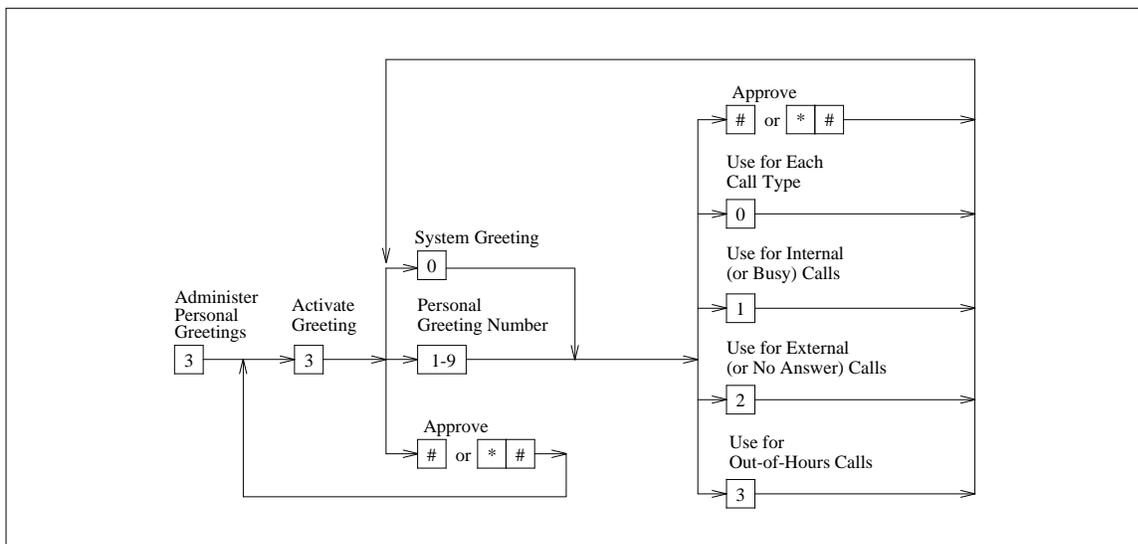
8. Do one of the following:

- To continue recording, press **1** and return to step 6.
- To delete the greeting, press **\*** **D** and return to step 6 to re-record.
- To playback the greeting, press **2** **3** and return to the beginning of this step.
- To approve the greeting, press **#** or **\*** **#** as prompted.

If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, the AUDIX system presents further options to make the greeting active for any or every call type (to activate this greeting, go to step 5 of the next procedure, *Activating Other Existing Personal Greetings*).

### Activating Other Existing Personal Greetings

Activating a greeting simply involves telling the AUDIX system the call types for which the greeting should be used. Up to three call types (internal/external/out-of-hours or busy/no answer/out-of-hours) can be active at any one time. When you activate a greeting, the AUDIX system presents options according to the call types you have administered.



**Figure 36.** Activating Other Existing Personal Greetings

To activate greetings for different call types, do the following:

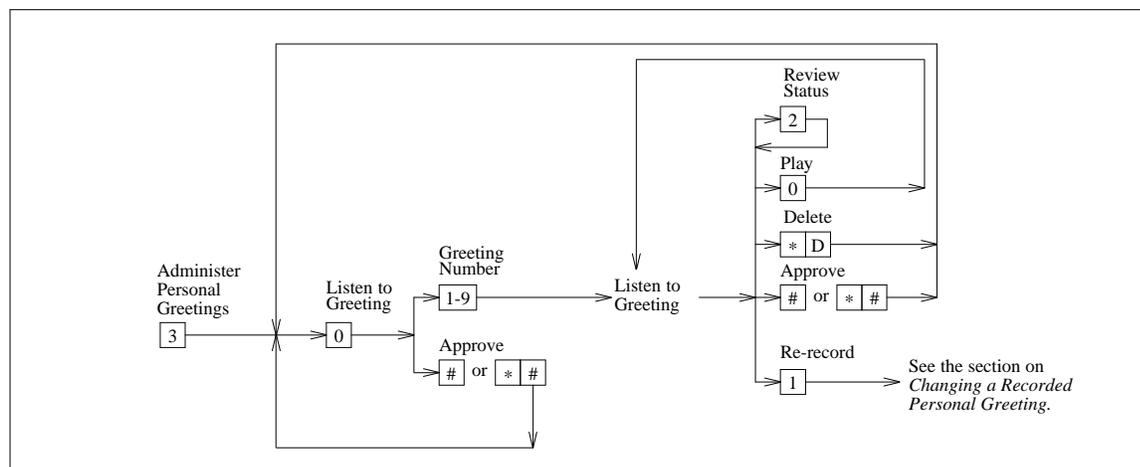
1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **3** to activate greetings.

4. Do one of the following:
    - Identify the personal greeting that you want to activate by pressing a number on the telephone keypad (0 through 9). Note that 0 is the standard system greeting. If you enter a number for a greeting not yet recorded, the AUDIX system will say it is not recorded and ask you to enter another number. After you select a number, proceed to step 5.
    - When finished activating greetings, press **#** or **\* #** as prompted and you will be returned to the Personal Greeting Administration Menu.
  5. Do one of the following:
    - To use this greeting for each of your defined call types (all calls), press **0** and return to step 4.
    - To use this greeting for internal (or busy) calls, press **1** and return to step 4. If you selected internal/external when administering call types, this greeting will be used for internal calls. If you selected busy/no answer when administering call types, this greeting will be used for busy calls.
    - To use this greeting for external (or no answer) calls, press **2** and return to step 4. If you selected internal/external when administering call types, this greeting will be used for external calls. If you selected busy/no answer when administering call types, this greeting will be used for no answer calls.
    - If you selected out-of-hours when administering call types, and want to use the greeting for out-of-hours calls, press **3** and return to step 4.
- NOTE**
- To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary to assign the same greeting to the two prime-time call types (internal and external *or* busy and no answer).
- To approve all current settings for this greeting, press **#** or **\* #** as prompted and return to step 4.

## Scanning and Listening to Personal Greetings

The MPG feature includes two utility options for keeping track of greetings. The options allow you to listen to specific greetings, or scan the status of all greetings. Both provide further options for deleting or re-recording the greeting.

### Listening to Specific Personal Greetings

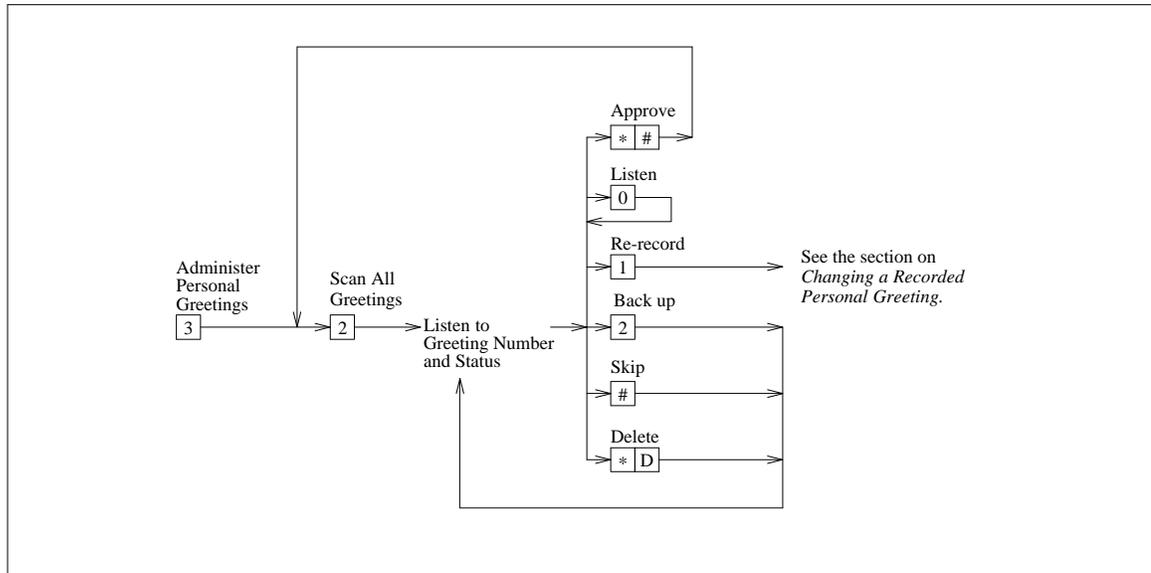


**Figure 37.** Listening to Specific Personal Greetings

To listen to a specific personal greetings, do the following:

1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **0** to listen to greetings.
4. Do one of the following:
  - Identify the personal greeting that you want to listen to by pressing a number on the telephone keypad (1 through 9). You cannot listen to a system greeting (greeting 0). If the greeting you specify is not recorded, you will be returned to the Personal Greeting Administration Menu.
  - Press **#** or **\* #** as prompted to escape the activity and you will be returned to the Personal Greeting Administration Menu.
5. Listen to the greeting or prompt, then do one of the following:
  - To review the status of the greeting, press **2** and return to the beginning of this step. The status of the greeting indicates whether the greeting is active or inactive. If the greeting is active, the AUDIX system identifies the call types that the greeting is assigned to.
  - To replay the greeting, press **0** and return to the beginning of this step.
  - To delete the greeting, press **\* D** and you will be returned to the Personal Greeting Administration Menu.
  - To approve the greeting as is, press **#** or **\* #** as prompted and you will be returned to the Personal Greeting Administration Menu.
  - To re-record the greeting, press **1** and go to step 6 of the previous procedure, *Changing a Recorded Personal Greeting*.

### Scanning All Personal Greetings



**Figure 38.** Scanning All Personal Greetings

To scan all your greetings, do the following:

1. Log into the AUDIX system.
2. Press **3** to access the Personal Greeting Administration Menu.
3. Press **2** to scan greetings. If no greetings are recorded, you will be returned to the Personal Greeting Administration Menu.
4. Listen to the greeting number and status. The greetings are retrieved in numerical order. The AUDIX system tells you when you have reached the end of your list of greetings, then automatically returns you to the Personal Greeting Administration Menu. While you are scanning your greetings, you may do any of the following:
  - To approve the greeting as is, press **\*** **#** and you will be returned to the Personal Greeting Administration Menu.
  - To listen to the greeting, press **0** and return to the beginning of this step.
  - To re-record the greeting, press **1** and go to step 6 of the previous procedure, *Changing a Recorded Personal Greeting*.
  - To back up to the previous greeting, press **2** and return to the beginning of this step.
  - To skip to the next greeting, press **#** and return to the beginning of this step.
  - To delete the greeting, press **\*** **D** and return to the beginning of this step.

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## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the MPG feature with switch features and other AUDIX features.

### Interactions with Switch Features

The MPG feature is unique to the AUDIX system and has no direct interactions with the switch. It works with the Call Answer feature, however, and the feature description for call answer explains the switch aspects of having calls intercepted by the AUDIX system.

The AUDIX system receives information about call types from the connect message it gets from the switch. For example, if the *number type* on the message indicates a trunk group (T), the call is identified as *external*. If the AUDIX system receives an extension number, the number is *internal*. Similarly, the *busy/no answer* information comes from the *reason for redirect* field of the message.

### Interactions with Other AUDIX Features

The MPG feature interacts with other AUDIX features as follows:

- **Automated Attendant:** The MPG feature may be used with the Automated Attendant feature. All of the greetings and call types are available for the attendant mailbox. When using multiple greetings with the Automated Attendant feature, a personal greeting must be set up for each call type that has been administered.
- **Call Answer:** MPG is related to call answer in that call answer uses multiple personal greetings if the MPG feature is active. If the MPG feature is inactive, single greetings can be recorded and used as described in the Call Answer feature description.
- **Custom Announcements:** It is possible for the system administrator to record any of the AUDIX voice prompts used in this feature.
- **Full Mailbox Answer Mode:** If the full mailbox call answer is triggered, callers hear the appropriate personal greeting before being told that the mailbox is full and being offered other options for completing the call.
- **Name Record By Subscriber:** If subscribers have recorded their own names, the AUDIX system incorporates that recording in the system greeting.
- **Networking:** Calls spanning machines in a DCS environment are still considered internal calls, so if a greeting is assigned to internal calls, that greeting is used.
- **On-Line Help:** On-line help ( \* H ) is available for this feature.
- **Playback and Recording Control:** The standard playback and recording control buttons are active when you are recording multiple personal greetings.

# Name Record By Subscriber

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## DESCRIPTION

This feature gives the system administrator the option of having all subscribers record their own names. If the feature is activated and a new subscriber logs in, the AUDIX system explains how to record a name and permits no other activity until the name is recorded. The recording is used:

- To voice a name in the system greeting
- To verify a message address to the sender
- To identify the sender of a message to a recipient
- To voice names in the personal and system directories

Subscribers can also access the feature at any time from the subscriber administration menu to re-record their own names. The system administrator can always re-record any name.

The administrator can disable the feature at any time and begin recording names for all new subscribers. This does not affect the names already recorded by subscribers. Similarly, turning the feature on does not affect the names already recorded by the system administrator.

*Who has it:* All new AUDIX subscribers must initially record their names.

*Who controls it:* The system administrator enables and disables the feature using the `system : appearance` form.

*Who can access it:* All AUDIX subscribers, including those whose names were recorded by the system administrator, have access to re-record their names.

## Points to Remember

- The subscriber has an added responsibility to maintain the name record; updating or changing it as necessary.
- The name record function is not designed to replace personal greetings; the recorded name must be brief.
- If this feature is active, new subscribers cannot proceed after logging in until they have recorded their names or had the system administrator record their names.
- The AUDIX system audits the recorded names and reports the unrecorded names to the system administrator.
- Subscribers cannot record their names during the periodic audit and backup of names carried out by the AUDIX system.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	sy ap	Subscriber : Recording

## APPLICATIONS

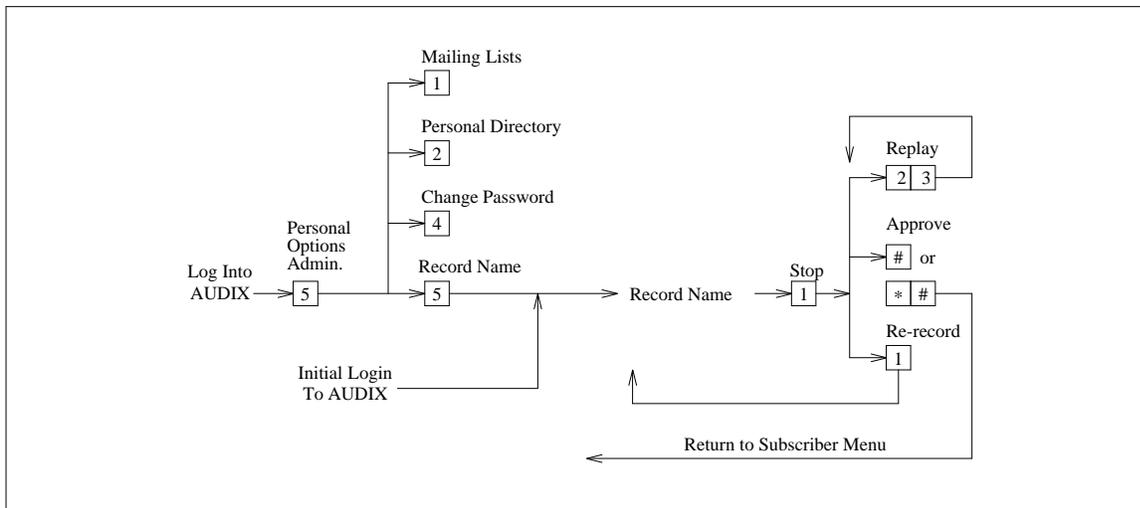
The Name Record By Subscriber feature can save the system administrator a great deal of time. Also, some subscribers simply prefer to record their own names to ensure the pronunciation and to add a more personalized tone to their messages.

Since subscribers can record their own names, they can also provide other information at the same time, such as “*John Parrot, on vacation until October 31st.*” This information would be played to subscribers who address mail to John Parrot; upon hearing that he is on vacation, the subscriber may decide not to send him the message.

## REQUIREMENTS

There are no requirements for the feature beyond the basic requirements for an AUDIX system itself.

## FEATURE OPERATION



**Figure 39.** Name Recording Operation

The procedures for recording a name are listed below. Because new subscribers must immediately record names while logging into the AUDIX system; this procedure actually begins at step 4.

1. Log into the AUDIX system.
2. Press **5** to select the Personal Options Administration Menu.
3. Press **5** to change your recorded voice name.
4. Speak your name after the tone.
5. Press **1** to stop.
6. Do one of the following:
  - Press **2** **3** to replay the name and return to the beginning of this step.
  - Press **1** to re-record the name and return to step 4.
  - Press **#** or **\* #** as prompted to approve the name recording and return to the subscriber menu.

**NOTE**

After re-recording and approving a name, subscribers cannot go back to using a previous version of their name.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Name Record By Subscriber feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Name Record By Subscriber feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Name Record By Subscriber feature interacts with other AUDIX features as follows:

- *Automatic Message Scan:* The names voiced in message headers may be subscriber-recorded names.
- *Call Answer:* The names voiced in system greetings may be subscriber-recorded names.
- *Custom Announcements:* Because the novice user must perform a potentially intimidating AUDIX task immediately, the system administrator may want to modify the wording of voice prompts for this feature. Reassuring words from a familiar voice, offering specific information, may help initiate new employees to the AUDIX system more smoothly.

- *Dial-By-Name:* Voice verifications of extensions dialed by name may be subscriber-recorded names.
- *Directory:* Voice verifications of dialed extensions or names may be subscriber-recorded names.
- *Full Mailbox Answer Mode:* If a subscriber logs in for the first time and has a full mailbox, the subscriber is told that the mailbox is full and is permitted to scan the mailbox before recording a name.
- *Login Announcement:* Login announcements are played *before* new subscribers are prompted to record their names.
- *Mailing List:* Voice verifications of addresses may be subscriber-recorded names.
- *On-Line Help:* Because recording a name may be a user's first encounter with the AUDIX system, on-line help for this feature includes very basic explanations.
- *Personal Directory:* Voice verifications of dialed aliases may be subscriber-recorded names.
- *Playback and Recording Control:* The recording control of this feature is more basic than the controls available for other features, such as recording a personal greeting, for example.   is unavailable, and there is no pause function.

# Networking

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## DESCRIPTION

The AUDIX Networking feature permits the sending and receiving of new and forwarded messages between subscribers on different AUDIX machines. Networking can be used to stack AUDIX machines in a local arrangement and to connect geographically remote machines, or it can be used for a combination of the two. Further, the AUDIX system can be networked using Standalone and Central Office configurations. Each local AUDIX is connected to its host switch and the host switches are connected via a public or private network and/or dedicated facilities.

Local AUDIX machines will automatically arrange connections and transmit messages to other machines within the network. Messages scheduled for delivery to remote machines are queued and sent at specific times set by the AUDIX administrator on the `system : translation : machine : audix/amis/call delivery` form. The AUDIX administrator can also control remote subscriber administration, addressing codes, name voice-back, and whether or not messages can be sent to nonadministered remote subscribers.

Because messages are transmitted digitally, data connectivity must exist between AUDIX machines; networking uses either DCP or RS-232 connectivity. Data transmission rates are from 1200 to 64,000 bps for DCP and from 1200 to 19,200 bps for RS-232 connectivity. The higher transmission rates are strongly recommended for a better interface and lower transmission costs. AUDIX machines using RS-232 can communicate with each other in the network regardless of what type of host switch each machine is connected to.

Your AUDIX network is designed specifically for your company's requirements by the GBCS Design Center. Specifics about the design and implementation of your network are described in the *AUDIX Networking* (585-300-903) manual.

## Points to Remember

- Each networked AUDIX machine can communicate with up to 100 remote machines.
- As many as 28,000 remote subscribers can be administered on each local AUDIX machine.
- Because messages are transmitted digitally, they have the same high quality as when they were first recorded.
- The AUDIX Networking feature supports up to four DCP ports and two RS-232 ports, depending on your switch type.
- Modems connected to the RS-232 networking ports must support Hayes compatible dialing.
- Passwords and unique identifiers for each machine preserve security in the network.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V3, V4, V5, V6, V7, V8	<code>su r, sy tr m aud, sy tr r</code>	Sys Adm : Networking

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## APPLICATIONS

The AUDIX Networking feature allows versatile configurations and flexible data connections to be made between AUDIX machines and one or more switches. Each of these configurations provide numerous benefits for a large variety of applications. For more information on the following types of AUDIX networks, see the AUDIX networking chapter in the *AUDIX System Description* manual (585-305-201).

- **Local Networking:** In a local AUDIX network, more than one AUDIX adjunct is attached to the same switch to give the appearance of one large AUDIX machine for most AUDIX features. Switches that currently allow multiple, fully integrated AUDIX adjuncts are listed below (note that any switch can have more adjuncts than the numbers listed below if the machines are installed as AUDIX Standalone systems):
  - System 85 R2V4, DEFINITY Generic 2, and DEFINITY Generic 3r support up to eight AUDIX adjuncts.
  - System 85 R2V2 and R2V3 support up to four AUDIX adjuncts.
  - System 75, DEFINITY Generic 1, DEFINITY Generic 3i, and DEFINITY Generic 3s support only one directly connected AUDIX adjunct per switch.
- **Remote Networking:** In a remote AUDIX network, different AUDIX adjuncts can be integrated with various types of other switches in the network, and each adjunct can be connected with up to 100 other AUDIX adjuncts. Remote machines may be in the same room or may be geographically distant, have identical or different dial plans, and use several different forms of data connectivity, such as:
  - Digital Service (DS1) facilities between switches
  - Voice-grade (analog) facilities between switches
- **Mixed Networking:** A mixed AUDIX network is a combination of local and remote networking configurations.
- **Standalone Networking:** An AUDIX Standalone system attached to a nondigital or other generic switch can use the AUDIX Networking feature if data connections are available.
- **Central Office Networking:** A 1A ESS Switch or 5ESS Switch located in a Central Office can use the AUDIX Networking feature to increase the total number of available AUDIX ports.
- **AUDIX Networking with a DCS Network:** One or more AUDIX adjuncts can be connected to one or more PBXs in a Distributed Communications System (DCS) Network. These multiple AUDIX adjuncts can be networked to give the appearance of one large (local) AUDIX system. The DCS Network can have multiple AUDIX machines on a single switch that serves the network (up to 20 switches), or multiple AUDIX machines on multiple switches. All AUDIX adjuncts integrated with different PBXs in a DCS Network must use the same Uniform Dial Plan (UDP). For more information, see Appendix D, *DCS Networks*.

NOTE
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AUDIX Networking (the interconnection of two or more AUDIX machines) and DCS Networking (PBX feature transparency) are two different features and may be implemented separately. An AUDIX system that serves other switches in a DCS Network can *also* be networked with other AUDIX adjuncts.

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## REQUIREMENTS

See the *AUDIX System Description* manual (585-305-201) for a complete list of hardware and software requirements for AUDIX networking configurations. Refer to the *AUDIX Networking* (585-300-903) manual for complete procedures required to administer an AUDIX network.

## FEATURE OPERATION

The AUDIX Networking interface is designed to match the regular (non-networked) user interface as closely as possible. The only differences AUDIX Networking subscribers may notice concern message transmission and addressing messages with network prefixes. Also, subscribers who are transferred to the AUDIX system via the Call Answer feature can only log in using the   (Restart) command if their mailbox is on that AUDIX machine (note that if the Transfer Out of AUDIX feature is active, subscribers can also enter   and the AUDIX extension to access their mailboxes).

## Message Transmission

Voice Mail on a single AUDIX adjunct is delivered to subscribers within one minute of the scheduled delivery time. On AUDIX Networking systems, messages are transmitted from the originating subscribers' machine to the remote recipients' machine at scheduled intervals set up by the system administrator; these intervals may be a minimum of five minutes apart. For local networks, these transmission times are usually very frequent. Some remote sites, however, may transmit messages only once a day (for example, to take advantage of lower long-distance costs at night).

### *Network Connection Turnaround*

On AUDIX R1V7 and later systems, the system administrator has the option of allowing the network connection to be *turned around*. This option is activated using the `system : translation : machine : audix/amis/call delivery` form; it can be administered on a system-wide or per-machine basis. If network connection turnaround is implemented:

- The originating machine will call a remote machine and deliver its subscriber updates, voice messages, and status updates as it does in pre-R1V7 systems.
- The remote machine, instead of originating a new call to the originating machine, will then send *its* messages and updates to the originating machine, thereby saving the system overhead needed to set up another call, and cost of that call if a long-distance connection must be made.

This option is administrable so the system administrator can control long-distance networking calls if desired. If cost control from a central point is not critical, greater efficiency can be gained by implementing the network connection turnaround feature. The connection can only be turned around once during a single call.

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### Transmission Procedure

The procedure the AUDIX system uses to send messages from the originating (local) machine to the receiving (remote) machine is summarized below. Differences that subscribers may notice as a result of scheduled message transmissions are also identified.

1. A local subscriber either creates a Voice Mail message, forwards a Call Answer or Voice Mail message, or modifies or re-addresses a message saved in the outgoing mailbox.
2. The subscriber addresses the message to the desired remote and local recipients. This may require typing a location prefix (assigned by the system administrator) prior to entering the remote subscriber's extension number (for more information, see *Network Prefixes* later in this section).

Mailing lists containing remote addresses may be used. Name addressing may also be used if the remote subscriber is administered on the local machine. A nonadministered subscriber may be addressed only by numeric addressing (optional location prefix with extension number).

3. If the subscriber schedules the message for future delivery, it goes into the undelivered category of the subscriber's outgoing mailbox. If the message has been addressed to more than one remote site, one copy of the message is created for each remote site *after* the scheduled delivery time. If the subscriber schedules the message for immediate delivery, one copy of the message is created for each site in about one minute.

If the subscriber later wishes to modify the undelivered message *before* delivery, he or she must modify (re-record) the message for each site, or delete *all* the copies, then re-record and re-address the message.

4. At the next scheduled transmission time for the remote machine, the message is moved to the remote message queue and transmitted over a data port. Transmission times can be administered from 5 minutes to 24 hours apart. If more than one recipient for a single message is at the same remote site, all of the message headers for that site are transmitted but only one copy of the message is transmitted (this saves transmission time and cost). The status for this message (for each recipient) is then updated to *delivered*.
5. When a remote subscriber receives the message, the message-waiting lamp (if available) is lit. The recipient retrieves the message in the same way as other (local) messages and has the same options for replying to the message.

NOTE
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The Return the Call option for messages sent via an AUDIX Network is only available if the sender is in the same dial plan.

6. After the remote subscriber has accessed the message, the status of the remote message is updated to *accessed* in the sending subscriber's outgoing mailbox during the next scheduled transmission with the remote site.

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## Undeliverable Messages

A status of *undeliverable* often means that the recipient's mailbox is full, that sending restrictions have been invoked, or that the sending subscriber has misdialed the number of a remote subscriber.

For numeric addressing, the AUDIX system does not inform subscribers if the address they used for a remote subscriber does not exist; it does not verify that remote subscribers have a mailbox until the scheduled transmission time. If a remote subscriber cannot be found, the AUDIX system simply returns the unsent message to the *undeliverable* category of the outgoing mailbox when the transmission attempt fails. Further, the AUDIX system will notify the sending subscriber by placing an "undeliverable message" notification in the subscriber's incoming mailbox. Subscribers may reschedule these messages for delivery after checking the remote extension.

In R1V4 and later systems, subscribers may find undeliverable messages in their outgoing mailboxes if they tried to send a private message to a recipient on an R1V3 system. The subscribers must remove the private status before the message can be rescheduled for transmission.

## Network Prefixes

Numeric addresses for remote subscribers consist of an optional location prefix and required extension number. Extension numbers can be 3 to 10 digits long, and prefixes may be up to 21 characters; however, the total length of the address must be 24 or fewer characters.

The prefix, if used, is a set of digits that identifies a remote AUDIX machine. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to reach a remote subscriber. For example, a prefix could be the same as an RNX number in a private network, or a Direct Distance Dialing (DDD) number (area code and office code). In some cases, a prefix may be *required* if remote extensions conflict with the local numbering plan of the host switch.

Prefixes could also be the touch-tone equivalent of a mnemonic for the location or machine. Note that these prefixes must not conflict with the numbering plan.

In a local AUDIX or DCS Network, prefixes are not normally used, since the intention is to make the networked machines appear as one large AUDIX machine. In a remote network, however, a number of prefix options could be used to help subscribers distinguish among remote machines. For example:

- A six-digit prefix could use the same numbers as the area code (NPA) and office code.
- A three-digit prefix could be coded as just the office code (NNX or NXX) if the remote AUDIX machine shares the same area code.
- A three-digit prefix could use an RNX code if the remote AUDIX system is in a private network.
- An alphabetic code could be used as a mnemonic of a location or machine.
- All of the above options could be mapped to the same range of remote subscriber addresses.

No more than 16 prefixes can be mapped to the same range of addresses. The same range of addresses may be used on more than one machine, as long as every subscriber has a unique address. The `system : translation :` address form can list all address ranges in a network, including those ranges which

are already shared by the maximum of 16 AUDIX machines. Only entire ranges may be shared; partial overlaps are not allowed.

## NOTE

AUDIX systems connected to a 1A ESS Switch or 5ESS Switch may need to use the AUDIX Networking forms and prefix capabilities, even if they are not networked. Multiple Central Office codes within a single AUDIX machine or limited blocks of numbers from the Centrex may need special handling.

## Subscriber Groups within a Network

In AUDIX networking, subscribers are broken into the following groups:

- Local subscribers — Those subscribers whose mailboxes reside on the originating (local) AUDIX machine.
- Remote subscribers — Those subscribers whose mailboxes reside on a receiving (remote) AUDIX machine. This includes subscribers who are located on other machines in a local network. Remote subscribers are further broken down as follows:
  - Administered remote subscribers — Those remote subscribers who have been specified as administered on the `subscriber : remote` form or who have been administered on *their* local machine and that machine does a remote update with this local machine. These subscribers can be addressed by name and their names, if recorded, will be voiced back.
  - Nonadministered remote subscribers — Those remote subscribers who have been specified as nonadministered on the `subscriber : remote` form. These subscribers cannot be addressed by name, nor will their names be voiced back. The system administrator may indicate whether messages can be sent to nonadministered recipients using the `system : translation : machine : audix/amis/call delivery` form on R1V6 6:3 and later systems, and the `system : appearance` form on R1V6 6:2 and earlier systems. This option is only available on a system-wide basis (not per subscriber).

Nonadministered remote subscribers are still further broken down as follows:

- Nonverified nonadministered remote subscribers — Those nonadministered remote subscribers whose locations have not yet been verified. For example, a message has been addressed to a remote subscriber, but a successful delivery has not yet occurred.
- Verified nonadministered remote subscribers — Those nonadministered remote subscribers whose remote location has been verified, either because a message was successfully delivered to the remote subscriber or the remote subscriber has sent a message to the local machine.

Remote subscribers can be identified throughout the AUDIX network by using the `system : translation : remote update` form. This form is used to request full remote subscriber updates from other AUDIX machines in the network, as well as to view the status of those updates. By using this form, if a subscriber is administered on one machine in a network, then that subscriber is administered on all machines that do a remote update in the network.

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## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Networking feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Networking feature interacts with switch features as follows:

- *DCP Modes:* Digital Communications Protocol (DCP) is AT&T's proprietary protocol for digital devices on a DEFINITY Communications System, System 85, and System 75 PBX. The AUDIX system supports four DCP ports.
  - DCP Mode 1 — This mode provides 56,000 bps data transmission and is used to provide access to ACCUNET Switched 56 Services via an AT&T DCP switch.
  - DCP Mode 2 — This mode provides 1200 bps to 19,200 bps data transmission rates and is used when transmission facilities between switches is analog with modems inserted.
  - DCP Mode 3 — This mode provides a 64,000 bps data transmission rate. This mode is used for connectivity between AUDIX machines connected to the same DCP switch and for connectivity between different switches that use DS-1 Alternate Voice Data on a T1 or an ISDN interface.
- *Leave Word Calling:* The LWC feature is transparent across all switches *except* when the originator and recipient of a LWC message are on different switches and one or both of the switches is a DIMENSION PBX.
- *MERLIN II:* The MERLIN II Communications System can provide an inexpensive data switch for AUDIX networking with a switch that does not support DCP (such as a DIMENSION PBX). It also permits the use of the Text Service Interface feature, AUDIX R1V3 networking systems, and AUDIX R1V4 networking systems to be locally networked with non-DCP host switches.

The DCP modules of the MERLIN II provide local high-speed connectivity (low-speed remote connectivity may be provided through modem pooling facilities on the MERLIN II switch). Since the MERLIN II currently supports data communication only on the I2 channel of the DCP interface, only two of the AUDIX DCP network channels can be used. Thus, only DCP Mode 3 (64,000 bps per I channel) communication is supported. Note that the two RS-232 channels can also be used in this configuration.

The MERLIN II provides a default administrative configuration, therefore, no explicit administration is required for the MERLIN II when it is used for AUDIX networking. Optional administration may be done to assign MERLIN II ports to hunt groups.

- *Multi-Stage Dialing:* This feature is supported to provide the use of modem pooling with MERLIN II. It also provides high flexibility for customers with AT&T DCP switches that use special equipment for data connectivity between different locations (such as multiplexers with T1 facilities).
- *RS-232 Connectivity:* This connectivity may be direct (without modem pooling) and operate at data transmission speeds up to 19,200 bps. This connectivity may also be switched or point-to-point via dedicated (private) facilities. AUDIX supports two RS-232 ports.

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## Interactions with Other AUDIX Features

The Networking feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* The AMIS Analog Networking feature does not interact directly with the digital Networking feature. The AMIS Analog Networking feature uses analog lines for transmission and does not have a data link to remote systems while the digital Networking feature uses the networking ports for data transmission. However, AMIS Analog Networking address ranges *cannot* intersect with digital networking addresses.
- *ADAP:* In an AUDIX Networking setup (R1V4 and later), ADAP can help speed up subscriber administration when a new adjunct is added. For example, if AUDIX subscriber profiles are to be moved from one machine to another, the system administrator can transfer the subscriber files to the PC or WGS using ADAP, then upload the subscriber profiles to the new AUDIX machine.

The subscriber entries would need some editing to put the data in the correct order (using the same `COS` forms from machine to machine could help simplify this process). After subscriber names have been voiced in and new passwords assigned, the new subscriber profiles would be ready for use.

- *Automated Attendant:* The Automated Attendant feature cannot be used to transfer callers directly to the voice mailboxes of subscribers on remote AUDIX machines.
- *Automatic Filesystem Backup:* This feature automatically creates a backup copy of the `sdat` filesystem. This filesystem contains the following network files:
  - Global network machine names file
  - Network profiles file
  - Network subscriber translations file
  - Network address range translations file
  - Network remote mail identifiers file
  - Remote subscriber delta update file
  - Remote subscriber voice names file
- *Broadcast Message:* When sending a broadcast message through a network, it is necessary to send the message as voice mail to a specific mailbox on each remote AUDIX system. The message can then be forwarded through the remote systems or, on R1V5 and later systems, redesignated as a broadcast message.
- *Call Answer:* Call Answer messages can be forwarded to other machines in an AUDIX network.
- *Call Detail Recording:* The CDR feature uses an AUDIX networking port for data transmission.
- *Dial-By-Name:* If you are using the Dial-By-Name feature in an AUDIX network, simply enter the subscriber's name — the network location prefix is not required. However, because name addressing cannot be used for all subscribers in an AUDIX network (nonadministered remote subscribers), the AUDIX system may tell you that no match exists for a name you have entered. You can still send your message by using extension addressing.

- *Directory:* If you are using the Directory feature in an AUDIX network, the only subscribers you will not be able to look-up are nonadministered remote subscribers. If you try to look-up a nonadministered remote subscriber, the AUDIX system may tell you that no match exists for a name you have entered or a name will not be announced for the extension you have entered.
- *Mailing List:* In a networking environment, Mailing Lists can consist of AUDIX subscribers on more than one AUDIX machine. However, public Mailing Lists cannot be shared across more than one AUDIX machine. Also, you might have to use a location prefix to include a subscriber who is on a different AUDIX machine in the network (this is not necessary if you are addressing the message using names instead of extensions).

Note that messages addressed to subscribers on a different AUDIX machine are queued for delivery at times set by the system administrator. Because of this procedure, messages scheduled for immediate delivery to remote subscribers may be delayed anywhere from five minutes to 24 hours.

- *Message Delivery:* The Message Delivery feature does not interact directly with the digital Networking feature. The Message Delivery feature uses analog lines for transmission and does not use a data link while the digital Networking feature uses the networking ports for data transmission. However, Message Delivery address ranges *cannot* intersect with digital networking addresses.
- *Message Sending Restrictions:* For the Message Sending Restrictions feature to work properly in an AUDIX network, all AUDIX machines in the network must be using R1V5 or later software. Further, sending restrictions rely on each machine having a single community ID assigned to it. This means that subscriber communities — assigned for the purposes of restricting voice mail — must be considered when configuring the network.
- *Personal Directory:* An alias may be created and assigned to any remote subscriber just as it would be for a local subscriber. However, if the remote subscriber is nonadministered, the alias must initially be assigned using extension number mode.
- *Private Message:* If your AUDIX network includes any R1V3 systems, you will not be able to send Private Messages to any subscribers on those systems. Since R1V3 machines are unable to receive these messages, the AUDIX system places the message in the *undeliverable* category of the sending subscriber's voice mailbox.

If subscribers find undelivered Private Messages addressed to networked subscribers, they can modify the message (remove the *private* status) and send it again.

- *Security Password:* Passwords and unique identifiers for each machine preserve security in the network.
- *Text Service Interface:* Each networked AUDIX machine can support a total of 100 other machines (either remote AUDIX machines, PCs for CDR retrieval, or Text Service Interface machines). For example, if one PC or WGS is administered for the Text Service Interface feature, up to 99 remote AUDIX machines are possible.

If the AUDIX system host switch is non-DCP, a MERLIN II, System 75, or equivalent digital PBX is required to provide the DCP connectivity for the Text Service Interface feature. The DCP connectivity must be Mode 3 (64,000 bps).

- *Traffic Reports:* Traffic reports that show network activities on a per-port basis are generated using the `traffic : network load : day` and `traffic : network load : hour` forms. Also, traffic reports that identify remote transmissions to and from the local AUDIX to a remote AUDIX are generated using the `traffic : remote messages : day` and `traffic : remote messages : month` forms.
- *Voice Mailbox:* When trying to send a private message to a remote subscriber on an R1V3 system, the sending subscriber will be notified that the message cannot be delivered and that the message has been placed in the *undeliverable* category of the subscriber's voice mailbox.

If subscribers find undelivered private messages addressed to networked subscribers, they can modify the message (remove the *private* status) and send it again.

Subscribers can also receive a undeliverable message notification if they enter a nonexistent address or if the recipient's mailbox is full.

# On-Line Help

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## DESCRIPTION

The AUDIX system provides two on-line help facilities; one for AUDIX users and one for the system administrator. While voice prompts are provided at each step to help users select the appropriate keys to perform desired tasks, additional information is available at any time using the On-Line Help feature. Also, the AUDIX system provides three levels of on-screen information for system administrators or service technicians working on an AUDIX terminal.

*Who has it:* Anyone who enters the AUDIX system or logs in via the administration terminal can use the On-Line Help feature.

*Who controls it:* There are two versions of on-line help announcements for AUDIX users; a verbose version and an abbreviated version. The AUDIX system administrator must decide which version to use.

On-line help for the administration terminal is controlled by the AUDIX system software.

*Who can access it:* Anyone who enters the AUDIX system can access the On-Line Help feature by pressing **\*** **H**.

Anyone who logs into the AUDIX system via the administration terminal can access the On-Line Help feature by pressing the **HELP** or **FIELD HELP** keys.

## Points to Remember

- We recommend the use of the abbreviated version of the announcement data filesystem. Although it is abbreviated, it does not omit any information; it is simply a quicker, more concise set of on-line help announcements.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	N/A	Anyone : Help

## APPLICATIONS

The On-Line Help feature can be used at any time to aid in the use of the AUDIX system. For example, if a subscriber accidentally presses one or more keys that the AUDIX system does not accept as commands, the AUDIX system will inform the subscriber that the entry was invalid. By pressing **\*** **H**, the subscriber can hear what the current activity is and the options that are available.

The On-Line Help feature available from the administration terminal provides information on commands, forms, and field options.

## REQUIREMENTS

The On-Line Help feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

This section describes the use of the users' and administration terminal on-line help facilities.

### Users' On-Line Help

All AUDIX users can press **\*** **H** at any time for a complete list of current options. The AUDIX system will tell you the current activity, give you a list of options, and tell you how to use each option.

### Administration Terminal On-Line Help

All AUDIX system releases (R1V2 and later) include an administration terminal on-line help facility. This On-Line Help feature gives an administration terminal user a summary of commands, forms, and field options at the touch of a key. All AUDIX administration and maintenance forms offer three levels of on-line help to supplement written documentation:

*PATH Line Help* Whenever your cursor is on the `PATH` (or command) line of the terminal screen, you can use the On-Line Help feature to find out the next possible segments (parts) of a form name by either pressing the **HELP** key or using a CTRL-key sequence. The On-Line Help feature lists all legal command options available to you at that point in the path. After typing a valid segment (or its unique abbreviation) and pressing **ENTER**, you can again request help for the next segment.

<i>Form Help</i>	Whenever a form is displayed on the screen, use the <b>HELP</b> key (or equivalent) to show a summary of the form's purpose, valid commands (such as the <b>CHANGE</b> or <b>ENTER</b> commands), and other pertinent information. The display-only fields for that form (if any) are also listed.
<i>Field Help</i>	Whenever the cursor is on a data-entry (modifiable) field in a form, you can use the <b>FIELD HELP</b> key to show a brief description of that field and list the valid options you may enter. Because the cursor cannot rest on a display-only field, these fields are described in the form summary.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the On-Line Help feature with switch features and other AUDIX features.

### Interactions with Switch Features

The On-Line Help feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The On-Line Help feature is available for all of the following AUDIX features:

AMIS Analog Networking	Mailing List
ADAP	Message Delivery
Automated Attendant	Message Sending Restrictions
Automatic Filesystem Backup	Multiple Personal Greetings
Automatic Message Scan	Name Record By Subscriber
Broadcast Message	Networking
Bulletin Board	Outcalling
Call Answer	Personal Directory
Call Detail Recording	Playback and Recording Control
Class of Service	Priority Message
Custom Announcements	Priority Outcalling
Delivery Scheduling	Private Message
Dial-By-Name	Security Password
Directory	Text Service Interface
Escape to Attendant	Traffic Reports
File Redundancy	Transfer Into/Out of AUDIX
Full Mailbox Answer Mode	Untouched Message
Guest Password	Voice Mail
Login Announcement	Voice Mailbox



# Outcalling

## DESCRIPTION

Outcalling allows the AUDIX system to call subscribers and inform them of new messages.

*Who has it:* Only AUDIX subscribers who have been given Outcalling permission by the AUDIX system administrator can use this feature. The system administrator can activate or deny Outcalling for individuals using the `cos` or `subscriber : local` form.

*Who controls it:* The AUDIX system administrator defines system-wide Outcalling parameters using the `system : outcalling` form. These parameters include enabling or disabling Outcalling for the entire system, defining up to three periods per day when Outcalling is activated (or it can be left continuously active), setting the maximum number of digits the AUDIX system can dial to place an outcall, defining the maximum number of ports that the AUDIX system can use simultaneously to place outcalls, and defining the retry interval.

*Who can access it:* If Outcalling is activated for the entire system, any AUDIX subscriber who has permission can use activity 6 on the Activity Menu to instruct the AUDIX system to place outcalls to them at the phone number they specify.

## Points to Remember

- If an outcall is placed to a rotary phone or pager, you will not be able to retrieve your messages. For this reason, assign Outcalling only to touch-tone phones unless you are using this feature for message notification.
- Outcalls are not placed while you are logged on to the AUDIX system. If you hang up without reviewing your new messages, outcalls will be placed using the current schedule.
- The maximum number of digits subscribers can specify as their outcall number may be limited to prevent subscribers from requesting long-distance calls (the maximum length is 29 digits). Limiting the number of digits may prevent having pagers alerted through Outcalling, however.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V3, V4, V5, V6, V7, V8	<code>su l, cos, sy o, m au fp</code>	Subscriber : Notification

## APPLICATIONS

This feature is often used on systems that do not have message-waiting lamp capability. It may also be useful for subscribers who work at home or another location, or who wish to be notified promptly of new AUDIX messages during or after regular working hours. Further, this feature can be used to notify subscribers of new messages by calling their pagers.

## REQUIREMENTS

Outcalling works with most compatible analog port boards on a DIMENSION PBX, System 75, System 75 XE, DEFINITY Communications Systems, or other qualified-vendor switches.

<b>NOTE</b>
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The Outcalling feature does *not* work with SN228 or SN229 analog port boards on System 85 and DEFINITY Generic 2 traditional modules. The AUDIX TN747B VPT port boards *must* be connected to SN222, SN222B, or SN228B analog port boards on these switches.

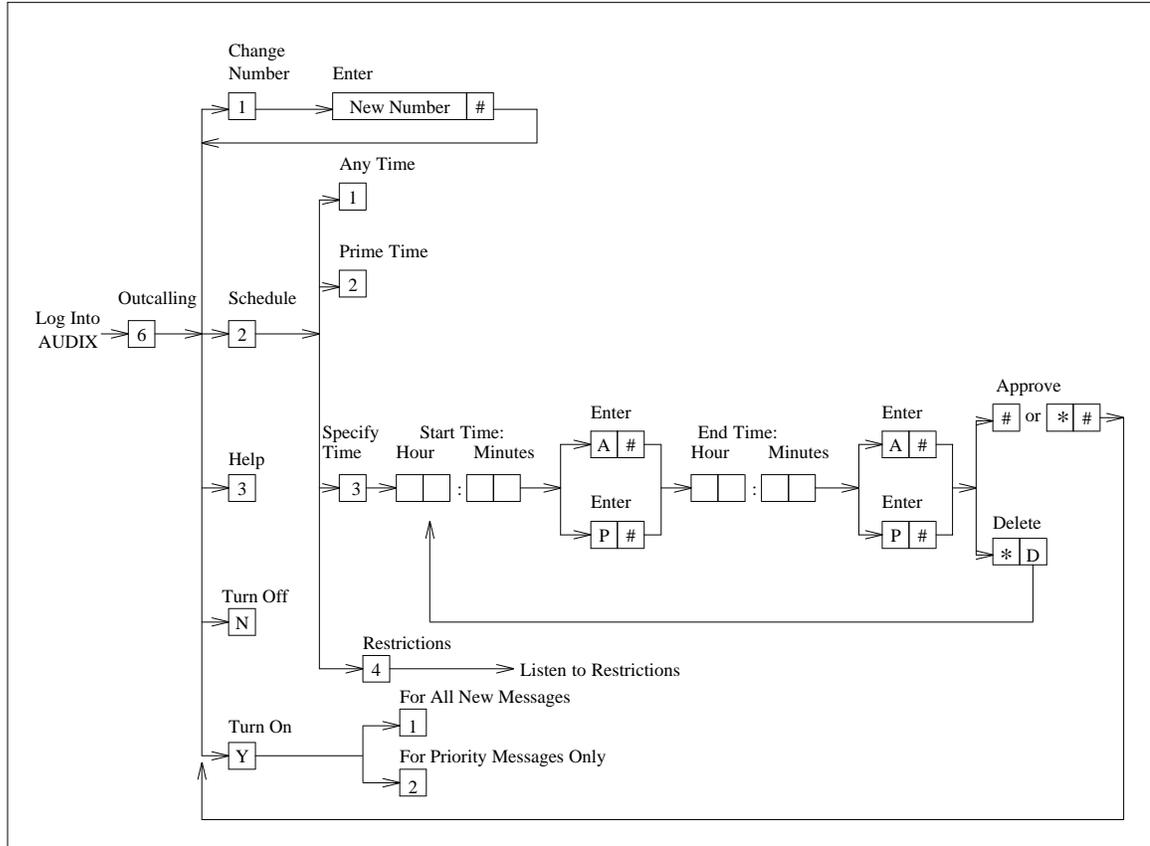
The system administrator activates the Outcalling feature using the `system : outcalling` form. The fields on this form allow the administrator to set certain restrictions on outcalling activity. After outcalling has been activated and administered on the form, the service dispatcher audit (found on the `maintenance : audits : fp` form) must be run; otherwise, the Outcalling feature will not work. Note that any time the administrator changes the number of ports available for the Outcalling feature, the service dispatcher audit must be run to activate those changes.

Systems with Outcalling enabled may require additional voice ports depending on the number of people who use the feature, the length of outcalls, and the frequency of notification attempts. For example, a successful (answered) outcall may take 20 seconds to hang up, while an unsuccessful outcall may take up to one minute for the AUDIX system to hang up (the AUDIX system waits for potential input before timing-out and ending the call).

## FEATURE OPERATION

When AUDIX subscribers receive new messages and the Outcalling feature is active, the AUDIX system calls them after the delay specified by the system administrator on the `system : outcalling` form. The AUDIX system pauses a few seconds, then plays an Outcalling announcement five times (this is because the AUDIX system does not know when, or if, the call is answered). A tone plays at the end of the announcement in case another AUDIX system answers the call (as a result of normal call-coverage). This causes the answering AUDIX system to hang up without recording a message.

## Subscriber Procedures

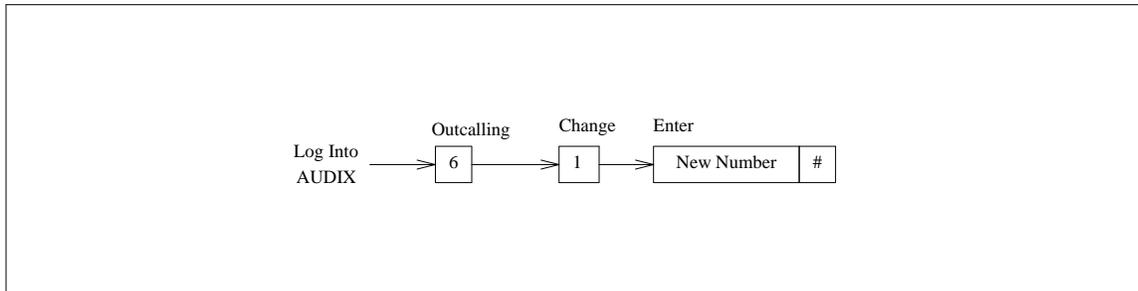


**Figure 40.** Outcalling Operation

The following sections describe how you can tailor the use of the Outcalling feature to your needs.

The Priority Outcalling feature allows you to administer the AUDIX system so that you will only receive an outcall when *priority* messages have been delivered to your voice mailbox. For more information, see the *Priority Outcalling* section of this manual.

### Changing the Outcalling Number



**Figure 41.** Changing the Outcalling Number

You can change your Outcalling number at any time by following the procedure below:

1. Log into the AUDIX system.
2. Press **6** to select Outcalling administration.
3. Press **1** to change the Outcalling number.

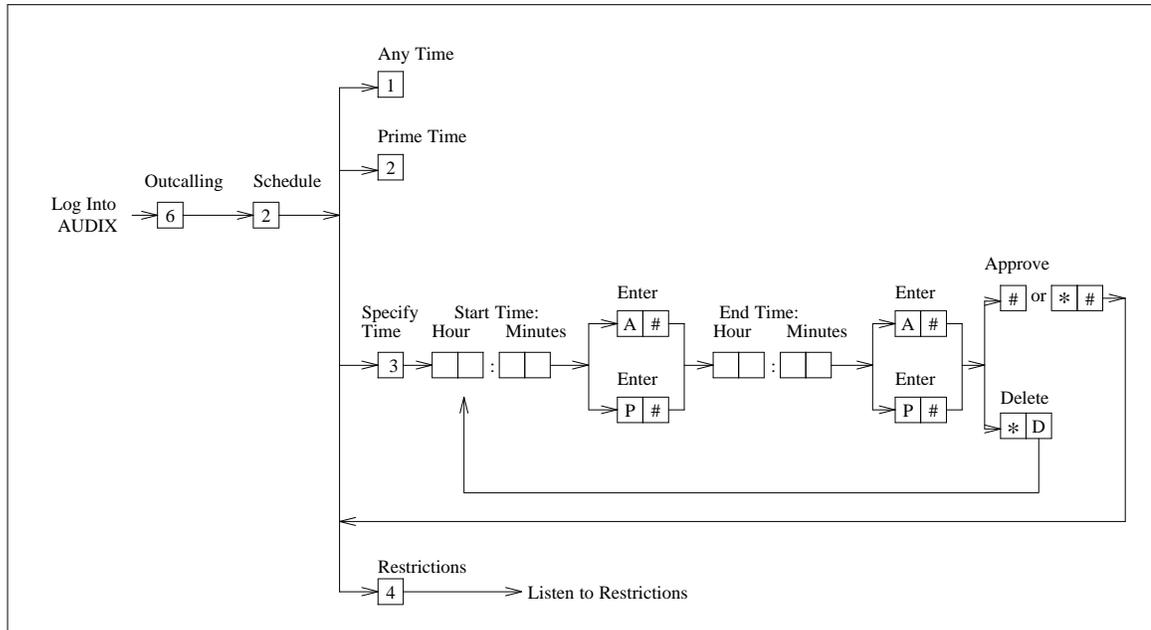
The AUDIX system will pause about 1.5 seconds for each **\*** that appears in the Outcalling number string. This is useful when giving the AUDIX system a pager number or a number for a remote location.

4. Enter the new number (up to 29 characters depending on administration, including pauses), and then press **#**.
  - If the AUDIX system is to place an outcall to a pager, enter the pager number, count the number of seconds of silence before the beeper signals to enter the final, identifying digits. Then, convert the number of seconds to AUDIX system pauses. For example, 6 seconds at 1.5 seconds per pause would equal four pauses (do not use a pause as the first entry in your Outcalling number).
  - If the AUDIX system is to place an outcall to a pager that requires a **#** as the final digit, begin the number with **# #**. For example, for the AUDIX system to dial 123-4567, wait three seconds for a second dial tone, and then dial 124#, enter the following: **# # 1 2 3 4 5 6 7 \* \* 1 2 4 #**.
  - If a mistake is made while entering the number, press **#**; then, press **1** again and enter the correct number.
5. Press **Y** to turn Outcalling on, or press **N** to turn Outcalling off.

**NOTE**

Although pager calls are *not* guaranteed to work with the AUDIX system, there are many brands of pagers that are currently in use with AUDIX systems. The only pager that has been tested with the AUDIX system is the Motorola pager. Subscribers should experiment with the number of pauses needed to make an outcall to a pager.

*Scheduling an Outcall*



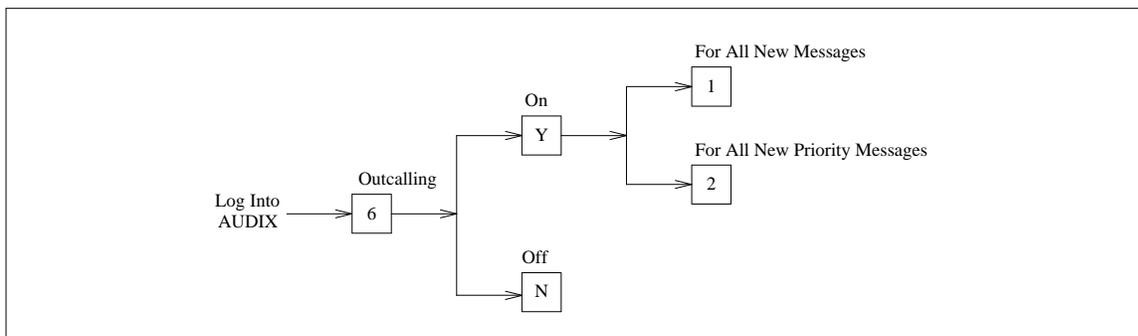
**Figure 42.** Scheduling an Outcall

To specify a daily time period for the AUDIX system to place an outcall, do the following:

1. Log into the AUDIX system.
2. Press (6) to select Outcalling administration.
3. Press (2) to schedule Outcalling.
4. Take one of the following actions:
  - To be called any time (day or night), press (1).
  - To be called during prime time (set by your system administrator), press (2).
  - To listen to the scheduling restrictions indicating when Outcalling is available (set by your system administrator), press (4).

- To specify a time period for the AUDIX system to place an outcall:
  - a. Press **3** to select a time period for Outcalling to start and end.
  - b. Enter the starting hour and minutes (either one or two digits for the hour and two digits for the minutes).  
For example, press **2** **0** **5** for 2:05.
  - c. Press **A** for A.M. or **P** for P.M., and then press **#**.
  - d. Enter the ending hour and minutes.
  - e. Press **A** for A.M. or **P** for P.M., and then press **#**.  
If the schedule is not correct, press **\*** **D** to delete, and re-enter the time period.
  - f. Press **#** or **\*** **#** as prompted to approve the schedule.
- 5. Press **Y** to turn Outcalling on, or press **N** to turn Outcalling off.

### Turning Outcalling On/Off



**Figure 43.** Turning Outcalling On/Off

An Outcalling number is not erased when Outcalling is turned off. Outcalling can always be turned on again to use the original number you set without requiring you to re-enter the number.

1. Log into the AUDIX system.
2. Press **6** to select Outcalling administration.
3. Press **Y** to turn Outcalling on, or press **N** to turn Outcalling off.

If you turn Outcalling on, you must select either **1** to activate Outcalling for all new messages, or **2** to activate Outcalling for only new Priority messages.

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### *Responding to an Outcall*

When an outcall is answered, the AUDIX system provides the person answering the call with three choices: receive the messages, cancel Outcalling, or disconnect.

- To receive the messages:
  1. Answer the ringing phone.
  2. Log into the AUDIX system. (If you are logging in from your administered extension number, you can simply press  to log in.)
  3. Listen to messages.
- To cancel Outcalling:
  1. Answer the ringing phone.
  2. Press   to cancel the outcall; the AUDIX system won't call again until there are more new messages.
- To disconnect:

Hang up without logging in or canceling the outcall; the AUDIX system will reschedule the outcall for the next administered outcalling interval.

## **Standalone Operation**

On Standalone systems, outcalls are made only on call answer (c) or voice mail (v) type ports. (The a-type ports are reserved for the Automated Attendant feature.)

## **INTERACTIONS WITH OTHER FEATURES**

This section identifies the interactions of the Outcalling feature with switch features and other AUDIX features.

### **Interactions with Switch Features**

The Outcalling feature interacts with the switch as follows:

- *Class of Restriction (COR)*: The class of restriction (COR) assigned to the local system's voice ports may limit the use of the Outcalling feature. For example, to protect against possible toll fraud, the local system's voice ports might be restricted from accessing 2-way or outgoing trunk groups. The COR for the voice mail system might need to be altered if you wish to allow outcalls to be made out of the switch dial plan. Refer to the *GBCS Products Security Handbook (555-025-600)* for more information on system security and switch administration.

- *Facility Restriction Level (FRL):* The facility restriction levels (FRLs) on the switch may be set to restrict outcalling activity. Refer to the *GBCS Products Security Handbook (555-025-600)* for more information.
- *Leave Word Calling:* When a LWC message is left for an AUDIX subscriber, and that subscriber has enabled Outcalling, the AUDIX system will place an outcall to the subscriber after the initial delay period (defined by the system administrator).
- *Restriction-Code Restriction:* Outcalls can be restricted to specific geographical areas (by area codes) using this switch feature.

## Interactions with Other AUDIX Features

The Outcalling feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* The maximum number of outcalling ports, administered via the `system : outcalling` form, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages to be delivered on the `system : translation : machine : audix/amis/call delivery` form *must* have been administered as outcalling periods on the `system : outcalling` form or AMIS analog messages will not be transmitted.
- *Broadcast Message:* The person who creates and sends a Broadcast Message must opt to turn the message notification on for the message to activate the Outcalling feature. If a Broadcast Message is sent without activating the Message-Waiting Indicator feature, subscribers will not be notified of the message via Outcalling.
- *Call Detail Recording:* Every outgoing call that is originated by the AUDIX system via a voice port will be included in the *Outgoing Voice Call Detail* record. The information recorded for Outcalling in this record includes: the date, time, and duration of the outcall; the port the AUDIX system used to place the outcall; the number the AUDIX system dialed to place the outcall; and the result of the outcall (no response, subscriber logged into the AUDIX system, or subscriber acknowledges outcall by pressing (\*)(#)).
- *Call Answer:* When a new voice mail message is placed in a subscriber's mailbox by the Call Answer feature, and that subscriber has enabled Outcalling, the AUDIX system will place an outcall to the subscriber after the initial delay period (defined by the system administrator).
- *Class of Service:* The Outcalling feature can be activated or denied using the `cos` form. The system administrator can define different `cos` forms that allow some groups to use Outcalling while restricting other groups from its use.
- *Message Delivery:* The maximum number of outcalling ports, administered via the `system : outcalling` form, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages `system : translation : machine : audix/amis/call delivery` form *must* have been administered as outcalling periods on the `system : outcalling` form or Message Delivery messages will not be transmitted.

- *Traffic Reports:* The system administrator should monitor Outcalling with the `traffic : special features : day` and `traffic : special features : hour` forms to check this feature's use of AUDIX system resources. For example, the system administrator can monitor the following:
  - If the maximum number of simultaneous outcalls is often reached, the system administrator may choose to increase the limit for the number of simultaneous outcalls.
  - If many outcalls are not being completed, the system administrator may choose to increase the interval between outcalls. Note that all outcalls to pagers are considered incomplete since the called subscriber cannot login (the pager is simply used for message notification).
  - If many outcalls are rescheduled due to lack of resources, the system administrator may choose to increase the number of voice ports available for Outcalling.

**NOTE**

Central Offices can take up to 30 seconds to disconnect the AUDIX system after an outcall has been placed to a remote location. If the AUDIX system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing `* * X` to force the AUDIX system to hang up. Remote subscribers may wish to end each Outcalling session by pressing `* * X`.



# Personal Directory

## DESCRIPTION

Personal Directory permits each subscriber to create a private list of customized names. These *aliases* correspond to other subscribers. As with the system directory, the personal directory can be queried by name, or used for addressing messages, transferring calls, and creating mailing lists.

Each alias must be used in name-addressing mode. For greater convenience, users who use the personal directory often should have their default addressing mode set (by the system administrator) to name-addressing instead of number-addressing. When users refer to other users either by name or alias, the AUDIX system first searches the sender's personal directory, then searches the system directory. The AUDIX system makes the translation from alias to user as necessary and announces the name and/or number as usual according to application.

*Who has it:* All subscribers have access to the personal directory via the Subscriber Administration Menu (option 5 on the Activity Menu).

*Who controls it:* Subscribers control their own personal directories: creating them and adding and deleting names from them.

*Who can access it:* Only individual subscribers can add or delete entries in their own personal directories. However, callers who reach a subscriber's voice mailbox via the Call Answer feature have access to the subscriber's Personal Directory for use with the \* T (Transfer) command.

## Points to Remember

- Subscribers are responsible for creating and maintaining their own personal directories.
- Users must be in name addressing mode to use an alias.
- Each personal directory is limited to 25 names (aliases).
- It is possible to assign more than one alias in a personal directory to one name in the system directory.
- Aliases are limited to 10 characters.
- If a subscriber is deleted from the system, the nightly Personal Directory and Mailing List audits removes the subscriber from all other subscribers' Personal Directories.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	N/A	Sender : Database

## APPLICATIONS

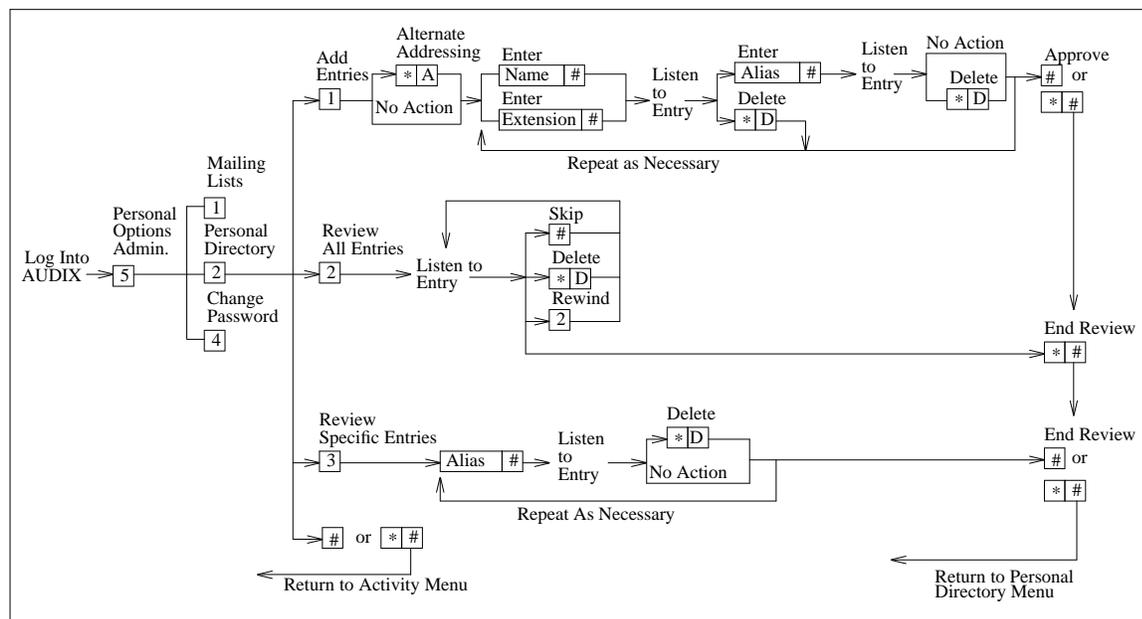
The personal directory allows subscribers to draw information from the system directory more efficiently. For example, it can be used to avoid spelling out common names that have many nearly identical permutations (Smith, Jones, etc.) in the larger directory. More importantly, it provides an abbreviated dialing capability: a user might use the shorter alias *liz* for the name *Emilio Lizbon*, for example. This can be used creatively for coding aliases according to various work assignments or responsibilities.

## REQUIREMENTS

Personal Directory has no requirements other than those of the AUDIX system itself.

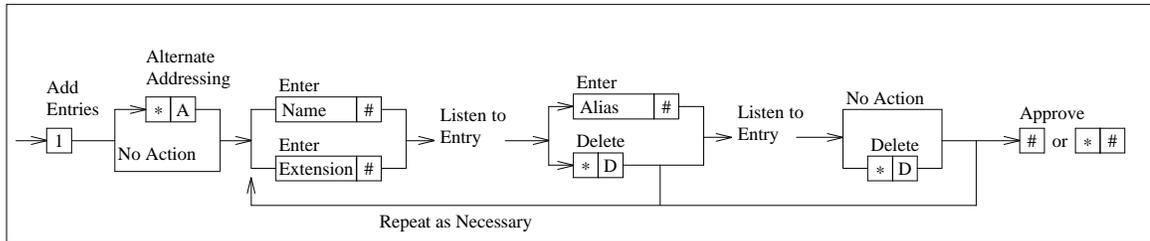
## FEATURE OPERATION

The directory is created and edited via the Personal Directory Menu. The AUDIX system accesses the Personal Directory each time you enter names when addressing voice mail, creating mailing lists, accessing the Directory feature, or transferring calls.



**Figure 44.** Personal Directory Operation

## Add Entries

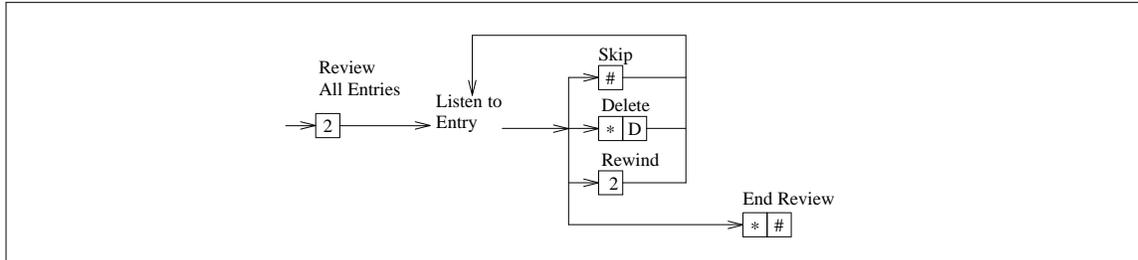


**Figure 45.** Add Entries

You can create or add entries to your personal directory by following the procedure below:

1. Log into the AUDIX system.
2. Press (5) to select the Personal Options Administration Menu.
3. Press (2) to administer your Personal Directory.
4. Press (1) to add entries.
5. Enter a name or extension address (listed in the system directory) and press (#).
6. After listening to the AUDIX system recite the name address of your entry, do one of the following:
  - If the name is incorrect, delete it by pressing (\* D), and return to step 5.
  - If the name is correct, enter the corresponding alias, and press (#).
7. After listening to the AUDIX system recite your entry, do one of the following:
  - To add other entries, return to step 5.
  - To delete the entry and start over, press (\* D), and return to step 5.
  - To approve the directory as changed, press (#) or (\* #) as prompted to return to the Personal Directory Menu.

## Review All Entries

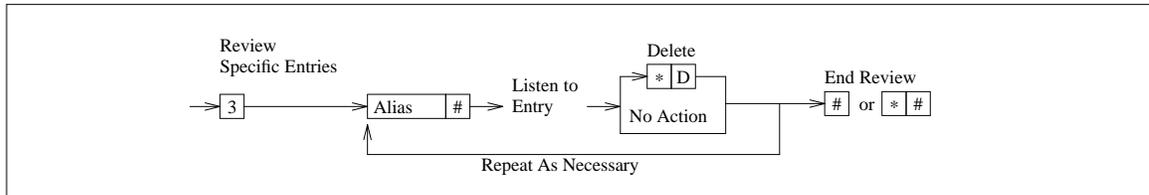


**Figure 46.** Review All Entries

You can review all entries in your personal directory by following the procedure below:

1. Log into the AUDIX system.
2. Press (5) to select the Personal Options Administration Menu.
3. Press (2) to administer your Personal Directory.
4. Press (2) to review all entries.
5. While listening to the AUDIX system recite an entry, do one of the following:
  - To skip to the next entry, press (#).
  - To delete the entry, press (\* D).
  - To replay the entry, press (2).
  - To end the review of the personal directory, press (\* #).
6. Repeat step 5 for each entry as necessary.

## Review Specific Entries



**Figure 47.** Review Specific Entries

You can review specific entries to your personal directory by following the procedure below:

1. Log into the AUDIX system.
2. Press (5) to select the Personal Options Administration Menu.
3. Press (2) to administer your Personal Directory.
4. Press (3) to review specific entries.
5. Enter the first alias you want to review and press (#).
6. Listen to the AUDIX system recite your entry, then do one of the following:
  - To delete the entry, press (\*)(D).
  - To review another entry, return to step 5.
  - To end the review of the personal directory, press (#) or (\*)(#) as prompted.
  - Repeat step 5 for each entry as necessary.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of Personal Directory with switch features and other AUDIX features.

### Interactions with Switch Features

Personal Directory interacts directly with only one switch feature, *Call Transfer*. When transferring a call, users may enter an alias from the Personal Directory in place of a name.

## Interactions with Other AUDIX Features

Personal Directory interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* An alias may be created and assigned to any remote AMIS recipient just as it would be for a local subscriber. However, if the remote subscriber is nonadministered, the alias must initially be assigned using the extension number mode.
- *Dial-By-Name:* When dialing by name, users can enter aliases from the Personal Directory.
- *Directory:* When looking up a name entered by a subscriber, the AUDIX system moves on to the system Directory if it first does not find the name in the subscriber's Personal Directory.
- *Mailing List:* When creating a mailing list, subscribers can enter aliases instead of names. They can also use aliases when identifying the owner of a mailing list.
- *Message Delivery:* An alias may be created and assigned to any remote Message Delivery recipient just as it would be for a local subscriber. However, if the remote recipient is nonadministered, the alias must initially be assigned using the extension number mode.
- *Message Sending Restrictions:* The AUDIX system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function, particularly for call transfers.
- *Voice Mailbox:* Personal Directory was originally designed for use with Addressing Messages; this is its primary function. When addressing by name, users can enter aliases from the Personal Directory.

# Playback and Recording Control

---

## DESCRIPTION

The Playback and Recording Control features can be used by anyone entering the AUDIX system who wants to create, leave, or listen to messages.

Using the Playback Control feature, subscribers can listen to their Call Answer and Voice Mail messages, then replay the entire message or step backwards or forwards in 4 or 10 second intervals.

Using the Recording Control feature, callers creating a Call Answer or Voice Mail message for a subscriber can replay the message and edit it if desired.

*Who has it:* All subscribers can use the Playback Control feature while listening to messages. The Recording Control feature is available to all callers who want to leave messages (either Call Answer or Voice Mail) for AUDIX subscribers.

*Who controls it:* Anyone creating, leaving, or listening to a message can control these features.  
  
On R1V7 and later systems, the administrator can specify whether the rewind and advance playback features skip forward or backward in 4 or 10 second intervals.

*Who can access it:* The Playback Control feature is used by AUDIX subscribers.  
  
Anyone entering the AUDIX system, either by logging in or being sent to the AUDIX system via call coverage, can access the Recording Control feature.

## Points to Remember

- The options available through the Playback Control feature are accessible only while listening to messages.
- The options available through the Recording Control feature are accessible only while creating new messages (this includes nonsubscribers leaving a call answer message) or modifying existing messages that are in the outgoing section of the voice mailbox.
- A touch-tone telephone is required to use either of these features.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	N/A	Sender/Recipient : Message

## APPLICATIONS

The Playback and Recording Control features can be used in the following ways:

- Playback Control — While listening to a message, a subscriber can replay the message and its header, or just a portion of the message, to verify information left by the caller. Listeners can also skip forward or backward in a message to replay or skip over parts of a message.
- Recording Control — While creating or modifying an existing message, the caller (or subscriber who is sending a voice mail message) can edit the message to make content changes or to eliminate any mistakes that occurred during its recording.

## REQUIREMENTS

The Playback and Recording Control features have no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

This section describes the use of the Playback and Recording Control features.

### Playback Control

While you are listening to messages (in either your incoming or outgoing mailbox), you can use any of the following playback commands:

- To replay a message header, press (2) (3).
- To replay the message only, press (0).
- To temporarily suspend playback, press (3).
- To resume message playback, press (3) again.
- To rewind the message in 4- or 10-second intervals, press (5).
- To advance through the message in 4- or 10-second intervals, press (6).

**NOTE**

On AUDIX R1V7 and later systems, the system administrator can specify whether AUDIX will skip forward or backward in a message in either 4-second (short) or 10-second (long) intervals. The default is short increments, to match with pre-R1V7 systems. The interval for the advance and rewind commands is specified independently (both features do not have to use the same interval). This feature is controlled on a system-wide basis using the `system : appearance` form.

## Recording Control

While you are recording a call answer or voice mail message, you can use any of the following editing commands:

- To temporarily suspend recording:
  1. Press **1** (if you want to pause and collect your thoughts).
  2. Press **1** again to continue recording. The AUDIX system will continue recording without a break in the message.
- To rewind and play back the message:
  1. Press **1** to stop recording (this is an optional step).
  2. Press **2** to rewind to the beginning of the message.
  3. Press **3** to play the message. You can also press **5** to rewind the message in 4 or 10 second intervals or **6** to advance through the message in 4 or 10 second intervals.
- To record over a portion of the message:
  1. Press **1** to stop recording (this is an optional step).
  2. Press **2** **3** to rewind and play back the message.
  3. Press **3** to stop the recording at the appropriate place. You can press **5** to rewind the message in 4 or 10 second intervals or **6** to advance through the message in 4 or 10 second intervals to locate the point that you want to begin re-recording.
  4. Press **1** to continue recording from this point.
- To delete this message and record a new one:
  1. Press **1** to stop recording (this is an optional step).
  2. If you are not satisfied with the message you have just recorded and want to re-record it, press **\*** **D** to delete the message. Then, press **1** to begin recording a new message.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Playback and Recording Control features with switch features and other AUDIX features.

### Interactions with Switch Features

The Playback and Recording Control features have no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Playback Control feature can be used with the following AUDIX features:

- Automatic Message Scan
- Broadcast Message
- Call Answer
- Login Announcement
- Untouched Message
- Voice Mail
- Voice Mailbox

The Recording Control feature can be used with the following AUDIX features:

- Automated Attendant
- Bulletin Board
- Call Answer
- Multiple Personal Greetings
- Name Record By Subscriber
- Voice Mail
- Voice Mailbox

# Priority Message

## DESCRIPTION

This feature allows some subscribers to send Priority Messages that will be specially marked and preferentially presented to recipients. Primarily an executive feature, it can be administered by class of service and by subscriber.

The AUDIX system treats Priority Messages differently from regular messages in the following ways:

- If scheduled for immediate delivery, Priority Messages are delivered before regular messages.
- Message headers indicate the priority status of messages.
- When retrieved, Priority Messages are presented before other new messages, but after Broadcast Message.

Subscribers can prioritize messages when creating, editing, addressing, or scheduling them, and change it back to a regular message similarly. If a Priority Message is scheduled for future delivery at the same time as a regular message, it will be delivered according to its order in the delivery queue.

*Who has it:* Although the system administrator can assign the Priority Message feature to each subscriber, generally the feature is reserved for a specific class of service.

*Who controls it:* The system administrator determines who has the feature, and assigns it according to class of service and/or subscriber.

*Who can access it:* Every subscriber is capable of receiving Priority Messages, which are grouped in a special category.

## Points to Remember

- Priority messages are distinct from regular messages only in the header, scheduled delivery functions, and Outcalling notification.
- A Priority Message can also be a Private Message.
- A Priority Message cannot be a Broadcast Message or Login Announcement.
- This feature includes priority notification via the Priority Outcalling feature (see the *Priority Outcalling* chapter for more information).

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	su l, cos	Sender : Message

## APPLICATIONS

The primary scenario for the Priority Message feature is that of executives sending Priority Messages to employees who might normally receive many other messages. The executive is assured that the important message will be at the top of the employee's stack of messages.

An additional application may be to assign the feature to employees working on a priority project, so supervisors or coworkers can be kept informed of the project's status more efficiently.

## REQUIREMENTS

The Priority Message feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

Messages are prioritized or unprioritized via the Message Options Menu. Priority Messages are presented to recipients preferentially in the *new* message category.

## Sender's Procedures

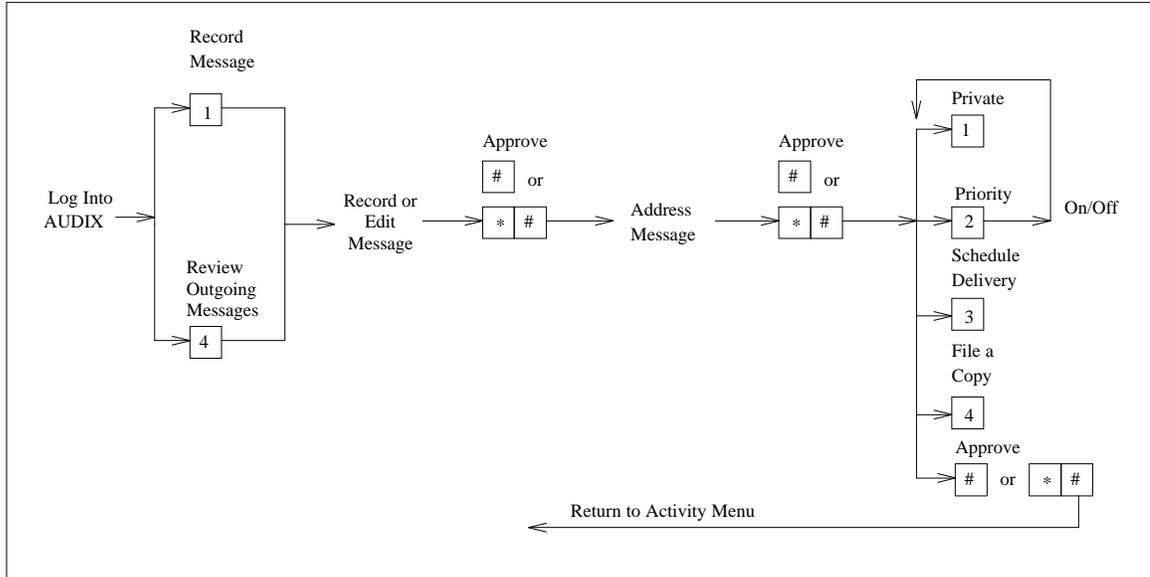


Figure 48. Priority Message Operation (R1V8)

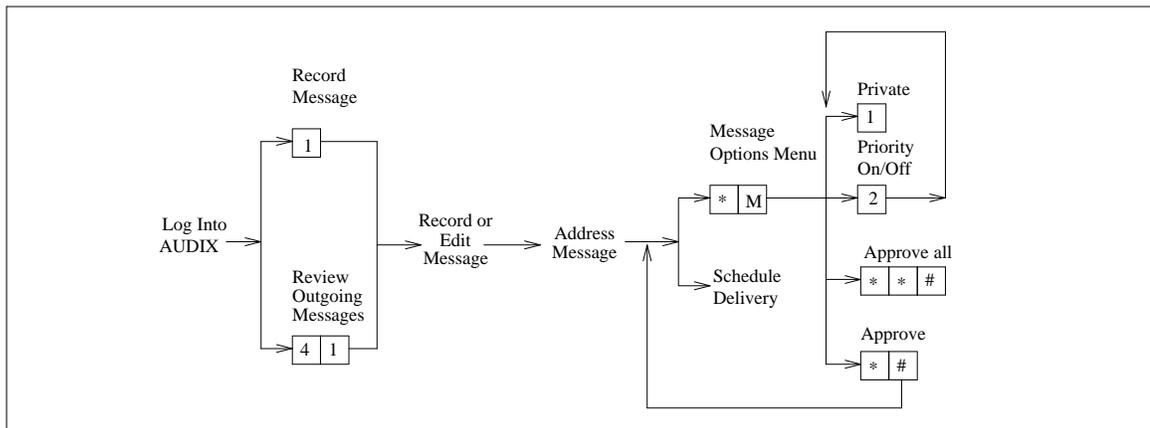


Figure 49. Priority Message Operation (R1V5 through R1V7)

The procedure for prioritizing a message is summarized below.

1. Log into the AUDIX system.
2. Press **1** to record a message.
3. Record or edit and address a message according to the *Recording a New Voice Mail Message*, *Using/Modifying an Existing Voice Mail Message*, and *Addressing a Voice Mail Message* procedures found in the *Voice Mail* section of this manual.
4. When you approve the address list:
  - On R1V8 systems, you are automatically placed in the options menu. Press **0** to list the options (go to the next step).
  - On R1V5 through R1V7 systems, you must press **\*** **M** to access the Message Options Menu.
5. The options menu will list one or more options, depending on the types of messages you have permission to create. If you only have one option (Private), you do *not* have permission to create a Priority message and should contact your system administrator.  
Press **2** to mark the message as *priority*.
6. Do one or both of the following:
  - To make the message *private*, press **1**.
  - Press **2** again to unprioritize the message.Both options are toggle switches. Pressing **1** or **2** repeatedly turns the *private* or *priority* status on and off like a light switch. A Priority Message can also be a Private Message, but it cannot also be a Login Announcement or Broadcast Message.
7. Press **#** or **\*** **#** as prompted to approve your message options and schedule delivery.

## Recipient's Procedures

The procedures for getting a Priority Message are identical to those used for getting other messages (see the Automatic Message Scan and Voice Mail features). Priority Messages are presented in the *new* message category, before other new messages, regardless of when they were received. If you have the Priority Outcalling feature, you can elect to be called by the AUDIX system only when you receive Priority Messages.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Priority Message feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Priority Message feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Priority Message feature interacts with other AUDIX features as follows:

- *Activity Log:* The activity log records scheduled and received entries for each priority message.
- *AMIS Analog Networking:* Priority messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.
- *Broadcast Message:* Broadcast Messages cannot be prioritized. They are a separate class of *new* messages, presented to recipients *before* Priority Messages.
- *Call Answer:* Call Answer messages cannot be prioritized.
- *Class of Service:* The Priority Message feature can be administered as part of a class of service.
- *Delivery Scheduling:* Messages can be prioritized *after* the delivery scheduling process (for R1V8 systems) or at any time *during* the delivery scheduling process (for R1V5 through R1V7 systems).
- *Leave Word Calling:* Leave Word Calling messages cannot be prioritized.
- *Login Announcement:* Login Announcements cannot be prioritized. They are already uniquely prioritized in that they are presented immediately after the recipient logs into the AUDIX system.
- *Mailing List:* If a Priority Message is addressed via a mailing list, each person on the list will receive the message marked with *priority* status.
- *Message Delivery:* Priority messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages at remote destinations.
- *Message Sending Restrictions:* Senders cannot send Priority Messages to those whom they are restricted from sending regular messages.
- *Name Record By Subscriber:* If senders of Priority Messages have recorded their names, those recordings will be played back in the message header, just as they are for regular messages.
- *On-Line Help:* Help messages are available for the Priority Message feature.
- *Outcalling:* Priority Messages trigger outcalls just as do other new messages.
- *Playback and Recording Control:* Priority Messages can be controlled during playback and recording just as regular messages are.

- *Priority Outcalling:* If the Priority Outcalling feature is activated, *only* Priority Messages trigger outcalls.
- *Private Message:* Priority Messages can also be Private Messages. The Message Options Menu is also used for making messages private. It doesn't matter in what order the status is assigned.
- *Text Service Interface:* Message headers sent to text-based machines do not include priority status information.
- *Voice Mailbox:* Automatic Reply to Sender — Unless restricted by message sending restrictions, recipients can send a voice mail response to the sender of a Priority Message normally. Note that a message will not keep its priority status when forwarded. The recipient can reprioritize the message when forwarding it, but *only* if the recipient has permission to send Priority Messages.

# Priority Outcalling

## DESCRIPTION

Priority Outcalling works with the Priority Message feature in that the recipient can elect to be notified by outcalling only when a priority message has been received. To prevent abuse of the function, priority messages can only be sent by specific subscribers.

As with Outcalling, the feature is turned on from the Outcalling Administration Menu (option 6 on the Activity Menu). The subscriber can elect to be called for *all new priority messages*. If there are new priority messages in the subscriber's mailbox when Priority Outcalling is turned on, an outcall will *not* be placed until another new priority message is received. If a priority message is received during off hours (when the subscriber has specified that outcalls are *not* to be placed), the system waits until the time permitted for outcalling to make the outcall. Before calling, it checks the priority message to see if the subscriber has already logged in and retrieved the message.

- Who has it:* Only AUDIX subscribers who have been given Outcalling permission by the AUDIX system administrator can use Priority Outcalling.
- Who controls it:* The AUDIX system administrator defines system-wide Outcalling parameters using the `system : outcalling` form.
- Who can access it:* If Outcalling is activated for the entire system, any AUDIX subscriber who has permission (defined by the system administrator) can activate Priority Outcalling.

## Points to Remember

- This feature is unnecessary if the Priority Message feature is not used by any senders.
- If there is a message-waiting lamp, it lights normally to indicate new messages are waiting. This is independent of any outcalling setting.
- The system administrator must give individual subscribers permission to use this feature via the `subscriber : local` and `cos` forms.
- Subscribers authorized to use this feature can define outcalling intervals, whether they should be called for all messages or just Priority Messages, and whether the feature is active or not.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V5, V6, V7, V8	<code>cos, su l, sy ap, sy o</code>	Recipient : Notification

## APPLICATIONS

Outcalling can be a nuisance if the recipient is continually interrupted by message notifications. Priority Outcalling solves the problem by notifying the recipient of priority messages only. It is particularly useful for people such as salespersons who typically receive many messages and must deal with them in order of priority.

## REQUIREMENTS

Priority Outcalling is a subfeature of Outcalling. Outcalling works with most compatible analog port boards on a DIMENSION PBX, System 75, System 75 XE, DEFINITY Communications System, or other qualified-vendor switches.

<b>NOTE</b>
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The Outcalling feature does *not* work with SN228 or SN229 analog port boards on System 85 and DEFINITY Generic 2 traditional modules. The AUDIX TN747B VPT port boards *must* be connected to SN222, SN222B, or SN228B analog port boards on these switches.

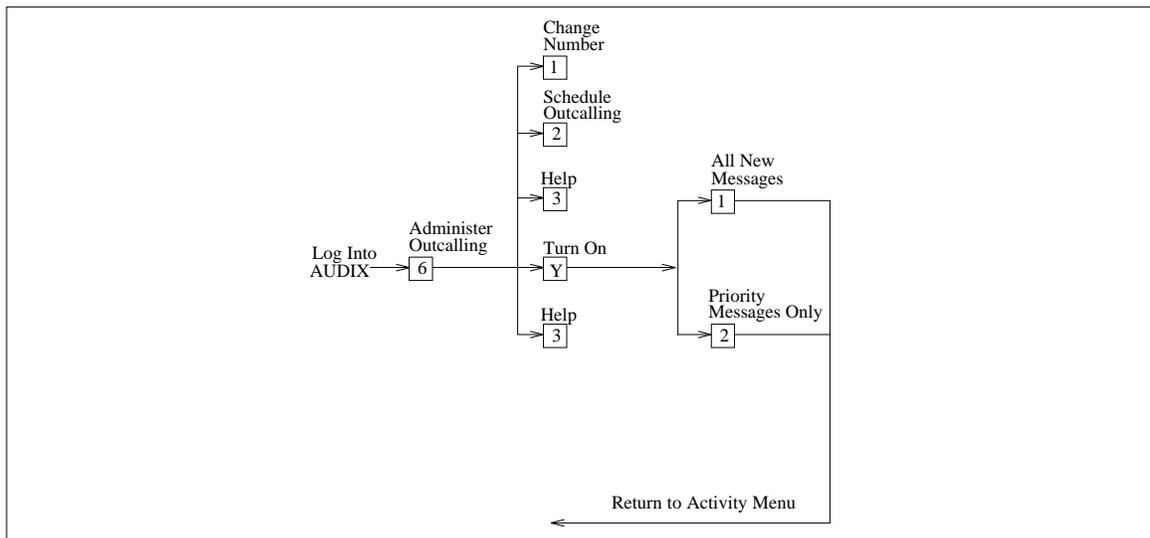
Systems with Outcalling enabled may require additional voice ports depending on the number of people who use the feature, the length of outcalls, and the frequency of notification attempts. For example, a successful (answered) outcall may take 20 seconds, while an unsuccessful outcall may take one minute for the AUDIX system to hang up.

## FEATURE OPERATION

Subscribers can set up Priority Outcalling at any time by following the procedure below:

1. Log into the AUDIX system.
2. Press **6** to select Outcalling administration.
3. Press **Y** to turn on outcalling.
4. Do one of the following:
  - Press **1** to turn on outcalling for all new messages.
  - Press **2** to turn on outcalling for all new priority messages.

If Outcalling is already on, you must still press **Y** before switching to or from Priority Outcalling.



**Figure 50.** Priority Outcalling Operation

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Priority Outcalling feature with switch features and other AUDIX features.

### Interactions with Switch Features

Priority Outcalling interacts with the switch as follows:

- *Leave Word Calling:* LWC messages cannot be defined as *priority*.

### Interactions with Other AUDIX Features

Priority Outcalling interacts with other AUDIX features as follows:

- *Broadcast Message:* Broadcast Messages cannot be defined as *priority*.
- *Call Detail Recording:* CDR distinguishes normal messages from Priority Messages.
- *Leave Word Calling:* LWC messages cannot be defined as *priority*.
- *Login Announcement:* Outcalls are not placed for Login Announcements.

- *Outcalling*: Priority Outcalling is a subfeature of Outcalling in that it allows Outcalling to be turned on only for this special type of *new* message.
- *Priority Message*: If no subscribers are sending priority messages, either because they do not use the feature, or because the system administrator has not assigned anyone that capability, the Priority Outcalling feature will never be used.

Priority Outcalling is a subfeature of Outcalling. Refer to the *Outcalling* chapter for more information on Outcalling administration and feature interactions.

# Private Message

## DESCRIPTION

The Private Message feature provides subscribers with the ability to prevent a recipient from forwarding a message to other subscribers.

In addition, people who reach the AUDIX system through the Call Answer feature can also prevent the recipient from forwarding their message by invoking the Private Message feature.

*Who has it:* All AUDIX subscribers and anyone who reaches the AUDIX system through the Call Answer feature can designate messages as *private*.

*Who controls it:* Only the person who designates the message as *private* can delete that status. Note that this can only be done *before* the message has been delivered.

*Who can access it:* Messages that are designated as *private* can only be accessed by the subscribers who receive them; they cannot be forwarded to other subscribers.

## Points to Remember

- Private Messages cannot be sent to R1V3 AUDIX machines in an AUDIX network; only R1V4 and later versions can accept Private Messages. If a Private Message is sent to a remote subscriber on an R1V3 machine, the message is not transmitted; instead, it is sent to the *undeliverable* category of the sender's voice mailbox.
- Only the sender can cancel the Private Message status.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V4, V5, V6, V7, V8	N/A	Sender : Routing

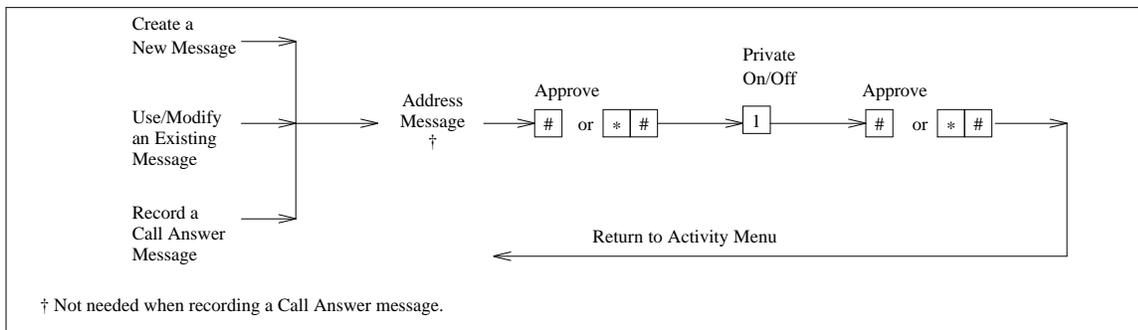
## APPLICATIONS

This feature is used to prevent AUDIX subscribers from forwarding particular messages to other subscribers. It can also be used to signal subscribers who use speakerphones that the message contains confidential information and should be listened to using the telephone handset.

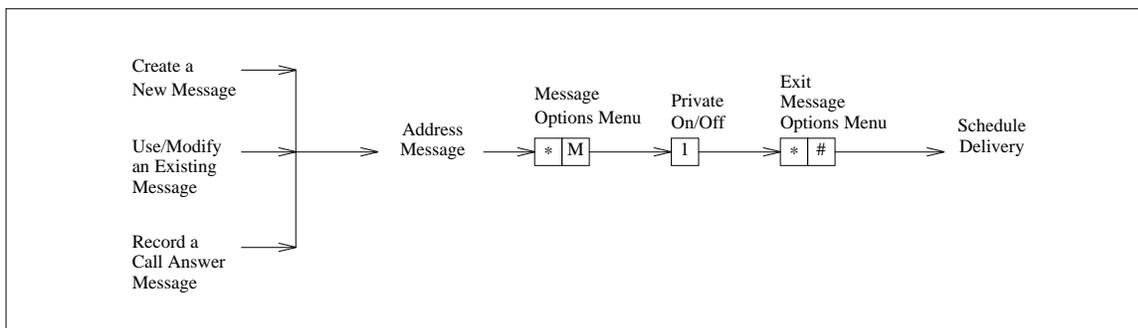
## REQUIREMENTS

The Private Message feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION



**Figure 51.** Private Message Operation (R1V8)



**Figure 52.** Private Message Operation (R1V5 through R1V7)

AUDIX subscribers have the option of making a voice mail message *private* as follows:

- On RIV8 systems, you are automatically placed in the options menu *after* you approve message addressing. Press **0** to list the options.
- On RIV5 through RIV7 systems, you must press **\* M** to access the Message Options Menu *before* you approve message addressing.
- The options menu will list one or more options, depending on the types of messages you have permission to create. The Private option is always available.

**NOTE**

You must access the options menu *before* using the **# #** (on RIV8 systems only) or **\* \* #** command (this command is used if you wish to approve a message and its address and schedule it for immediate delivery all in one step — see *Addressing a Voice Mail Message* in the *Voice Mail* section of this manual).

Callers with touch-tone phones can also prevent recipients from forwarding their Call Answer messages as follows:

- On RIV8 systems, press **1** *after* you approve your message by pressing **#** or **\* #** as prompted.
- On RIV5 through RIV7 systems, press **\* M 1 \* #** immediately after speaking the message.

The Private Message status can only be canceled by the sender by accessing the Options Menu again and pressing **1**. If a message is scheduled for future delivery (that is, if it is still in your outgoing mailbox), the Private Message status can be altered at any time before it is delivered.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Private Message feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Private Message feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Private Message feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking*: You will not be able to send Private Messages with the AMIS Analog Networking feature.
- *Broadcast Message*: Broadcast Messages can also be Private Messages.
- *Call Answer*: Callers can invoke the Private Message feature for their Call Answer messages.

- *Delivery Scheduling:* The Private Message feature is invoked *after* the delivery scheduling process (for R1V8 systems) or at any time *during* the delivery scheduling process (for R1V4 through R1V7 systems).
- *Login Announcement:* A Login Announcement cannot also be a Private Message.
- *Mailing List:* A Private Message can be sent using a Mailing List. This prevents all recipients from forwarding the message in one step.
- *Message Delivery:* You will not be able to send Private Messages with the Message Delivery feature.
- *Message Sending Restrictions:* Sending restrictions apply to Private Messages just as they do for regular messages.
- *Networking:* If an AUDIX network includes any R1V3 systems, subscribers will not be able to send Private Messages to other subscribers on those systems. Since R1V3 machines are unable to receive these messages, the AUDIX system places the message in the *undeliverable* category of the sending subscriber's voice mailbox. If a subscriber finds a *undeliverable* Private Message addressed to a networked subscriber in their voice mailbox, the subscriber can modify it (delete the *private* status) and send it again. Private Messages are always identified as such in the outgoing mailbox.
- *On-Line Help:* Help is available at any time by pressing  .
- *Priority Message:* Priority Messages can also be Private Messages. It does not matter in what order the status is assigned.
- *Voice Mailbox:* If the sender saves a Private Message in the file cabinet and then re-sends the message (from the file cabinet), the message will retain its private status.

# Security Password

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## DESCRIPTION

The Security Password feature prohibits unauthorized access to the AUDIX system; thus, preventing nonsubscribers from accessing confidential information, messages, and lists. This feature incorporates the following security measures:

- The AUDIX system automatically disconnects callers who cannot successfully log into an AUDIX voice mailbox after three attempts.
- The AUDIX system will *lock* a subscriber's voice mailbox if the system limit of consecutive login attempts is reached (this limit is specified on the `system : appearance` form). If the limit is exceeded, the system administrator must unlock the mailbox using the `subscriber : local` form.
- The system administrator can also set a minimum password length for all subscriber mailboxes (defined on the `system : appearance` form). The AUDIX system then requires subscribers to change invalid (too short) passwords the next time they log into their mailbox.

*Who has it:* All AUDIX subscribers have a security password.

*Who controls it:* Each subscriber defines their own security password. Subscribers can change their passwords at any time or have the system administrator change it for them.

*Who can access it:* No one can access a subscriber's password. Passwords are not displayed on any administration form, and therefore, if forgotten, must be changed by the system administrator.

## Points to Remember

- The default system limit for consecutive failed login attempts is 18.
- The maximum password length is 15 digits.
- Passwords should be at least 6 digits long.
- Obvious passwords should be avoided, such as extension numbers, names, or initials.
- Subscribers should change their passwords regularly to keep their mailboxes secure.
- The system administrator can assign passwords that do not meet the minimum length requirement. This forces subscribers to change their passwords the next time they log into the AUDIX system.
- Break-in attempts are logged and displayed using the `system : log` form.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	<code>su l, sy ap, sy l</code>	Subscriber : Access

## APPLICATIONS

The Security Password feature's sole purpose is to limit access to the AUDIX system to authorized personnel.

## REQUIREMENTS

The Security Password feature has no requirements other than those of the AUDIX system itself. However, the AUDIX system administrator can optionally set a minimum password length for extra security. If a minimum password length is specified on the `system : appearance` form, the AUDIX system does require all subscribers who have shorter (invalid) passwords to change them the next time they log in.

<b>NOTE</b>
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If a subscriber fails to enter a valid *new* password three times in a row, the subscriber is disconnected and must dial in again. If an administerable number of failed login attempts occurs, the subscriber is locked out of the system until the administrator can release the login using the `subscriber : local` form.

For more information on AUDIX system security, refer to the *GBCS Products Security Handbook* (555-025-600).

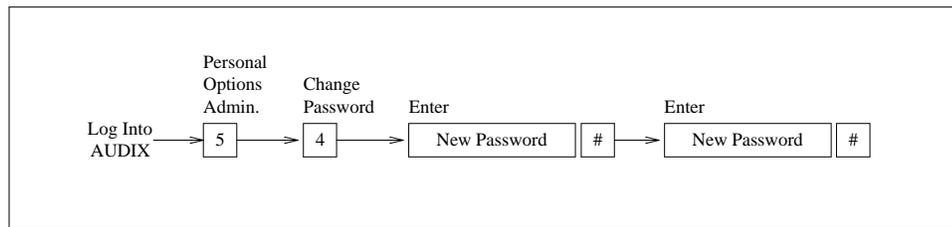
## FEATURE OPERATION

After calling the AUDIX system and entering an extension, each subscriber must enter their Security Password to access their voice mailbox. This section describes how subscribers can change their passwords and what to do if they forget their password or are locked out of their voice mailbox.

### Changing Your Password

You may change your password as often as you wish. To change your password, do the following:

1. Log into the AUDIX system.
2. Press **5** to select the Personal Options Administration Menu.
3. Press **4** to change your password.
4. Enter your new password (up to 15 digits, 0 through 9), and press **#**. Your system administrator determines the number of digits you can use in your password.
5. Enter your new password again, and press **#**.



**Figure 53.** Changing a Security Password

## Forgetting Your Password or Being Locked Out of Your Mailbox

Occasionally you may forget your password, so you cannot log into the AUDIX system. If you try to log in incorrectly too many times, the system will *lock* your voice mailbox. If either of these situations occur, call your AUDIX system administrator. The administrator can unlock your voice mailbox and assign you a new password. After the system administrator changes your password, you should change it again immediately after logging in to the AUDIX system.

<b>NOTE</b>	If you find your voice mailbox locked and you did <i>not</i> forget your password or try to access your mailbox recently, notify your system administrator immediately. This could mean that someone was trying to break into your mailbox.
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## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Security Password feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Security Password feature has no direct interactions with any switch features.

## Interactions with Other AUDIX Features

The Security Password feature interacts with other AUDIX features as follows:

- *Guest Password:* Since the AUDIX guest password should be published and readily available to outside users, the system administrator is responsible for notifying guest-password users if the minimum password length changes. The system administrator may wish to initially make the guest password a long number so it does not need to be changed or extended if the minimum password length changes.
- *Traffic Reports:* The system administrator can use the `traffic : feature` and `system : log` forms to locate failed login attempts. If there are numerous break-in attempts, lower the number of permissible consecutive login failures on the `system : appearance` form and administer a minimum password requirement.
- *Voice Mailbox:* Before subscribers are allowed to access their voice mailboxes, they must first enter their security password.

# System Clock

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## DESCRIPTION

The System Clock feature greatly enhances the reliability of the entire system by providing a switch-independent clock with battery backup. As with all voice messaging systems, the AUDIX system is extremely dependent on accurate time keeping in order to put the correct time and date on message headers and to do time-dependent tasks (such as automatic nightly backups). If the clock that the system depends upon is improperly set or malfunctions, messages can be deleted, improperly delivered, or otherwise rendered useless.

*Who has it:* This is a system administration feature; it is not used by subscribers other than to record the times that messages are created and sent (this is done automatically by the system).

*Who controls it:* The system clock is set by the system administrator in military hours using the `system : clock` form. On a fully integrated AUDIX system (one with a data link to the switch that supports a time-setting capability), the system administrator has the option of setting the system clock manually or synchronizing it with the switch over the data link.

*Who can access it:* Normally, the AUDIX system administrator is the only person who has access to this feature.

## Points to Remember

- A warning alarm occurs if the switch clock and AUDIX System clock are more than 15 minutes apart or if the system clock fails.
- If a switch clock board is replaced or set to an incorrect time, the AUDIX system could receive the wrong time if it is synchronized with the switch. Ensure that the switch time is correct if you intend to synchronize it with the AUDIX system.
- The AUDIX system knows about daylight savings time changes and will take care of the one hour time change without intervention from the system administrator.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V3, V4, V5, V6, V7, V8	sy cl	Sys Adm : Administration

## APPLICATIONS

The System Clock feature simply adds a reliable buffer to the AUDIX system against inaccurate time keeping. This is important since the clock is used to perform certain time-dependent tasks such as delivering messages at particular times.

Though the switch clock and AUDIX system clock could be purposely set to different times (for example, one set to daylight savings time and the other not), the utility of this is probably marginal, and far overshadowed by the considerations of reliability and simplicity provided by synchronizing the clocks.

## REQUIREMENTS

On an AUDIX Standalone, 1A ESS Switch, or 5ESS Switch system, the system clock must be set manually so the AUDIX system can time-stamp files, deliver messages at scheduled times, and provide the correct header information for messages. The AUDIX system cannot get the time from the switch if there is no data link. The voice ports will not be activated on these AUDIX systems until the system clock is set.

<b>NOTE</b>
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It is important that the AUDIX system clock be accurate; it is less important for the AUDIX system and switch clocks to be synchronized.

## FEATURE OPERATION

The system clock is located on the AUDIX TN727 NC board and normally receives power from the backplane. In case of a system power outage, an on-board battery keeps the clock running until regular power is restored (the clock does not have to be reset after power-up). This lithium battery is soldered to the board and has an approximate 4-year lifespan. The battery does not discharge unless the NC board is plugged into the backplane.

<b>NOTE</b>
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If the clock resets after a power outage, the battery may be bad and the AUDIX TN727 NC board should be replaced.

The system clock year is kept in the `/boot/time` file in the boot filesystem. If the system is ever started up and no year is set, a major alarm occurs until the clock is set. The AUDIX system uses its own clock as the master clock, and will not synchronize its time with the switch unless specifically directed to do so by the system administrator (using the `system : clock` form).

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the System Clock feature with switch features and other AUDIX features.

### Interactions with Switch Features

The System Clock feature interacts with the switch as follows:

- *Switch Clock:* The AUDIX system clock can be synchronized with the switch clock using the `system : clock` form (this applies only to fully integrated AT&T switches).

### Interactions with Other AUDIX Features

The following AUDIX features rely on the System Clock feature for the time-stamping of events and for message header information:

- ADAP
- Automatic Message Scan
- Call Answer
- Call Detail Recording
- Leave Word Calling
- Text Service Interface
- Traffic Reports
- Untouched Message
- Voice Mail
- Voice Mailbox

The following AUDIX features rely on the System Clock feature for time-dependent activities:

- AMIS Analog Networking
- Automatic Filesystem Backup
- Delivery Scheduling
- Message Delivery
- Multiple Personal Greetings
- Networking
- Outcalling
- Priority Outcalling



# Text Service Interface

## DESCRIPTION

*This feature is in limited-availability status.*

The AUDIX Text Service Interface (TSI) feature sends AUDIX message header information to users of electronic mail services, such as the IBM Professional Office System (PROFS). Other third-party interfaces can be supported as well, although customers must write their own application programs for these services.

The TSI feature can receive the following information from the AUDIX system and may transmit all or some of it to the electronic mail service:

- Sender's name and extension (if available)
- Name of the originating AUDIX machine (local or remote if networked)
- Recipient's extension number and text service user ID
- Message delivery date and time (on the AUDIX system)
- Message length (in minutes and seconds)
- Message type (such as Call Answer, Leave Word Calling, or Voice Mail)
- Message status (new, unopened, old, or deleted)
- Message identification number
- Data link status (integrated or Standalone AUDIX system)

The Text Service Interface is available on an individual-implementation basis.

For complete information on the TSI feature, see the *AUDIX Text Service Interface* manual (585-304-503).

## Points to Remember

- The TSI feature must be administered on the AUDIX system, the personal computer (PC), the PBX, and the host computer that provides the electronic mail service.
- The TSI feature and AUDIX Networking (if installed) share the AUDIX Communications Controller (ACC) or ACC Enhanced (ACCE) board.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V4, V5, V6, V7, V8	su l, sy tr m adj	Sender : Networking

## APPLICATIONS

The TSI feature allows electronic mail users to receive timely notification of AUDIX messages, even if they do not have message-waiting lamps or other message-waiting indicators. The AUDIX system can support the following electronic mail services:

- The IBM Professional Office System (PROFS). The TSI package is shipped with customized software diskettes and hardware specifically designed for this interface.
- Other third-party interfaces. For other (non-PROFS) electronic mail services, customers must write their own application programs using the other software diskette(s) shipped with the TSI package.

## REQUIREMENTS

The TSI feature can only run with AT&T digital PBXs at this time (MERLIN II Communications System, System 75, System 75 XE, System 85, or DEFINITY Communications Systems).

### AUDIX Software Requirements

The TSI feature requires the following software to transfer message headers to a text service host machine. *All* of these programs run on the PC:

- *Text Service Interface Software:* This set of programs is always shipped with the AUDIX TSI package. It provides the communications link between the AUDIX system and the PC (the PC/PBX interface), converts the AUDIX message headers to a readable string format, and interfaces with the applications programs running on the PC.
- *Applications Software:* This software is the interface between the TSI software and the text service host machine. For IBM PROFS users, this software is on the same diskette as the TSI software. For other applications, the customer must provide applications software written in the C programming language.
- *Communications Board Software:* For IBM PROFS users, diagnostic software is also shipped on diskette with the 2780/3780 communications board. For other third-party interfaces, the customer or communications board vendor must provide this software.

## PROFS Requirements

PROFS applications also require the following hardware and software *in addition* to the equipment shipped with the basic TSI package:

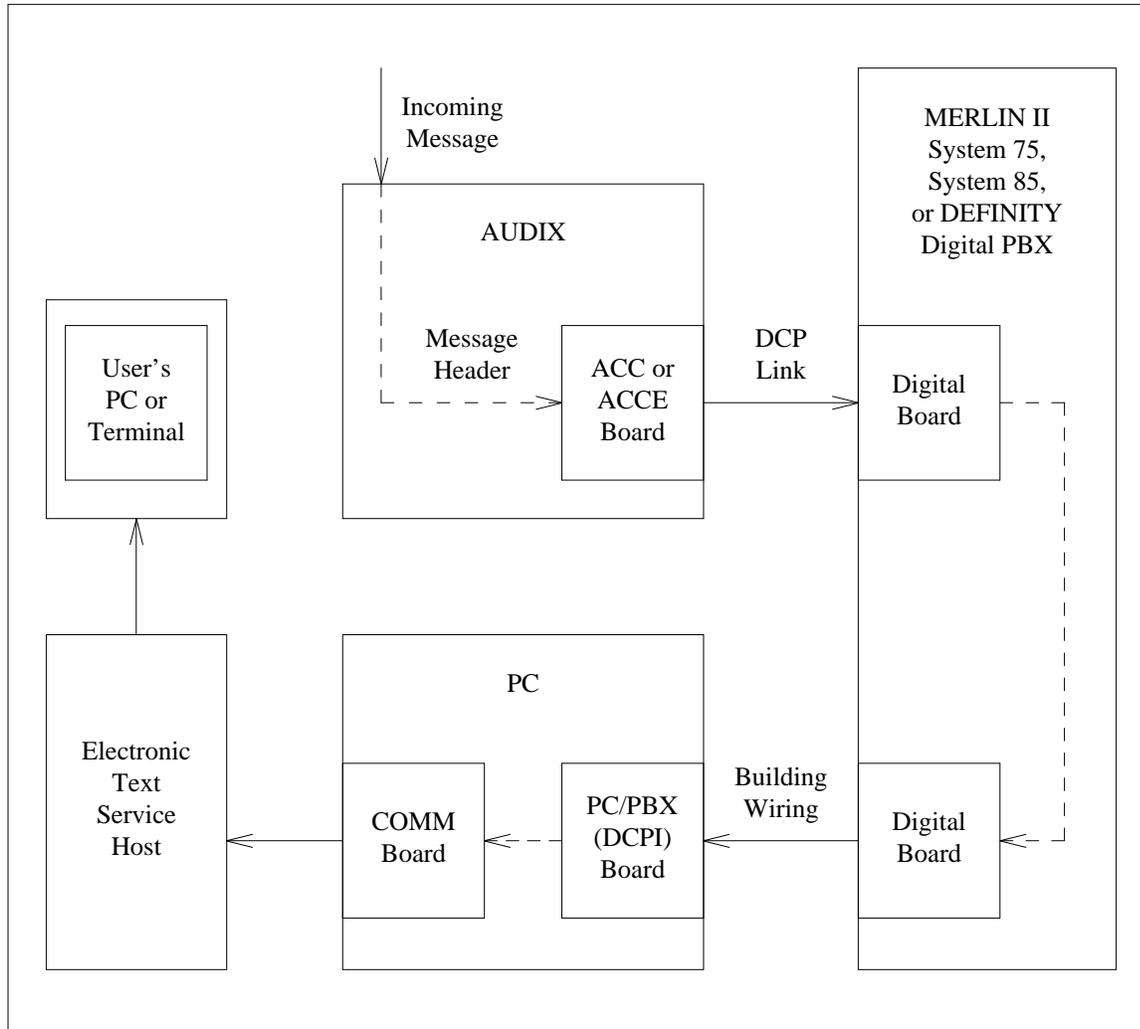
- IBM Remote Spooling Communications Subsystem (RSCS) software
- A 2780 emulation package on the host
- A front-end processor (FEP)
- An IDM line set (a specialized RS-232C extender cable from a synchronous modem to the IBM FEP)

## Third-Party Interface Requirements

The following hardware and software is also required *in addition* to the equipment shipped with the basic package when the TSI feature is to be used with nonIBM PROFS, third-party interface applications:

- A communications board for the PC
- Cabling from the PC to the host computer where the electronic text mail service resides
- The following PC software (required for developing the applications software that runs on this communications board):
  - Aspen Scientific Curses Library Version 4.0
  - Microsoft C Compiler Version 5.0
  - Microsoft Library Manager Version 3.08
  - Microsoft Make File Utility
  - Microsoft Overlay Linker Version 3.61
  - Software and diagnostics for the communications board

## FEATURE OPERATION



**Figure 54.** Text Service Interface Operation

When a caller records a messages for an AUDIX subscriber who has been administered to use electronic text mail coverage (refer to the above figure), the AUDIX system forwards the message header information to the PBX (either a MERLIN II, System 75, System 75 XE, System 85, or DEFINITY Communications System). The PBX then passes this information on to a PC where the TSI feature converts it from the AUDIX system internal format to a readable string of data.

The data string is then operated on by an applications program (this program is supplied for a PROFS application but must be written for any other applications) that translates it to a format that is appropriate for the text service host computer. Finally, via the communication board in the PC, the header information is sent to the text service host computer that transmits the information to the subscriber's electronic mailbox.

Over 1100 message headers can be stored in the transmission queue at one time. The host retains a copy of the message headers from the lastest AUDIX call; the updated status, such as *old* or *deleted*, is sent to the host during a later transmission.

**NOTE**

The system administrator can erase all message headers using the `purge transmission queue` field on the `system : translation : machine : adjunct` form for error recovery or system synchronization.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the TSI feature with switch features and other AUDIX features.

### Interactions with Switch Features

The TSI feature requires specific translations on the AT&T digital PBX that it is connected to (for a list of supported PBXs, see the *Requirements* section for this feature). For more information on the necessary switch translations, see the *AUDIX Text Service Interface* manual (585-304-503).

### Interactions with Other AUDIX Features

The Text Service Interface feature interacts with other AUDIX features as follows:

- *Networking:* Each networked AUDIX machine can support a total of 100 other machines (either remote AUDIX machines or Text Service Interface machines). One or more Text Service Interface machines reduces the number of remote AUDIX machines possible in an AUDIX network.

Because the TSI feature and AUDIX Networking share the ACC or ACCE board, it is possible that a long networking transmission could block message header transmissions, especially on a MERLIN II, System 75, DEFINITY Generic 1, or DEFINITY Generic 3 PBX where only one outgoing digital port can be administered.

- *Traffic Reports:* The `traffic : remote` messages forms show the number of message headers sent to the named PC machine. The `traffic : subscriber` forms show the number of text service headers sent to the named subscriber.



# Traffic Reports

## DESCRIPTION

The Traffic Reports feature collects data on AUDIX system activities during specified hours, days, and months. These reports indicate how many subscribers are using the AUDIX system, when they use it, and how intensively. The system administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.

- Who has it:* This is a system administration feature; it is not used by subscribers.
- Who controls it:* The system administrator defines report criteria using traffic forms. For more information on defining report criteria, see the appropriate forms reference manual for your version of software.
- Who can access it:* Normally, the system administrator is the only person who uses the system Traffic Reports. Subscribers influence traffic data, but normally do not access the Traffic Reports.

## Points to Remember

- Traffic data collection is activated using the system : appearance form.
- Monitoring the failed logins, external field on the traffic : feature : day form may provide an indication that illegal logins to the AUDIX system are being attempted. If the number in this field is high, it may indicate that someone outside your system is repeatedly attempting to gain access to the AUDIX system without having a legitimate login.
- System clock changes will impact data collection.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	sy ap, all traffic forms	Sys Adm : Administration

## APPLICATIONS

The Traffic Reports feature is primarily used for the following tasks:

- Evaluating actual system use as compared to projected use
- Predicting future equipment requirements

By generating periodic reports of actual system use, the system administrator can measure port activity and calculate the level of service that subscribers are receiving. This information can be used to determine when upgrades to the system or changes in subscribers' classes of service are required.

## REQUIREMENTS

The Traffic Reports feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

The system administrator must access the traffic forms to display records of traffic data collected over a particular period of time (daily, hourly, or monthly). The following sections define each traffic form, the duration that data is collected, and the use of the AUDIX Administration and Data Acquisition Package (ADAP).

### Information from Specific Traffic Forms

The following list identifies the data displayed on each of the 14 traffic forms:

<code>traffic : community : day</code>	Displays traffic data for communities of subscribers (used for the Message Sending Restrictions feature). Information includes the total number of messages sent and received by each community and the number of messages that were not sent or received by each community due to sending restrictions. Data is available for the current day and up to 7 previous days (8 total days).
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traffic : community : hour	Displays traffic data for communities of subscribers (used for the Message Sending Restrictions feature). Information includes the total number of messages sent and received by each community and the number of messages that were not sent or received by each community due to sending restrictions. Data is available for the current hour and up to 191 previous hours (192 total hours).
traffic : feature : day	Displays traffic data for Voice Mail and Call Answer sessions for the current day and up to 31 previous days (32 total days).
traffic : feature : hour	Displays traffic data for Voice Mail and Call Answer sessions for the current hour and up to 191 previous hours (192 total hours).
traffic : load : day	Displays traffic data of each administered port for the current day and up to 31 previous days (32 total days).
traffic : load : hour	Displays traffic data of each administered port for the current hour and up to 191 previous hours (192 total hours).
traffic : network load : day	Displays information on the number and duration of calls on the ACC data ports for the current day and up to 31 previous days (32 total days).
traffic : network load : hour	Displays information on the number and duration of calls on the ACC data ports for the current hour and up to 191 previous hours (192 total hours).
traffic : remote messages : day	Displays information on message traffic between the local and remote machines for the current day and up to 7 previous days (8 total days). Remote machines include those connected to the local system via Networking, AMIS Analog Networking, or Message Delivery.
traffic : remote messages : month	Displays information on message traffic between the local and remote machines for the current month and up to 12 previous months (13 total months). Remote machines include those connected to the local system via Networking, AMIS Analog Networking, or Message Delivery.
traffic : special features : day	Displays traffic data on Standalone port usage, outcalls, AMIS calls, message delivery calls, and calls not connected for the current day and up to 7 previous days (8 total days).

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<code>traffic : special features : hour</code>	Displays traffic data on Standalone port usage, outcalls, AMIS calls, message delivery calls, and calls not connected for the current hour and up to 191 previous hours (192 total hours).
<code>traffic : subscriber : day</code>	Displays traffic data for a specific subscriber's Call Answer, Voice Mail, and Text Service activities for the current day and up to 7 previous days (8 total days).
<code>traffic : subscriber : month</code>	Displays traffic data for a specific subscriber's Call Answer, Voice Mail, and Text Service activities for the current month and up to 12 previous months (13 total months).

## Using ADAP to Gather Traffic Report Data

Data from all 14 traffic forms can be copied to a personal computer (PC) using the AUDIX Administration and Data Acquisition Package (ADAP). This data can then be manipulated by dBASE III PLUS programs. The use of ADAP is completely documented in the *AUDIX Administration and Data Acquisition Package* (585-302-502).

<b>NOTE</b>
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Only the information contained within the fields on each form is copied to the PC; the forms and field names are not copied (this allows the data to be stored in dBASE III PLUS format).

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Traffic Reports feature with switch features and other AUDIX features.

### Interactions with Switch Features

These Traffic Reports are exclusively an AUDIX feature and have no direct interactions with any switch features. However, the AUDIX system administrator should monitor the number of calls directed to each AUDIX port from the switch using the `traffic : load` forms. If any port shows zero calls, the switch translations should be checked.

## Interactions with Other AUDIX Features

The Traffic Reports feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking:* The traffic reports that show the most useful statistics for AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the `traffic : remote messages : day`, `traffic : remote messages : month`, `traffic : special features : day`, `traffic : special features : month`, `traffic : subscriber : day`, and the `traffic : subscriber : month` forms.
- *ADAP:* The system administrator can transfer the data contained in all 14 traffic report forms to a PC using ADAP. The data is stored on the PC in dBASE III PLUS format and can be displayed and manipulated using dBASE III PLUS programs.
- *Automated Attendant:* Because Automated Attendants appear as AUDIX subscribers, their use is monitored through the `traffic : subscriber` forms (nonintegrated systems are monitored through the `traffic : special features` forms). This information is especially useful on small Standalone systems where the number of ports dedicated to Automated Attendants may need to be kept at a minimum. (The `list : attendant` form shows all Automated Attendants in the system and their extensions.) forms.
- *Call Answer:* Statistics that illustrate how subscribers generally use the Call Answer feature are collected using the `traffic : feature : day` and `traffic : feature : hour` forms.
- *Message Delivery:* Traffic reports that show the most useful statistics for Message Delivery activities (they are combined with AMIS Analog Networking activities) are generated using the `traffic : remote messages : day`, `traffic : remote messages : month`, `traffic : special features : day`, `traffic : special features : month`, `traffic : subscriber : day`, and the `traffic : subscriber : month` forms.
- *Networking:* The traffic report that shows network activities on a per-port basis is generated using the `traffic : network load` form. Also, traffic reports that identify remote transmissions to and from the local AUDIX system to a remote AUDIX system are generated using the `traffic : remote messages : day` and `traffic : remote messages : month` forms.
- *Outcalling:* The system administrator can monitor AUDIX system resources used by the Outcalling feature with the `traffic : special features : day` and `traffic : special features : hour` forms.
- *Voice Mailbox:* Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the `traffic : feature : day` and `traffic : feature : hour` forms.



# Transfer Into/Out of AUDIX

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## DESCRIPTION

The Transfer Into AUDIX feature allows an attendant to transfer a call into the AUDIX system, enabling callers to record a personal message for the subscriber they were trying to reach.

The Transfer Out of AUDIX feature allows any caller who has reached the AUDIX system to leave it and transfer to any valid destination (such as any other extension in the switch's dial plan).

*Who has it:*                      Covering attendants who are administered before the AUDIX system in a subscriber's call-coverage path can also be administered to provide the Transfer Into AUDIX feature.

If the Transfer Out of AUDIX feature is activated, any caller who reaches the AUDIX system can transfer out of it.

*Who controls it:*              The switch administrator assigns a code that enables covering attendants to transfer calls into the AUDIX system.

The AUDIX system administrator activates the Transfer Out of AUDIX feature for the entire system using the `system : appearance` form.

## Points to Remember

- Callers who reach a subscriber's voice mailbox via the Call Answer feature may leave a message for the subscriber first, then transfer to another extension.
- Callers may select name addressing instead of extension numbers to transfer (see the *Dial-By-Name* feature for more information).
- To transfer out of the AUDIX system, the caller must use a touch-tone telephone unless the caller reaches an Automated Attendant that has been administered to transfer the call after timing-out.
- Valid transfer destinations could be extensions on a single switch, on multiple switches (for example, in a main/satellite switch setup), or a DCS Network.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V2, V3, V4, V5, V6, V7, V8	sy ap	Sender : Routing

## APPLICATIONS

The Transfer Into/Out of AUDIX features can be used for the following applications:

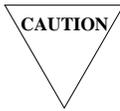
- *Transfer Into AUDIX* — When a caller is transferred to a covering attendant, the caller can request to be sent to the subscriber's voice mailbox. This is usually done if the caller wishes to leave confidential or technical information.
- *Transfer Out of AUDIX* — When a caller reaches the AUDIX system, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls. Also, any time after logging in, subscribers can transfer to other valid destinations on the switch.

The Transfer Out of AUDIX feature also allows the Return the Call and Escape to Attendant features to operate (these features rely on call transfer capability). Also, automated attendants can only be administered to transfer to other switch extensions (not just other AUDIX mailboxes) if the Transfer Out of AUDIX feature is enabled.

## REQUIREMENTS

The following requirements are necessary for the Transfer Into/Out of AUDIX features to work properly:

- *Transfer Into AUDIX:*
  - The switch administrator must assign an AUDIX dial access code. Note that the dial access code should be administered the same for all switches in a DCS Network.
  - A covering extension (usually a secretary or receptionist) must be assigned to the subscriber's call-coverage path.
  - The AUDIX system must be in the call-coverage path for this feature to work.
- *Transfer Out of AUDIX:*
  - The system administrator must activate the Transfer Out of AUDIX feature for the entire system using the `system : appearance` form. The system administrator may select basic (switchhook) or enhanced (data link) call transfer.
  - Because Enhanced Call Transfer provides greater security against the possibility of toll fraud, AUDIX R1V7 and later software makes it the default version of call transfer when the system administrator activates the Transfer Out of AUDIX feature. If the switch does *not* support Enhanced Call Transfer, the system administrator must manually activate Basic Call Transfer. However, because Basic Call Transfer leaves customers more vulnerable to possible toll fraud, each customer should carefully evaluate whether or not this feature is necessary for the type of AUDIX service they wish to provide.



*Activating the Transfer Out of AUDIX feature can leave your system vulnerable to possible toll fraud. Refer to the **GBCS Products Security Handbook** (555-025-600) for more information on AUDIX security issues.*

## FEATURE OPERATION

The section describes how the Transfer Into/Out of AUDIX features work and provides procedures for using both.

### Transfer Into AUDIX Feature

The Transfer Into AUDIX feature may be used whenever a call is placed to an AUDIX subscriber and the call is redirected to a covering attendant. The Call Forwarding, Call Pickup, and Call Coverage PBX features can all redirect calls from the AUDIX subscriber's extension to a covering attendant. When a caller reaches a covering attendant, the attendant can redirect the call to the AUDIX system.

**NOTE**

This feature resides on the switch, *not* on the AUDIX system. Currently System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later switch software releases support the Transfer Into AUDIX feature.

To transfer a call into the AUDIX system, the covering attendant should do the following:

1. Press either the switchhook, Recall button, or Transfer button (depending on the phone).
2. Enter the local AUDIX dial access code (assigned by the switch administrator for that switch).
3. Press the Recall or Transfer button again, or simply hang up. The call then goes to the originally called subscriber's voice mailbox — with complete caller information — as if the call had not been intercepted. The subscriber's normal Call Answer message greets the calling party.

### Transfer Out of AUDIX Feature

There are two types of Call Transfer available with the AUDIX system. The default transfer mode is Basic Call Transfer (available on most systems). However, on System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later switch software releases, the system administrator can also select Enhanced Call Transfer. The different types of call transfer are described in the following sections.

**NOTE**

Enhanced Call Transfer is an effective way to prohibit callers from transferring out of the AUDIX system and placing unauthorized long-distance calls from the switch. If your switch does not support Enhanced Call Transfer, specific switch translations can be administered to minimize unauthorized long-distance calls. For more information, contact your AT&T representative.

### *Basic Call Transfer*

Basic Call Transfer may be used on any AUDIX-compatible switch release, and is the *only* type that may be used for AUDIX Standalone, 1A ESS Switch, or 5ESS Switch configurations. Basic Call Transfer uses a switchhook-flash method to send the transfer command over analog voice ports. The AUDIX system goes off-hook, waits for a dial-tone, dials the transfer number, then waits again for the connection to complete. If the called number is busy, callers will hear nothing and must hang up (callers are *not* automatically returned to the AUDIX system).

**WARNING**

**Activating Basic Call Transfer leaves your system vulnerable to possible toll fraud. Refer to the GBCS Products Security Handbook (555-025-600) for more information on AUDIX security issues.**

Note that, unlike Enhanced Call Transfer, Basic Call Transfer is *not* guaranteed to work on multiple switches or in a DCS Network and is less robust than the enhanced type of call transfer.

### *Enhanced Call Transfer*

Enhanced Call Transfer transmits messages digitally over the data link and requires a fully integrated digital PBX. Currently only System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later switch software releases support Enhanced Call Transfer.

With Enhanced Call Transfer, the AUDIX system collects all the relevant data and sends it digitally over the data link to the switch using a transfer message. Since Enhanced Call Transfer allows only transfer requests to valid extensions on the switch, callers attempting to place unauthorized long-distance calls (after transferring out of the AUDIX system) will hear a message stating that the number they dialed is not a valid extension and their transfer request is denied.

Because Enhanced Call Transfer provides greater security against the possibility of toll fraud, AUDIX R1V7 and later software makes it the default version of call transfer when the system administrator activates the Transfer Out of AUDIX feature on the `system : appearance` form. If the switch does not support Enhanced Call Transfer, the system administrator must manually activate Basic Call Transfer.

Enhanced Call Transfer offers the following features for single-switch environments:

- The transfer is quick (about 3 to 5 seconds).
- If the call fails for some reason (for example, if the called extension is busy or an invalid number is entered), the AUDIX system reports the failure condition to the caller.

- A failed transfer is not abandoned, instead:
  - All callers may request another transfer by pressing **\*** **T** again.
  - Callers who have been redirected to the AUDIX system through Call Answer and cannot complete a transfer can still leave a message for the called party.
  - Callers who dialed the AUDIX system directly and cannot complete a transfer are returned to the previous AUDIX activity.
- The only time a transfer attempt does *not* return to the AUDIX system is when a call reaches an unattended phone and no call-coverage is available (the phone rings indefinitely).
- On R1V7 and later systems with enhanced call transfer, Call Answer calls that are redirected to a covering agent may be administered on a system-wide basis to follow the call-coverage path of the covering agent. See the *Escape to Attendant* section for more information.

With a multiple-switch environment or DCS Network, the Transfer Out of AUDIX feature only works if the host switch runs System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, or a later switch software release, *and* if the Enhanced Call Transfer feature is activated in the AUDIX system. The remote switches can use other compatible switch-software releases to accept transfer calls. However, the AUDIX system does not provide complete DCS transparency for the Transfer Out of AUDIX feature in the following cases:

- If the transfer destination is on a remote DCS Network switch, and if the extension is busy *and* call coverage has not been activated, callers hear a busy tone and are not returned to the AUDIX system.
- If an outgoing trunk is not available from an intermediate remote switch to the destination remote switch, callers hear reorder tone and must end the call.

### Caller Procedures

The Transfer Out of AUDIX feature may be used whenever a subscriber wants to respond to a message by automatically placing a return call or when a call has been redirected to the AUDIX system via the Call Answer feature. In the latter case, the caller may either leave a message and then transfer to any extension in the switch's dial plan or transfer immediately.

To transfer to another extension while in the AUDIX system, do the following:

1. Press **\*** **T** to initiate the transfer.
2. Enter the extension number you want to transfer to and press **#**.

To dial an AUDIX subscriber by name, press **\*** **A** (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press **#**. For example, to reach John Biggs, the caller would enter **\*** **T** **\*** **A** **2** **4** **4** **4** **7** **5** **6** **#**.

The AUDIX system will ask you to wait while it places the call.

**NOTE**

Most AUDIX subscribers and automated attendants are set up to transfer by extension number. However, if the AUDIX system prompts for a *name* after you press **(\*) (T)**, you should enter a subscriber's name (last name first) as shown in the previous example, or use the **(\*) (A)** command if you prefer to type an extension number. Transfers out of an automated attendant that are made using the **(\*) (T)** command *must* be terminated with a pound sign.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Transfer Into/Out of AUDIX features with switch features and other AUDIX features.

### Interactions with Switch Features

The Transfer Into/Out of AUDIX features interact with switch features as follows:

Transfer Into AUDIX feature:

- *1A ESS Switch and 5ESS Switch Support:* These switches do *not* support the Transfer Into AUDIX feature because they do not support call-coverage paths. These switches can use only Call Forwarding features.
- *Call Conference Into AUDIX:* An attendant in a call-coverage path may be able to conference a call into the AUDIX system by using the Split-A-Call feature (Split or Start button), then dialing the Transfer Into AUDIX dial access code. The attendant can then remain on the call, or press the Release button to drop out of the conferenced call.
- *Call Coverage/Call Forwarding/Call Pickup:* Any of these features can redirect calls from the subscriber's extension to a covering attendant.
- *DCS Transparency:* If one or more AUDIX adjuncts are in a DCS cluster, the Transfer Into AUDIX feature dial access code should be administered the same for all PBXs in the DCS Network.

Transfer Out of AUDIX feature:

- *1A ESS Switch and 5ESS Switch Support:* These switches support only Basic Call Transfer.
- *Attendant Console Call Transfers:* On many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX feature or the Automated Attendant feature. Check your switch documentation for call transfer restrictions.
- *Basic Call Transfer:* This type of call transfer is used for the AUDIX Standalone, 1A ESS Switch, 5ESS Switch, and DIMENSION PBX configurations. Basic Call Transfer is not guaranteed to work on multiple switches or in a DCS Network.
- *Enhanced Call Transfer:* This type of call transfer requires a fully integrated digital PBX. Currently only System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, and later switch software releases support Enhanced Call Transfer.
- *Host Computer Access:* Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security

with the Transfer Out of AUDIX feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.

## Interactions with Other AUDIX Features

The Transfer Into/Out of AUDIX features interact with other AUDIX features as follows:

Transfer Into AUDIX feature:

- *ADAP*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the `traffic : feature` and `traffic : subscriber` forms. This data can be transferred to a personal computer (in dBASE III PLUS format) using ADAP.
- *Call Answer*: When a caller is transferred to a subscriber's voice mailbox, the Call Answer feature is activated and plays the subscriber's greeting.
- *Full Mailbox Answer Mode*: If a caller is transferred to a subscriber's voice mailbox and the mailbox is full, the caller will hear a message stating that no messages can be left for that subscriber.
- *Multiple Personal Greetings*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Multiple Personal Greetings feature, the caller will hear the greeting scheduled for this type of call (internal, external, prime-time, out-of-hours, busy, or no answer).
- *Name Record By Subscriber*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Name Record By Subscriber feature, the caller will hear the subscriber voice his/her own name during the greeting.
- *Traffic Reports*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the `traffic : feature` and `traffic : subscriber` forms.
- *Voice Mailbox*: Callers who are transferred into the AUDIX system are sent to the intended subscriber's voice mailbox. If the caller records a Call Answer message for the subscriber, it is stored in the subscriber's voice mailbox.

Transfer Out of AUDIX feature:

- *Automated Attendant*: The Automated Attendant feature makes use of the Transfer Out of AUDIX feature to transfer callers based on the menu choice they make. Transfers out of an automated attendant that are made using the `(*) (T)` command *must* be terminated with a pound sign.
- *Call Answer*: When a caller is sent to a subscriber's voice mailbox via the Call Answer feature, the caller can transfer to another extension in the switch dial plan using the Transfer Out of AUDIX feature. If a covering extension is administered for the subscriber or a system default covering extension is defined, the caller who reached the AUDIX system via the Call Answer feature can transfer to the covering extension by pressing `(0)`.
- *Call Detail Recording*: The CDR feature records each transfer attempt.
- *Dial-By-Name*: When transferring out of the AUDIX system, callers can use the Dial-By-Name feature to transfer to another AUDIX subscriber's extension.

- *On-Line Help:* Help is available at any time and is accessed by pressing  .
- *Voice Mailbox:* If a subscriber listens to a message and wants to call the sender, the subscriber can press   to have the AUDIX system place the call automatically.

# Untouched Message

## DESCRIPTION

The Untouched Message feature provides subscribers with the ability to scan messages or message headers in the incoming section of the voice mailbox without changing the status of the message from *new* to *old*, or from *new* to *unopened*. If the message is in the *new* category, and this feature is activated, the Message-Waiting Indicator feature (either the message-waiting lamp or stutter dial tone) will remain active.

*Who controls it:* The Untouched Message feature is controlled by the person listening to the incoming messages.

*Who can access it:* Anyone accessing messages in the incoming section of a voice mailbox can use the Untouched Message feature.

## APPLICATIONS

The Untouched Message feature can allow a secretary or other agent to review another person's *new* messages (or just the message headers) and leave those messages in the *new* category of the incoming voice mailbox — leaving the Message-Waiting Indicator feature active. The secretary can act on information contained in certain messages, while allowing the addressed recipient to review other messages under their original category.

Subscribers can also use this feature on their own messages to remind them to listen to high-priority items again the next time they log in.

## Points to Remember

- This feature is available only while accessing *new* messages in the incoming section of a subscriber's voice mailbox.
- *Unopened* and *old* messages cannot be changed back to *new* messages using this feature. However, an *unopened* message can retain its status using this feature.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V4, V5, V6, V7, V8	N/A	Recipient : Notification

## REQUIREMENTS

The Untouched Message feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

At any time while listening to *new* incoming messages, a subscriber may press    (for Hold) to activate the Untouched Message feature. When activated, the current message will be left in the *new* category and the next message header will be played.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Untouched Message feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Untouched Message feature has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Untouched Message feature interacts with other AUDIX features as follows:

- *Automatic Message Scan:* The Untouched Message feature can be used while automatically scanning messages.
- *Broadcast Message:* The Untouched Messages feature can be used on a Broadcast Message. Because Broadcast Messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save them so they can be heard at a later time.
- *Message-Waiting Indicator:* If the Untouched Message feature is activated for messages in the *new* category of the incoming voice mailbox, the Message-Waiting Indicator feature will remain active.
- *On-Line Help:* Help is available at any time by pressing  .
- *Outcalling:* If a message is left in the *new* category in the incoming section of a voice mailbox and the Outcalling feature has been activated, Outcalling will remain active for this message.
- *Voice Mailbox:* The Untouched Message feature is only available for *new* messages in the incoming section of the voice mailbox.

# Voice Mail

## DESCRIPTION

Voice Mail is like a “verbal letter” that can be sent to one or more subscribers on the AUDIX system. The AUDIX system, in this case, becomes an electronic post office that delivers spoken messages.

Unlike the Call Answer feature (that offers the caller an opportunity to leave a message if the called party is unavailable), subscribers can use the Voice Mail feature to record a message that is delivered directly to the recipient’s Voice Mailbox (much as a note or memo is delivered through company mail). Thus, the Voice Mail feature is a pro-active means of providing information, whereas the Call Answer feature is re-active.

Voice Mail is created, addressed, scheduled for delivery, sent, received, and stored in Voice Mailboxes.

*Who has it:* All AUDIX subscribers can create, edit, send, and receive Voice Mail messages. Note that these capabilities can be limited via the Message Sending Restrictions and Private Message features.

*Who controls it:* The system administrator specifies the system-wide message length limit (up to 20 minutes) on the `system : limits` form. Individual subscribers can have their maximum message lengths altered up to this limit through the `cos` or `subscriber : local` forms.

## Points to Remember

- If a message is created and the subscriber either restarts or disconnects without addressing it to at least one person, the message will *not* be saved.
- In addition to sending *new* Voice Mail messages, subscribers can review, modify, and resend messages that they created previously and then filed in the file cabinet section of their mailboxes.
- To assist in addressing Voice Mail, the AUDIX system offers the Directory feature that provides other subscriber’s names or extensions.
- The maximum Voice Mail message length (including menus or greetings) is 20 minutes.
- Speed and volume controls are available when creating or listening to messages.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	<code>sy l</code> , <code>su l</code> , <code>cos</code>	Sender : Message

## APPLICATIONS

Voice Mail is an invaluable tool in any situation where an easy one-way transfer of information is needed. For example, to inform an entire department about a scheduled meeting, one message can be recorded (including the date, time, location, and agenda of the meeting) and addressed using a Mailing List that contains the names or extensions of all the members of the department. The AUDIX system will transmit a copy to each person on the list and inform them that the message exists via the Message-Waiting Indicator feature.

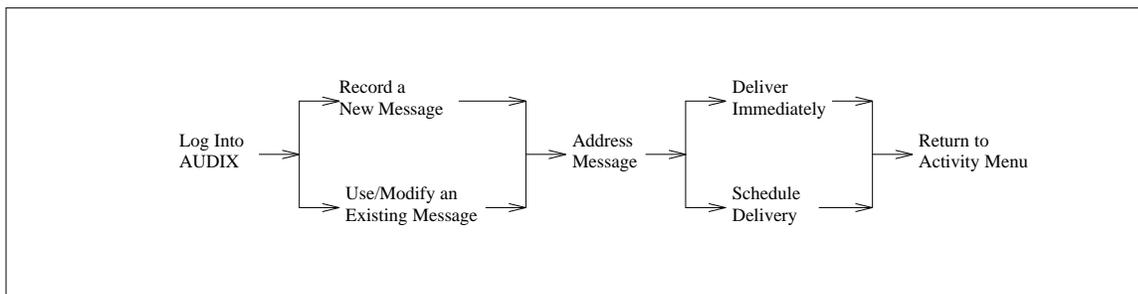
## REQUIREMENTS

The Voice Mail feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

Voice Mail messages are divided into two parts: the header (equivalent to an envelope), and the message itself (equivalent to a letter), described below.

- The *header* identifies the sender, recipient, type of message (such as Call Answer, LWC, Priority, or Voice Mail), and the time and date the message was sent or received. The AUDIX system automatically creates a header for each message scheduled for delivery. If a message is addressed to more than one recipient, the AUDIX system creates a header for each recipient.
- The *message* is the actual statement recorded by the originator. Only one copy of the message is stored on disk at a time. Many subscribers can receive a copy of the same message by having the AUDIX system create multiple headers for a single message.



**Figure 55.** Voice Mail Operation

## Creating Messages

As an AUDIX subscriber, you can create new messages, change existing messages in the outgoing section of your voice mailbox, or append to existing messages. All recording operations are performed in a similar way: record the message, play it back or change it if desired, and approve it for delivery. The AUDIX system guides you through the steps with voice prompts. When a step is approved, the system announces the next step in the activity.

The End-of-Message Warning option causes the recording of a Voice Mail message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached, and the message creator is informed that a specific number of seconds remain for recording. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the AUDIX system will interrupt them with a message stating that they have 15 seconds remaining.

If activated, this warning also applies to the recording of Automated Attendant menus, Broadcast Messages, Bulletin Board information, Login Announcements, and Personal Greetings. The system administrator activates this option and defines the system-wide warning time using the `system : appearance` form. The system administrator can also define subscriber-specific warning times for individual users using the `cos` and `subscriber : local` forms. Subscriber-specific warning times override the system-wide warning time.

## Addressing Messages

Before a Voice Mail message can be delivered, you must address it. You can send a message to one or more recipients and if your company has an AUDIX network, you can address messages to other subscribers who are on remote AUDIX machines. Messages are addressed using the name or extension of the intended recipient. Any combination of subscriber names, extension numbers, or Mailing Lists may be used to address a message. Also, a time and date may be specified for future delivery; if neither is specified, the message is sent immediately. In AUDIX Networking systems, a message scheduled for immediate delivery is queued for delivery to the remote AUDIX machine at the next scheduled transmission period.

Messages that have been scheduled for delivery but have not yet been sent are called *undelivered* messages. These messages may be accessed and modified under the outgoing section of the Voice Mailbox any time before they are delivered. Messages that have been created but *not* addressed to any recipients are deleted.

At the scheduled delivery time, the AUDIX system moves the message from the sender's Voice Mailbox (outgoing) to the recipient's Voice Mailbox (incoming). (For Networking setups, the AUDIX system moves the message to the network transmission queue if it is to be sent to a remote machine.) The sender can no longer play, change, or delete a delivered message, although the message header and status may be tracked through the outgoing section of the *outgoing* Voice Mailbox (see the *Voice Mailbox* feature for more information on tracking the status of a message).

If subscribers want to keep a copy of their messages, they may save a copy in the file cabinet section of the Voice Mailbox before the message is delivered (see the *Voice Mailbox* feature for more information on filing a copy of a message).

## Recording a New Voice Mail Message

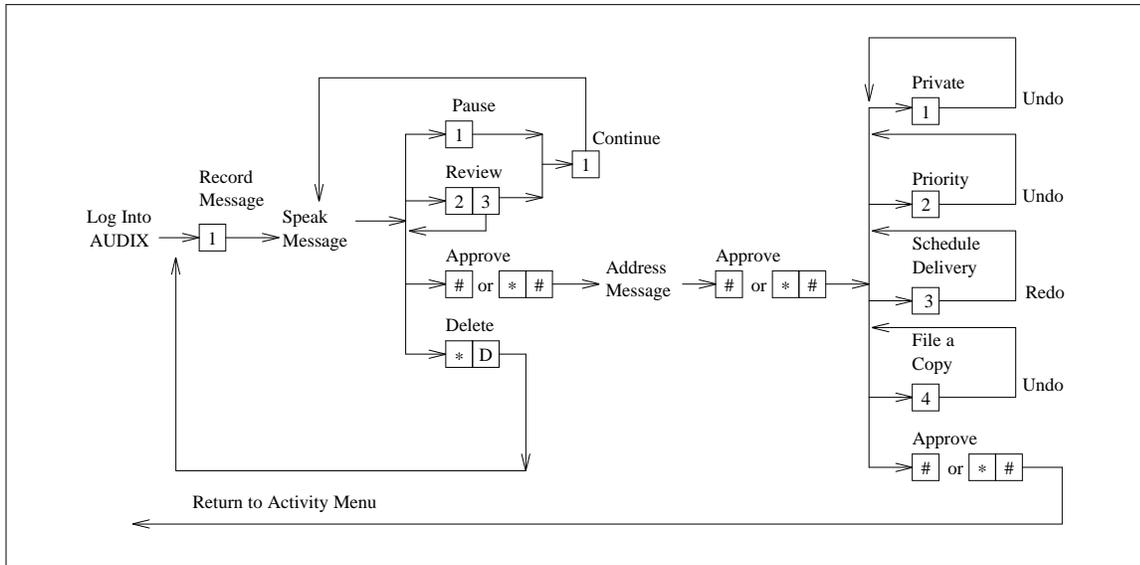


Figure 56. Recording a New Voice Mail Message (R1V8)

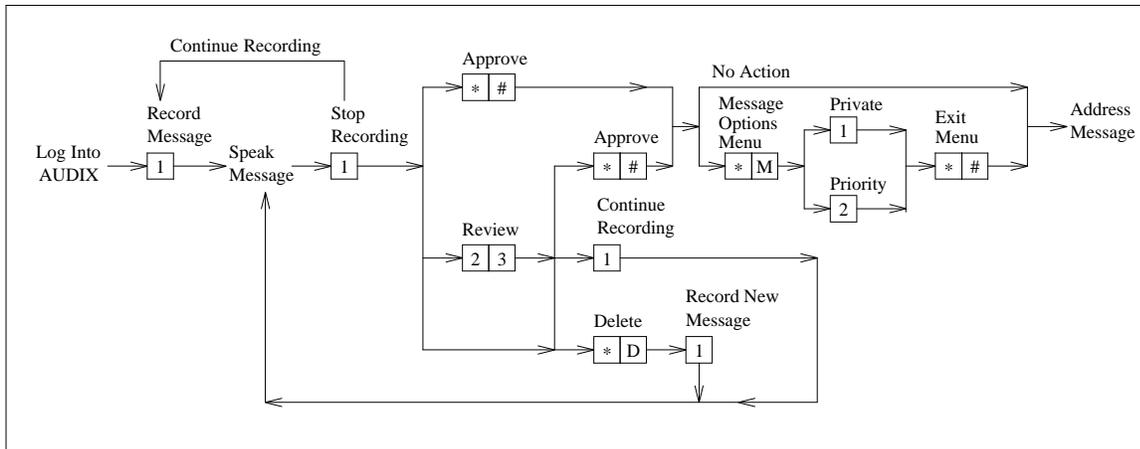


Figure 57. Recording a New Voice Mail Message (R1V5 through R1V7)

## NOTE

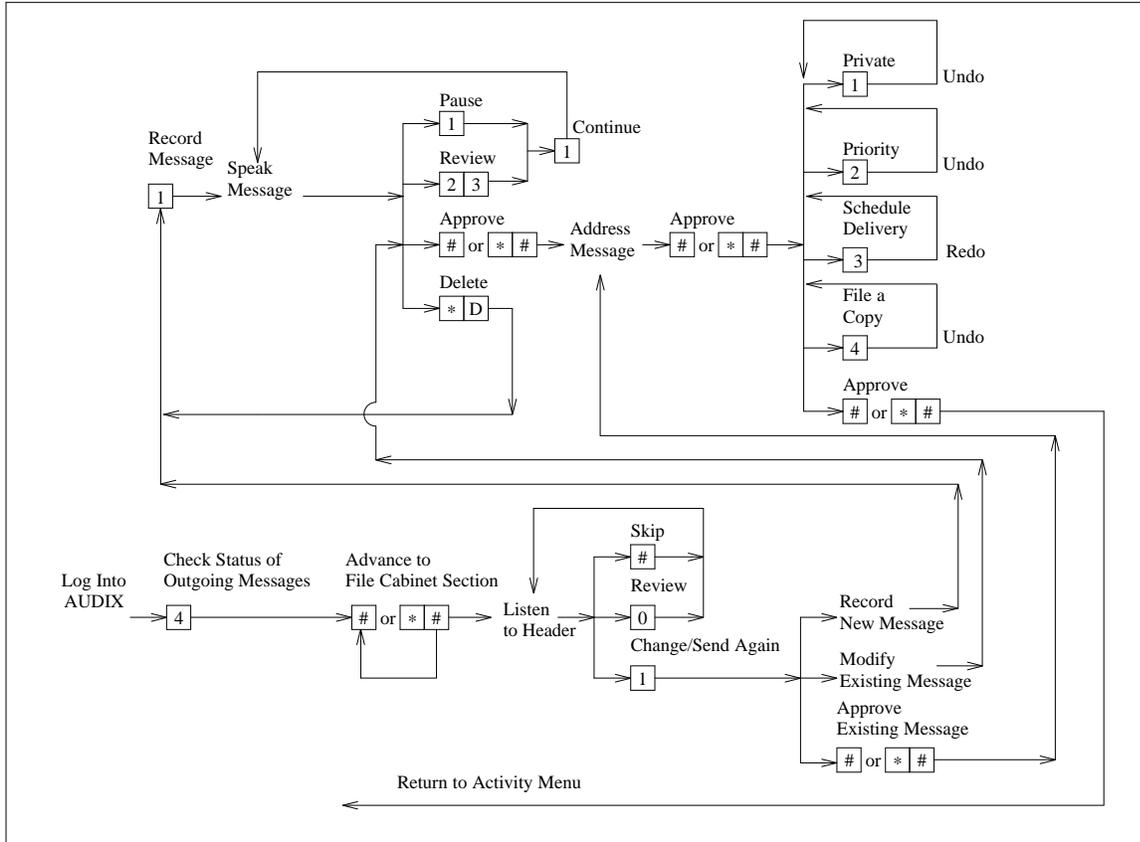
The user interface changed slightly in R1V8 software to allow subscribers to enter fewer keystrokes to perform basic tasks (such as recording a message). R1V8 subscribers are prompted to press **#** if they have the *standard* announcement set, or **\* #** if they have the *traditional* announcement set. However, either command will work on either system. R1V7 and earlier subscribers, however, must always press **\* #** as prompted.

To record a Voice Mail message, do the following:

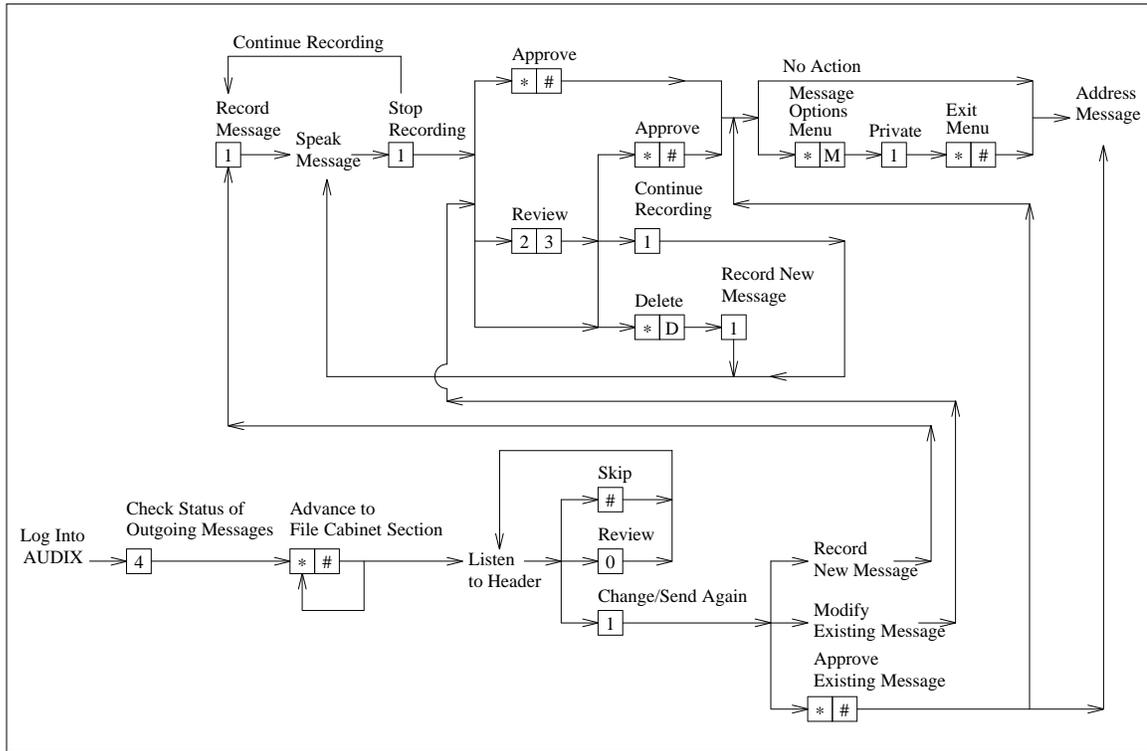
1. Log into the AUDIX system.
2. Press **1** to create a Voice Mail message.
3. Speak your message. The following editing commands are available while you are recording the message:
  - To temporarily suspend recording:
    - a. Press **1** (for example, if you want to pause and collect your thoughts).
    - b. Press **1** again to continue recording. The AUDIX system will continue recording without a break in the message.
  - To rewind and play back:
    - a. Press **1** to stop recording (this is an optional step).
    - b. Press **2** to rewind to the beginning of the message.
    - c. Press **3** to play the message. If you want to continue recording from any particular point, press **1** at that point.
  - To delete this message and record a new one:
    - a. Press **1** to stop recording (this is an optional step).
    - b. If you are not satisfied with the message you have just recorded and want to re-record it, press **\* D** to delete the message. Then, press **1** to begin recording a new message.
4. If you are satisfied with your message and want to approve it, press **#** or **\* #** as prompted.
5. *On R1V5 through R1V7 systems:* If you wish to make this message *private* or *priority* (these are optional steps to prevent the recipient from forwarding this message to other subscribers or to have the message presented to the recipient before other new messages, respectively), you must do so *before* approving addressing as follows:
  - a. Press **\* M** to access the Message Options Menu.
  - b. Press **1** to make this a *private* message or **2** to make this a *priority* message. By pressing the same key again, you can change the message back to its original form. Messages can be both *private* and *priority*.
  - c. Press **\* #** to exit the Message Options Menu.

(On R1V8 systems, you can make messages private or priority *after* addressing the message.)
6. You must now address the message. Refer to the *Addressing a Voice Mail Message* procedure in this section to complete this task.

## Using/Modifying an Existing Voice Mail Message



**Figure 58.** Using/Modifying an Existing Voice Mail Message (R1V8)



**Figure 59.** Using/Modifying an Existing Voice Mail Message (R1V5 through R1V7)

To use or modify an existing Voice Mail message (you modify and re-send messages stored in the *file cabinet*, *undelivered*, and *undeliverable* sections of the outgoing mailbox), do the following:

1. Log into the AUDIX system.
2. Press (4) to access the outgoing section of your Voice Mailbox.
3. Press (\* #) as many times as necessary to advance to the file cabinet section of your Voice Mailbox. The AUDIX system will read the header of the first message in your file cabinet.
4. Take one of the following actions according to your needs:
  - To skip to the next message, press (#).
  - To listen to the message, press (0).
  - To change the message or send it again, press (1). Then, take one of the following actions according to your needs:
    - To record an entirely new message: Go to step 2 of the previous procedure, *Recording a New Voice Mail Message*.
    - To modify the message: Press (2) (3) to review the message. Then, go to step 2 of the previous procedure, *Recording a New Voice Mail Message*.
    - To send the message in its current form: Press (#) or (\* #) as prompted. You must now address the message (see the following section, *Addressing a Voice Mail Message*).

## Addressing a Voice Mail Message

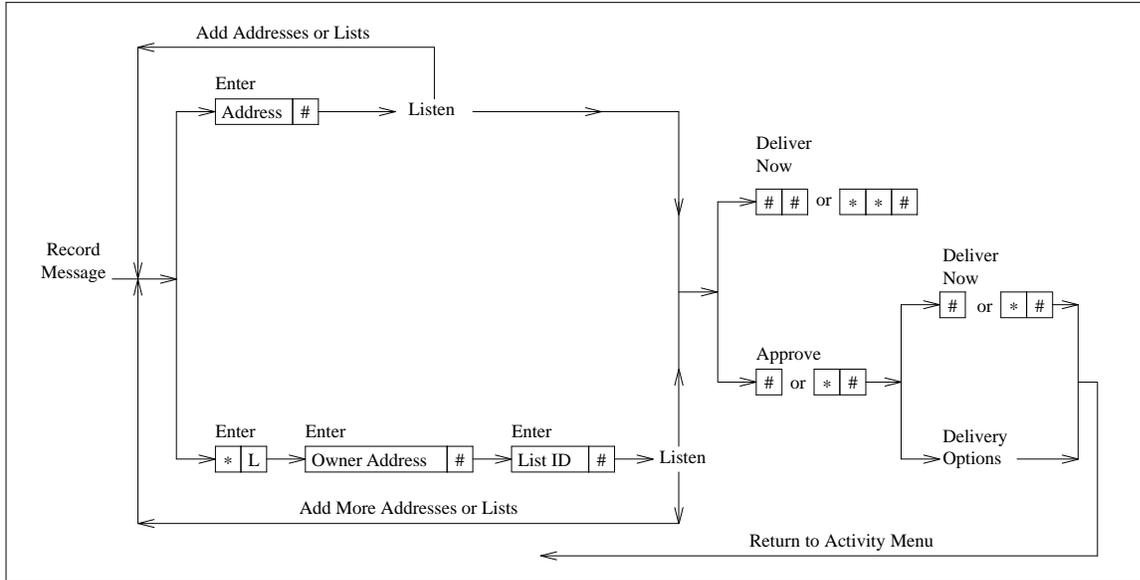


Figure 60. Addressing a Voice Mail Message (R1V8)

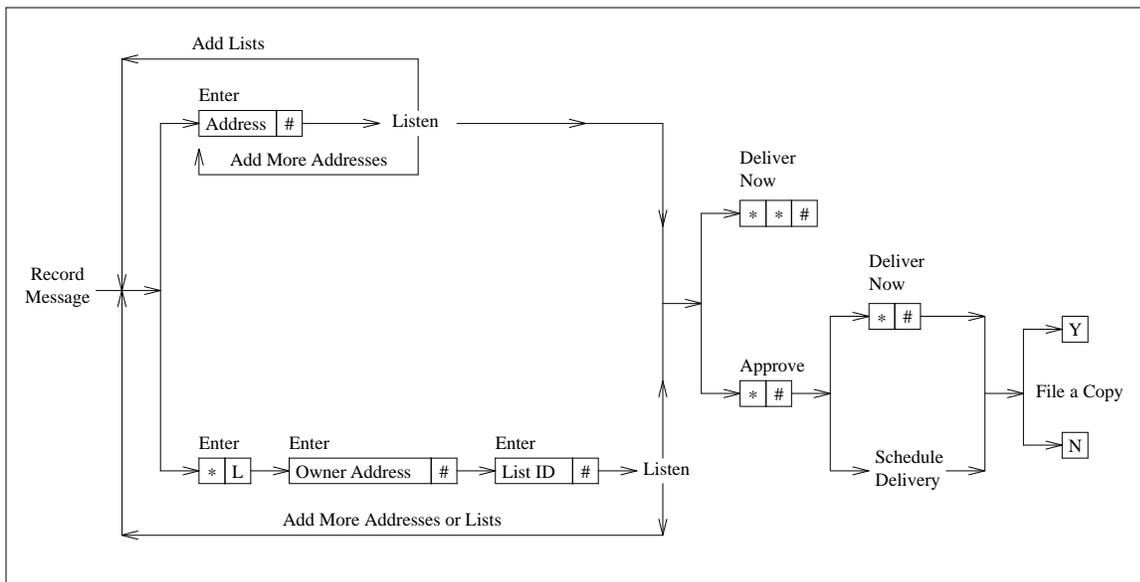


Figure 61. Addressing a Voice Mail Message (R1V5 through R1V7)

You can address Voice Mail by extension number, name, alias, or Mailing List, and you can combine any of these four methods to address one message to several recipients. Addressing by list is explained in the *Mailing List* section of this manual.

To address a Voice Mail message, do the following:

1. Log into the AUDIX system.
2. Record your message, as described in one of the previous procedures, *Recording a New Voice Mail Message* or *Using/Modifying an Existing Voice Mail Message*.
3. After you have approved your message, the AUDIX system will ask you to enter an address. Your administrator has arranged for the AUDIX system to ask you either for an extension number or for a name as an address.

Take one of the following actions according to your needs:

- To address to individual recipients:
    - a. Enter the recipient's address (either name, alias, or extension). You may switch back and forth between name and extension addressing by pressing **\*** **A**. Note that you must be in name addressing mode to address by aliases.
 

If you're addressing a message to a subscriber at a different location on your AUDIX network, key in the location prefix (supplied by your system administrator) before entering the recipient's extension number. If you're addressing by name, simply enter the recipient's name — no prefix is necessary.
    - b. Press **#** to signal that you have entered the address.
 

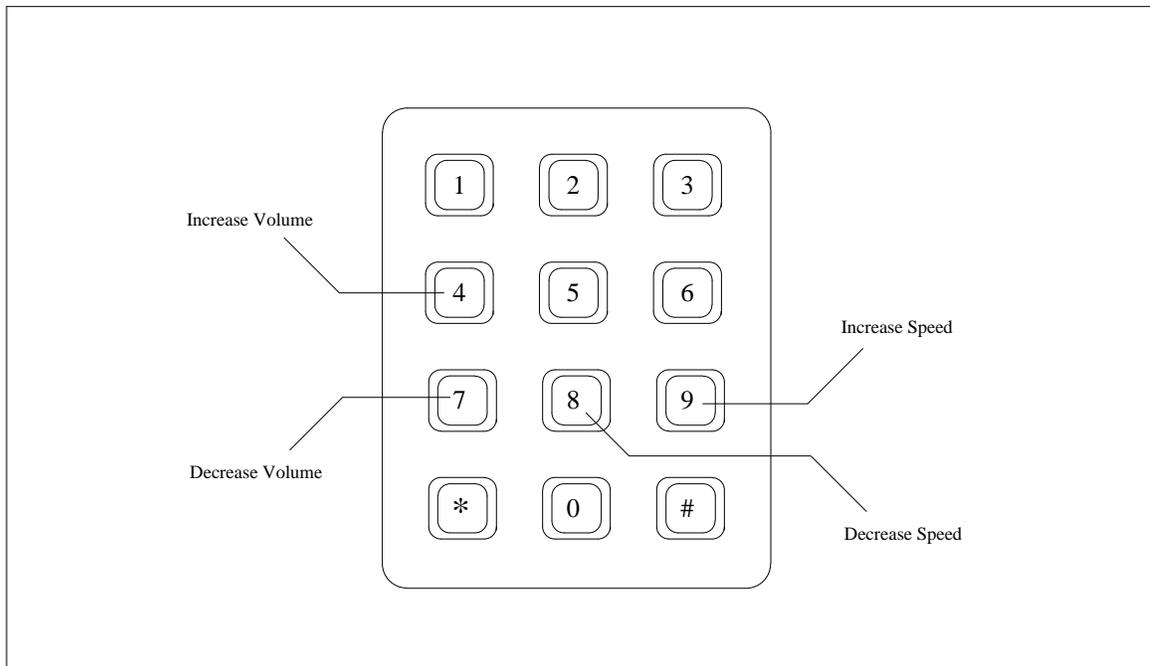
The AUDIX system will voice the recipient's name or extension if no name has been recorded for that subscriber. If this is not the person you intended the message to be sent to, press **\*** **D** to delete this address.
    - c. If you want to add more addresses, return to step a. If you want to add additional addresses using a Mailing List, refer to the bullet item below.
  - To address using a Mailing List:
    - a. Press **\*** **L** to indicate that you will be using a list as the address.
    - b. Enter the list owner's address and press **#**. If you own the list, simply press **#**.
    - c. Enter the list ID and press **#**.
 

If you want to review the names of the recipients on the list, press **\*** **I**. You may delete a name from the list by pressing **\*** **D** after the system voices the name.
    - d. If you want to add more lists, return to step a. If you want to add individual recipients, refer to the above bullet item.
4. Take one of the following actions according to your needs:
    - To review the list of addresses, press **\*** **I**.
    - To approve the addresses and deliver the message immediately, press **#** **#** (on R1V8 systems only) or **\*** **\*** **#**. You will be returned to the Activity Menu. Note that you will not be given the opportunity to file a copy of this message. If the message was originally in the *file cabinet* section of your mailbox, it will no longer exist there.

5. To approve the address list, press  or   as prompted.
6. Enter delivery options or schedule delivery as follows:
  - *On RIV8 systems:* You are automatically placed in an options menu when a message is approved. Press  to hear a list of options (these are shown in the first figure in the *Recording a New Voice Mail Message* section). Options include:
    - Press  to make the message *private* (an optional step to prevent the recipient from forwarding this message to other subscribers). Press  again to remove *private* status (see the *Private Message* section in this document for details if needed).
    - Press  to make the message *priority* (an optional step to have the message presented to the recipient before other new messages). Press  again to remove *priority* status. (Subscribers must be specially administered to create priority messages; see the *Priority Message* section in this document for details.)
    - Press  to schedule delivery at a future date or time (see the *Delivery Scheduling* section in this document for details if needed).
    - Press  to file a copy of the message in the file cabinet section of your outgoing mailbox (see the *Voice Mailbox* section in this document for details if needed).
    - Press  or   again to approve your options (if you selected any) and “send” the message (schedule it for delivery). The AUDIX system then returns you to the Activity Menu.
  - *On Pre-RIV8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press  (for *yes*) to file a copy, or press  (for *no*). After you press  or , the AUDIX system automatically returns you to the Activity Menu.

## Speed and Volume Control

The AUDIX system provides subscribers with the ability to control the speed and volume at which voice prompts and messages are played. The commands shown in the following figure do not change the prompts or messages, only the speed and volume at which you hear them. After pressing one of the keys several times, the speed or volume stays at the lowest or highest setting.



**Figure 62.** Speed and Volume Control

## Undeliverable Messages

If messages cannot be delivered because of incorrect addresses, nonexistent subscribers, or if a Private Message is sent to a subscriber on a pre-R1V4 remote AUDIX machine (through networking), the originating subscriber will receive a *undeliverable message* notification. The message will be placed in the *undeliverable* section of the subscriber's outgoing mailbox.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Voice Mail feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Voice Mail feature is exclusively an AUDIX feature and has no direct interactions with any switch features.

### Interactions with Other AUDIX Features

The Voice Mail feature interacts with other AUDIX features in the following ways:

- *Activity Log:* The activity log records scheduled and received entries for each voice mail message, including undeliverable messages. Subscriber login/logoff, message counts, and change in message status are recorded.
- *ADAP:* Voice Mail traffic data can be transferred to a personal computer (PC) using ADAP. Information (stored in dBASE III PLUS format on the PC) on Voice Mail includes subscriber use of Voice Mail, remote Voice Mail message use, and the number of Voice Mail messages created and sent (daily or hourly).
- *Call Detail Recording:* Subscriber use of Voice Mail can be monitored and analyzed using the Call Detail Recording feature. Specifically, data is gathered on several types of records, one of which is the Voice Session record. This record includes information on the caller, recipient, port used, mailbox IDs, the time and duration of the call, and the type of activity. The CDR feature records other Voice Mail data such as, the number of messages created, the number of recipients, the number of messages played then deleted, the number of messages played then saved, and the number of messages deleted.
- *Delivery Scheduling:* AUDIX subscribers can use the Delivery Scheduling feature to schedule when a Voice Mail message is to be delivered to the intended recipient(s).
- *Directory:* The AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use the    (Names and Numbers Directory) command to find out the name or extension number of an AUDIX subscriber to whom they want to send a Voice Mail message. This command can also be used to verify that the person the caller is trying to send a message to is an AUDIX subscriber.
- *Mailing List:* After a Voice Mail message has been created, it can be easily sent to many subscribers using a Mailing List.
- *Message Sending Restrictions:* Subscribers can be categorized as members of specific communities that are allowed to send Voice Mail messages only to other members of that group or to other specific groups.
- *Message-Waiting Indicator:* In integrated AUDIX systems, new messages light the message-waiting lamp (if available) or activate an audible message-waiting indication. In most cases, when the last new message or header in the incoming mailbox is scanned, the light goes out. The exception is when a

message is retained in the new category using the *Untouched Message* feature. An untouched message leaves message-waiting indication active.

- **Name Record By Subscriber:** Header information attached to a Voice Mail message can contain the sender's name voiced by the sender instead of the administrator.
- **Networking:** AUDIX Networking (R1V3 or later) is required for AUDIX subscribers on one adjunct to address Voice Mail to subscribers on another adjunct. On systems *without* AUDIX Networking, users on a multiple-adjunct system should be administered in logical groups (such as by department or project). Different switches support different numbers of AUDIX (or other) adjuncts as described in the *AUDIX System Description* manual (585-305-201).
- **On-Line Help:** While creating and addressing Voice Mail, the AUDIX system guides the subscriber through each step. However, if the subscriber requires more information, an on-line help facility is available by pressing **\*** **(H)**. The AUDIX system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.
- **Outcalling:** When a Voice Mail message has been delivered to a subscriber's mailbox, the Outcalling feature (if activated) will inform the subscriber that a new message exists by placing a call to a predefined telephone number.
- **Playback and Recording Control:** While creating a Voice Mail message, subscribers can use the Playback and Recording Control feature to modify new or existing messages.
- **Priority Message:** Voice Mail messages can be given priority status. These messages will be specially marked and preferentially presented to recipients.
- **Priority Outcalling:** When a priority message has been delivered to a subscriber's mailbox, the Priority Outcalling feature (if activated) will inform the subscriber that a new message exists by placing a call to a predefined telephone number.
- **Private Message:** Voice Mail messages can be made private (the recipient will not be allowed to forward the message to other subscribers). If you send a private Voice Mail message to a subscriber on another network, both your AUDIX system and the networked machine must be running R1V4 software (or later); otherwise, the message will not be delivered.
- **Traffic Reports:** Subscriber use of Voice Mail can be monitored and analyzed using the Traffic Reports feature. Specifically, data is gathered on the number of Voice Mail messages created, the average storage time of a Voice Mail message, the number of messages rescheduled for delivery, the number of messages sent to remote AUDIX machines, the average and maximum numbers of ports assigned to Voice Mail, and the number of Voice Mail messages and sessions that occurred during prime time and nonprime time.
- **Untouched Message:** The Untouched Message feature provides the ability to listen to a new Voice Mail message (in the incoming section of the Voice Mailbox) and by pressing **\*** **\*** **(H)** (Hold) leave the message in the *new* category. Thus, the Message-Waiting Indicator feature remains active for this message.
- **Voice Mailbox:** Voice Mail messages are created in the outgoing section of a subscriber's Voice Mailbox. After the message is created, it can be stored in the file cabinet section of the mailbox and sent to other subscribers where it is stored in the incoming section of their mailboxes. If the message cannot be delivered, it will remain in the outgoing section of the sender's mailbox.



# Voice Mailbox

## DESCRIPTION

A Voice Mailbox is a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other AUDIX subscribers and call answer messages are received and accessed (the incoming section of the mailbox).

- Who has it:* All subscribers automatically receive a Voice Mailbox when they are administered on the AUDIX system.
- Who controls it:* The AUDIX system administrator controls specific features for subscribers' mailboxes such as the order that messages play, the length of time messages are stored, and the amount of disk space available.
- Who can access it:* AUDIX subscribers control access to their individual mailboxes through a private, user-defined password. Other AUDIX users or outside callers can leave messages in a subscriber's mailbox, but cannot access or change messages or private mailing lists in that mailbox.

## Points to Remember

- Messages and headers stored in a subscriber's Voice Mailbox automatically expire after an interval set by the AUDIX system administrator.
- Personal greetings (used for Call Answer and Automated Attendant menus) are also stored in subscribers' Voice Mailboxes. There is no expiration time limit for personal greetings.
- Mailing Lists are also stored in subscribers' Voice Mailboxes. There is no expiration time limit for Mailing Lists.
- If a subscriber is low on storage space in their Voice Mailbox, a warning message is given when the subscriber logs into the AUDIX system.

<i>Supported Versions</i>	<i>Administration</i>	<i>User : Function</i>
R1V1, V2, V3, V4, V5, V6, V7, V8	sy ap, su l, cos	Sender/Recipient : Message

## APPLICATIONS

The Voice Mailbox feature has many applications. A voice mailbox can not only be used to create and deliver voice mail messages to other subscribers, but it can also store messages (and other information) as shown in the following list.

- *Attendant Menu*: This is a menu voiced by the AUDIX system that provides callers with options for call transfers (no expiration).
- *Bulletin Board*: Where messages are posted so that any caller can access them (no expiration).
- *File Cabinet*: Where messages are saved (for reference) by subscribers in the outgoing section of their mailboxes (expiration is set by system administrator under outgoing mailbox).
- *Incoming Mailbox*: Where new messages are received by subscribers and saved messages are stored.
- *Mailing Lists*: These are addresses of regular AUDIX subscribers (no expiration).
- *Personal Greetings*: These are personal messages used for the Call Answer feature (no expiration).
- *Undelivered Messages*: These are messages scheduled for delivery but not yet sent.
- *Undeliverable Messages*: These are messages that could not be delivered.

## REQUIREMENTS

The Voice Mailbox feature has no requirements other than those of the AUDIX system itself.

## FEATURE OPERATION

Subscribers access their Voice Mailboxes by logging into the AUDIX system. Subscribers may use a touch-tone voice terminal or telephone (recommended) or a rotary phone if a tone generator is used. Subscribers first dial the main AUDIX number. When the AUDIX system answers, they enter their extension number and password. The password preserves security for the system and prevents unauthorized access to subscribers' messages.

After a subscriber logs in, the AUDIX system plays a Login Announcement (if one is active), and then voices the name of the subscriber. The AUDIX system next reports the number of new messages the subscriber has received, then indicates if any of them are broadcast or priority.

Each message consists of two parts: the header and the message itself (you might think of headers as envelopes that contain your messages). The information that the AUDIX system provides for each message varies depending on the type of configuration that your system is using.

- If you have an integrated AUDIX system, your messages will contain the following information:
  - Header* The time and date of delivery and the type of message: Call Answer, Leave Word Calling, or Voice Mail. You will also be notified if the message is a private, priority, or

broadcast message. If your incoming message is from another AUDIX subscriber, the AUDIX system will tell you the sender's name and extension number.

With Call Answer or Leave Word Calling, the AUDIX system will tell you the name and extension number of the caller if the caller is an AUDIX subscriber on your system. If the call is from an internal caller who is *not* an AUDIX subscriber, the AUDIX system will tell you the extension number of the caller, but not the name.

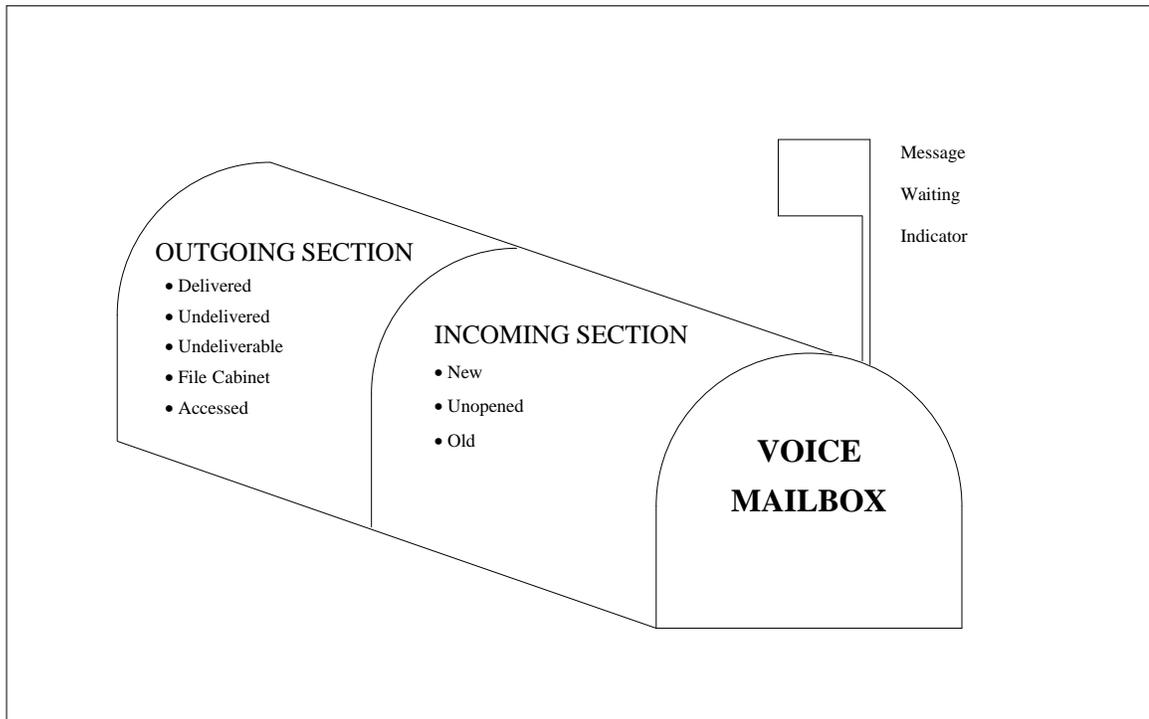
*Message* The caller's spoken message or, in the case of Leave Word Calling or an undeliverable message notification, a standard system message.

- If you have a Standalone AUDIX system (or nonintegrated Call Answer feature), your messages will contain the following information:

*Header* The time and date of delivery and the type of message: Voice Mail or Call Answer. If your incoming message is a Voice Mail message, the AUDIX system will also tell you the sender's name and extension number. You will not hear the name and number of a caller who leaves you a Call Answer message.

*Message* The caller's spoken message. Or in the case of an undeliverable message notification, a standard system message.

Voice Mailboxes are divided into two sections: the incoming mailbox, and the outgoing mailbox. The following figure illustrates these sections.



**Figure 63.** Voice Mailbox Sections

## Incoming Mailbox

The incoming section of the mailbox receives messages from AUDIX subscribers, guest-password users, the AUDIX system (undeliverable message notification), and all callers who are redirected to the AUDIX system through the Call Answer or LWC features. With Unified Messaging, incoming messages can be Voice Mail, Leave Word Calling, Call Answer, Message Center, or Text Service messages. These messages may be saved, deleted, sent back to the sender, or forwarded to another subscriber with a message attached (unless the message has been defined as private).

The AUDIX system separates your incoming mail into three categories: new, unopened, and old. Unless your system administrator has reset the order, you will hear them in the following order:

<i>New Messages</i>	Messages and headers that have not yet been listened to. If you have a message-waiting lamp, it turns off after you have listened to all of your new messages. However, when a message is retained in the <i>new message</i> category, using the Untouched Message feature, the message-waiting lamp remains lit.
<i>Unopened Messages</i>	Messages whose headers you have heard, but the message itself you have not yet listened to. The message-waiting lamp does not stay on for an unopened message after you listen to its header.
<i>Old Messages</i>	Messages you have listened to but have not deleted.

You can also ask your system administrator to set the order in which your individual messages are heard within the incoming section of your mailbox: either the last message received to be the first one played (lifo) or the first message received to be the first one played (fifo). Note that Broadcast Messages are always played first followed by any Priority Messages that you receive.

<b>NOTE</b>
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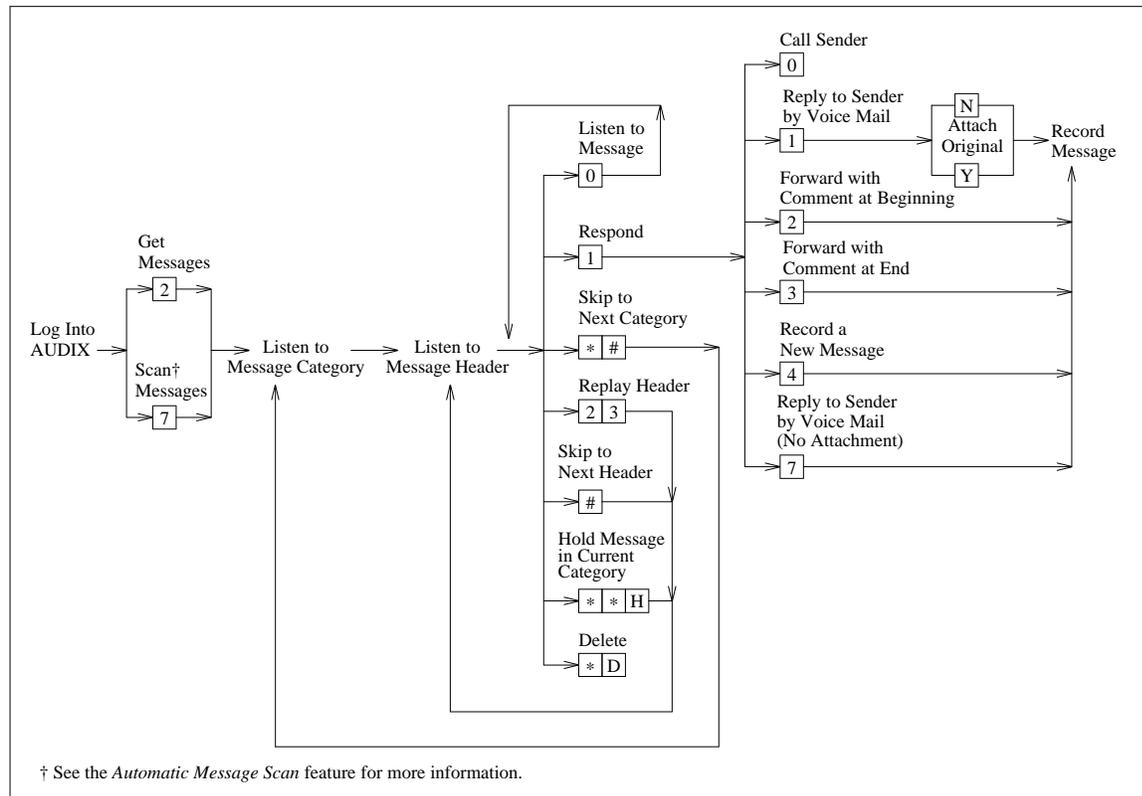
The length of time (retention time) that messages will be saved is determined from when the messages are received into a subscriber's mailbox, *not* when their category changes. For example, suppose a subscriber is set up with retention times of 30 days for new messages and 10 days for old messages, and has kept a new message in the *new* category for 15 days. If he or she then listens to the message and saves it, it will be deleted that night because the retention time for *old* messages has passed.

## Outgoing Mailbox

The outgoing section of a mailbox stores messages created or forwarded by subscribers until they can be delivered to the intended recipient(s). Unless you ask your system administrator to reset the order that you access your outgoing mailbox categories, you will hear them in the following order:

<i>File Cabinet</i>	Copies of messages you create or forward can be saved in the outgoing section of a mailbox for future reference. These messages may later be accessed, modified, addressed and sent again, or deleted.
<i>Undelivered Messages</i>	Messages that have not yet been sent (for example, those scheduled for delivery at a future time or date). Messages and their addresses may be accessed or changed at any time before delivery.
<i>Undeliverable Messages</i>	<p>Copies of messages that could not be delivered. The AUDIX system will attempt to deliver the message up to 10 times (this limit is set by the AUDIX system administrator on the <code>system : appearance</code> form) before placing the message in this category. Usually this indicates that the intended recipient's incoming mailbox is full. On Networking systems, this may mean the remote subscriber does not exist (the sender probably misdialled the address). On R1V4 and later systems, this could mean a private message was sent to a pre-R1V4 system where the Private Message feature is not available.</p> <p>Messages defined as "undeliverable" may be rescheduled for delivery with a new address, or altered to allow forwarding if needed.</p>
<i>Delivered Messages</i>	Copies of message headers that have been successfully delivered to a recipient's incoming mailbox but have not yet been listened to.
<i>Accessed Messages</i>	Copies of message headers that have been delivered to a recipient, and either the header or the message has been listened to.

## Incoming Mailbox Operation



**Figure 64.** Incoming Mailbox Operation

When a new message arrives in your incoming mailbox, the Message-Waiting Indicator feature or the Outcalling feature informs you that the message is present. After you log in and tell the AUDIX system that you want to listen to your incoming messages, the AUDIX system will read the header information for the first new message and give you a choice of things to do with the message. For example, you can choose to listen to the message or respond immediately to the message.

If you choose to listen to the message, the following options are available to you: replay the message or header, skip to the next message header, skip to the next message category, hold this message in its current category (Untouched Message feature), or delete the message. On R1V7 and later systems, you can also restore the last message you just deleted (the Undelete Message feature).

If you choose to respond to the message, the following options are available to you: place a return call automatically to the sender of the message, reply to the sender via Voice Mail, forward the message to other subscribers, or create a new message for other subscribers.

## Listening to Incoming Messages

To listen to your incoming messages, do the following:

1. Log in to the AUDIX system. You will be told the number new messages you have received.
2. Press **2** to get your incoming messages (or you may press **7** to use the Automatic Message Scan feature). The AUDIX system will read you the first header (you may dial through the header to access the message).
3. Take one of the following actions according to your needs:
  - To listen to the message:
    - a. Press **0**. If you want to stop the message momentarily while you take notes, press **3**. To continue playback, press **3** again. To replay portions of the message, rewind by 4- or 10-second increments by pressing **5** as many times as necessary. Advance by 4- or 10-second increments by pressing **6**.

**NOTE**

On AUDIX R1V7 and later systems, the administrator can specify whether short (4 second) or long (10 second) intervals are to be used for the rewind and advance features.

To replay the entire message, press **0**.

- b. Go on to step 4.
- To rewind and replay the header:
  - a. Press **2** **3**. You can rewind more than once to step back more than one header.
  - b. Choose an action from step 3.
- To skip this message and save it until later:
  - a. Press **#**. The AUDIX system will move the message from the *new* category to the *unopened* category and read the next header.
  - b. Choose an action from step 3 for the next header.
- To skip to the next message category:
  - a. Press **\*** **#**. The AUDIX system will read the header of the first message in the next category.
  - b. Choose an action from step 3 for the next header.
- To hold this message in the new category and save it until later:
  - a. Press **\*** **\*** **H**. Your message-waiting lamp will stay on and the AUDIX system will go to the next header.
  - b. Choose an action from step 3 for the next header.
4. Take one of the following actions according to your needs:
  - To delete the message after you have listened to it, press **\*** **D**. The message will be deleted and the AUDIX system will automatically go to the next header.

- To *undelete* the message, press **\*** **\*** **U** before entering any other activity from the activity menu. (The Undelete Message feature is only available on AUDIX R1V7 and later systems; see the *Restoring a Deleted Message* section for details.)
  - To hold the new message in its current category after you have listened to it, press **\*** **\*** **H**. Your message-waiting lamp will stay on and the AUDIX system will automatically go to the next header.
  - To save the message after you have listened to it, press **#**. The message will be stored in the *old message* category of your incoming mailbox and the AUDIX system will automatically go to the next header.
5. Repeat steps 3 and 4 to hear the next message. When you have finished listening to your incoming messages, you will be returned to the Activity Menu.

**NOTE**

After you have listened to your new messages, the AUDIX system will begin reading the unopened and old message headers to you. However, you need not wait until you have new messages to listen to unopened or old messages. You can call the AUDIX system at any time to listen to any of the messages in your incoming mailbox.

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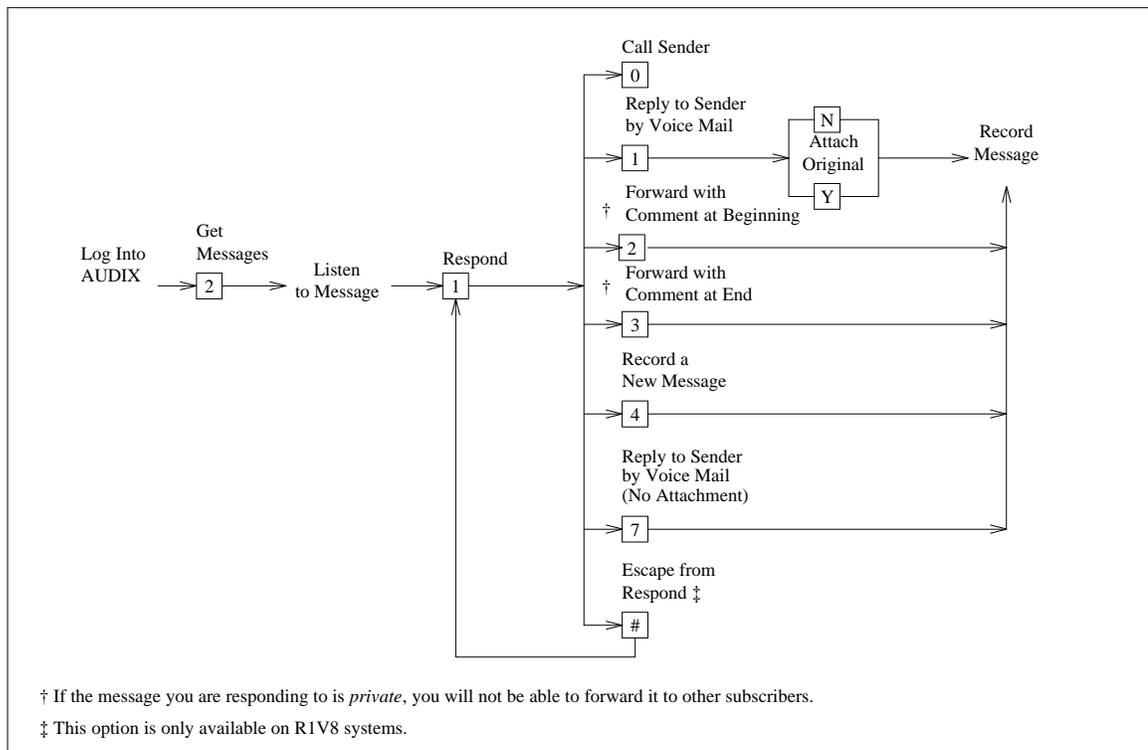
Shortcut	To listen to an incoming message, save it, and skip to the next header, do the following: <ol style="list-style-type: none"> <li>1. Log into the AUDIX system.</li> <li>2. Press <b>2</b> to get your incoming messages. The AUDIX system will play the first header.</li> <li>3. Press <b>0</b> to listen to the message.</li> <li>4. Press <b>#</b> to save this message and skip to the next header.</li> <li>5. Listen to the next header.</li> </ol>
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Shortcut	To listen to an incoming message, delete it, and automatically skip to the next header, do the following: <ol style="list-style-type: none"> <li>1. Log into the AUDIX system.</li> <li>2. Press <b>2</b> to get your incoming messages. The AUDIX system will play the first header.</li> <li>3. Press <b>0</b> to listen to the message.</li> <li>4. Press <b>*</b> <b>D</b> to delete this message.</li> <li>5. Listen to the next header.</li> </ol>
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## Responding to a Message



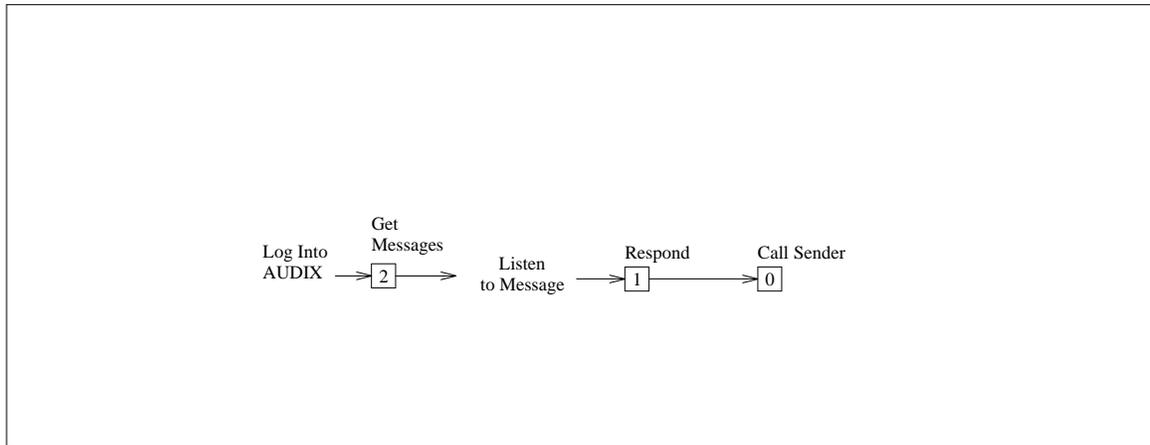
**Figure 65.** Responding to a Message

If you choose to respond to an incoming message, listen carefully to the message header (the header may contain the name of the caller, just the extension number, or no information about the caller at all) so you can determine the methods of response that are available to you:

- If the AUDIX system tells you the name of the person who left you a message, you have four choices:
  - Reply to the sender immediately by Voice Mail, using automatic addressing provided by the Reply to Sender feature.
  - Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private, if this is a LWC message, or if this is a undeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Transfer out of the AUDIX system without hanging up, and let the AUDIX system call the sender automatically.

- If the AUDIX system tells you only the extension of the caller who left a message, you have three choices:
  - Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private, if this is a LWC message, or if this is a undeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Transfer out of the AUDIX system without hanging up, and let the AUDIX system call the sender immediately.
- If the AUDIX system tells you neither the name nor the extension of your caller, you have three choices:
  - Add a comment to either the beginning or end of the Call Answer message and forward it. (This is not an option if the sender designated the message as private, if this is a LWC message, or if this is a undeliverable message notification message).
  - Create a new Voice Mail message for a person or persons other than the sender.
  - Hang up, and then dial the caller's number.
- *On RIV8 systems*, you have the option of cancelling your request if you find you cannot (or choose not to) respond to an incoming message. For example, if you pressed (1) or (7) to reply to the sender via Voice Mail using automatic addressing and the incoming message originated from outside the switch, you could press (#) to back up to the previous menu, then select another Respond option (such as (2) to forward the message). You can escape from the Respond function on earlier releases of AUDIX software by pressing (\*)(R) to return to the activity menu, then pressing (2) to return to the Get Messages activity.

### Returning the Call Automatically



**Figure 66.** Automatically Returning a Call

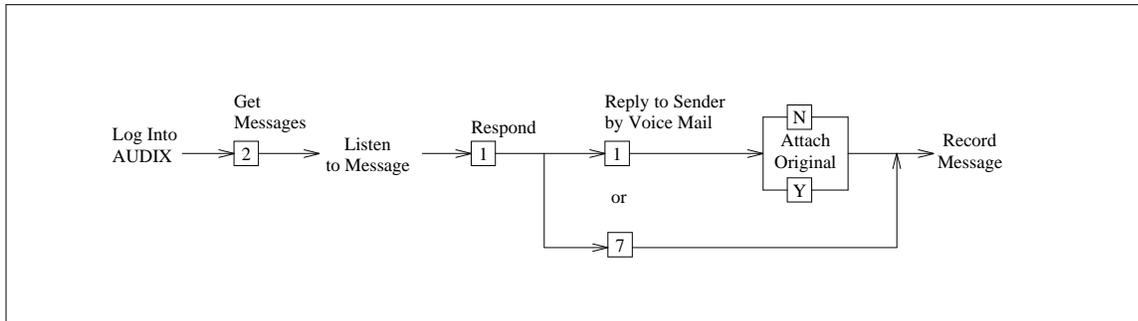
When you receive a message from someone within your company and the AUDIX system tells you the name or extension of the sender, you may be able to transfer out of the AUDIX system and return the call directly without first hanging up. In order to do this, the Call Transfer Out of AUDIX feature must be activated on the system.

To call the sender immediately without first hanging up or returning to the Activity Menu:

1. Log into the AUDIX system.
2. Listen to the sender's message.
3. Press **1** to respond.
4. Press **0** to call the sender.

The AUDIX system will automatically place the call and save the sender's message in the *old message* category.

If you transfer out of the AUDIX system and then leave a Call Answer message for another AUDIX subscriber, you can return to your own mailbox without hanging up and placing another call. After you have spoken your message, press **\* R** and log into the AUDIX system again.

*Replying to Sender Via Voice Mail***Figure 67.** Replying to Sender Via Voice Mail

With an integrated AUDIX system, you can immediately reply to a subscriber who has sent you a Voice Mail or Call Answer message with a Voice Mail message of your own. There is no need to wait until you have heard all of your incoming messages or to return to the Activity Menu.

To reply to a another subscriber by Voice Mail, do the following:

1. Log into the AUDIX system.
2. Listen to the incoming message.
3. Press **1** to respond.
4. Press **1** to reply to the sender via Voice Mail.

If you cannot (or choose not to) reply to the sender using automatic addressing (for example, if the incoming message originated from outside the system), do the following:

- *On RIV8 systems*, press **#** to back up to the previous menu, then select another Respond option (such as **2** to forward the message).
  - *On Pre-RIV8 systems*, press **\* R** to return to the activity menu, then press **2** to return to the Get Messages activity.
5. Press **Y** (for *yes*) to attach a copy of the original message, or press **N** (for *no*). If the original message was a *private* message, you will not be able to forward it to other subscribers.
  6. Speak your message.
  7. Press **1** to stop recording (this is an optional step).
  8. Press **2 3** to rewind and replay your reply before approving it. Otherwise, go on to step 9.
- If you are not satisfied with your reply and you want to re-record it, press **2** to rewind (or **\* D** to delete). Then, press **1** to begin recording, and follow steps 6 through 8.
9. Press **#** or **\* #** as prompted to approve your reply. The AUDIX system automatically addresses your response.

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10. *On R1V5 through R1V7 systems:* If you wish to make this message *private* or *priority*, you must do so *before* approving addressing as follows:
    - a. Press   to access the Message Options Menu.
    - b. Press  to make this a *private* message, or  to make this a *priority* message. Pressing either of these keys again cancels that option.
    - c. Press   to exit the Message Options Menu.

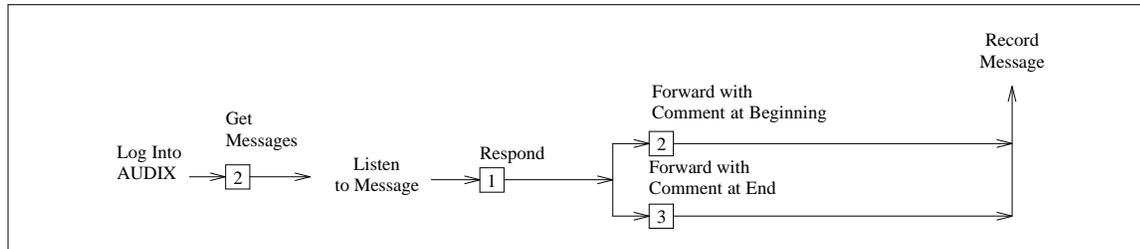
(On R1V8 systems, you can make messages private or priority *after* approving addressing.)
  11. Enter delivery options or schedule delivery as follows:
    - *On R1V8 systems:* You are automatically placed in an options menu when the message and address are approved. Press  to hear a list of options (these are described in the *Voice Mail* section of this document).
    - Press  or   again to approve your options (if you selected any) and “send” the message (schedule it for delivery). The AUDIX system then returns you to the Activity Menu.
  12. *On Pre-R1V8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press  (for *yes*) to file a copy, or press  (for *no*). After you press  or , the AUDIX system automatically returns you to the Activity Menu.
  13. Take one of the following actions according to your needs:
    - To hear the original message you just replied to, press .
    - To delete the message you just replied to, press  .
    - To skip to the next message, press .

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Shortcut	To reply immediately via Voice Mail without attaching a copy of the original message and without replaying your reply, do the following: <ol style="list-style-type: none"> <li>1. Log into the AUDIX system.</li> <li>2. Listen to the message.</li> <li>3. Press <input type="button" value="1"/> <input type="button" value="7"/> to reply without attaching the original message.</li> <li>4. Speak your message.</li> <li>5. Press <input type="button" value="#"/> <input type="button" value="#"/> (on R1V8 systems only) or <input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="#"/> to stop recording, approve, and send immediately without filing a copy.</li> </ol>
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## Forwarding Messages with Your Comments



**Figure 68.** Forwarding Messages with Comments

You can add a comment to the beginning or end of your incoming Voice Mail or Call Answer message and then redirect the combination. However, if the AUDIX system informs you that the message is private, you cannot forward it.

To add your comments to the beginning or end of an incoming message and forward them, do the following:

1. Log into the AUDIX system.
2. Listen to the incoming header and message.
3. Press **1** to respond.
4. Take one of the following actions according to your needs:
  - To add your comment to the beginning of the original message, press **2**.
  - To add your comment to the end of the message, press **3**.
5. Speak your comment.
6. Press **1** to stop recording (this is an optional step).
7. Press **2** **3** to rewind and replay if you want to hear your comment before approving it. Otherwise, go to step 8.

If you are not satisfied with your comment, you can re-record it, press **2** to rewind (or **\*** **D** to delete). Then, press **1** to begin recording, and follow steps 5 through 7.

8. Press **#** or **\*** **#** as prompted to approve your comment.
9. *On R1V5 through R1V7 systems:* If you wish to make this message *private* or *priority*, you must do so *before* approving addressing as follows:
  - a. Press **\*** **M** to access the Message Options Menu.
  - b. Press **1** to make this a *private* message, or **2** to make this a *priority* message. Pressing either of these keys again cancels that option.
  - c. Press **\*** **#** to exit the Message Options Menu.

(On R1V8 systems, you can make messages private or priority *after* approving addressing.)

10. Enter the recipient's address. Press **#** to signal that you have entered the address.

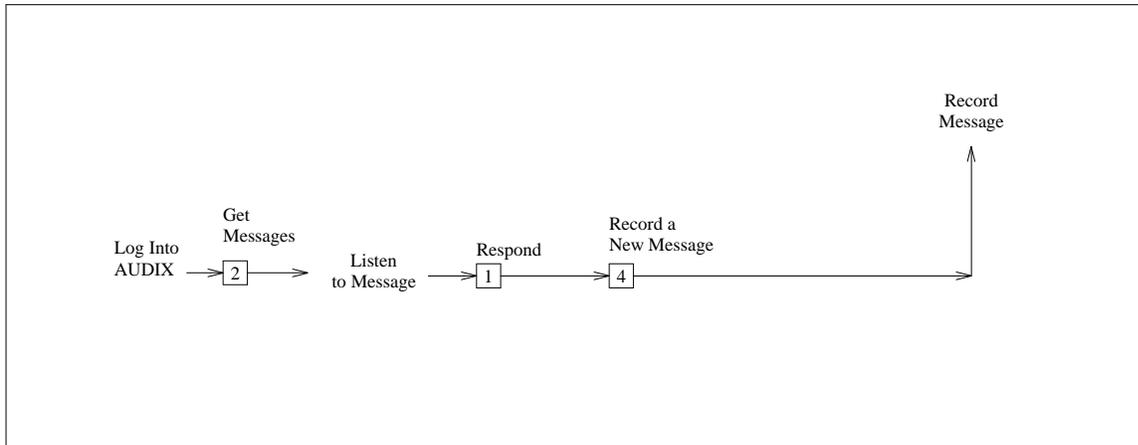
11. Repeat step 10 to send the message to more than one recipient.
12. Press **#** or **\* #** as prompted to tell the AUDIX system that you have finished addressing.
13. Enter delivery options or schedule delivery as follows:
  - *On R1V8 systems:* You are automatically placed in an options menu when the message and address are approved. Press **0** to hear a list of options (these are described in the *Voice Mail* section of this document).
  - Press **#** or **\* #** again to approve your options (if you selected any) and “send” the message (schedule it for delivery).
14. *On Pre-R1V8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press **Y** (for *yes*) to file a copy, or press **N** (for *no*).
15. You will be returned to receiving your messages. Take one of the following actions according to your needs:
  - To hear the original message you just forwarded, press **0**.
  - To delete the message you just forwarded, press **\* D**.
  - To skip to the next message, press **#**.

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Shortcut	<p>To add a comment to the beginning of a message and forward it immediately to one person, do the following:</p> <ol style="list-style-type: none"><li>1. Log into the AUDIX system.</li><li>2. Listen to the message.</li><li>3. Press <b>1 2</b> to begin recording.</li><li>4. Speak your comment.</li><li>5. Press <b>#</b> or <b>* #</b> as prompted to stop recording and approve your comment.</li><li>6. Enter the recipient’s address.</li><li>7. Press <b>#</b> to signal that you have entered the address.</li><li>8. Press <b># #</b> (on R1V8 systems only) or <b>* * #</b> to tell the AUDIX system you have finished addressing and want to send the message immediately without filing a copy.</li></ol>
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### Creating a New Message for a Third Person



**Figure 69.** Responding to a Message with a New Message

After you have just listened to an incoming Voice Mail message, you can create a new message and address it to a third person without returning to the Activity Menu.

To create a new message and send it to one or more persons other than the sender of the last message, do the following:

1. Log into the AUDIX system.
2. Listen to the incoming message.
3. Press **1** to respond.
4. Press **4** to create a new message.
5. Speak your message.
6. Press **1** to stop recording (this is an optional step).
7. Press **2** **3** to rewind and play if you want to hear your message before approving it. Otherwise, go on to step 8.  
 If you are not satisfied with the message you have just recorded and you want to re-record it, press **2** to rewind (or **\*** **D** to delete). Then, press **1** to begin recording, and follow steps 5 through 7.
8. Press **#** or **\*** **#** as prompted to approve your message.
9. Enter the new recipient's address.
10. Press **#** to signal that you have entered the new address.
11. Repeat steps 9 and 10 for more than one recipient.
12. *On RIV5 through RIV7 systems:* If you wish to make this message *private* or *priority*, you must do so now, *before* approving addressing. See the previous section, *Forwarding Messages with Your Comments*, for details.

- 
13. Press **#** or **\* #** as prompted to tell the AUDIX system that you have finished addressing.
  14. *On R1V8 systems:* You are automatically placed in an options menu when the message and address are approved. Press **0** to hear a list of options (these are described in the *Voice Mail* section of this document).
  15. Press **#** or **\* #** again to approve your options (if you selected any) and “send” the message (schedule it for delivery).
  16. *On Pre-R1V8 systems:* You will always receive a prompt to save a copy of the message in the file cabinet. Press **Y** (for *yes*) to file a copy, or press **N** (for *no*).
  17. You will be returned to receiving your messages. Take one of the following actions according to your needs:
    - To hear the last message, press **0**.
    - To delete the message, press **\* D**.
    - To skip to the next message, press **#**.
- 

Shortcut	<p>To create a new message and send it to a single recipient other than the sender of the last message, do the following:</p> <ol style="list-style-type: none"><li>1. Press <b>1 4</b> to begin recording.</li><li>2. Speak your message.</li><li>3. Press <b>#</b> or <b>* #</b> as prompted to stop recording and approve your message.</li><li>4. Enter the recipient’s address.</li><li>5. Press <b>#</b> to signal that you have entered the address.</li><li>6. Press <b># #</b> (on R1V8 systems only) or <b>* * #</b> to tell the AUDIX system you have finished addressing and want to send the message immediately without filing a copy.</li></ol>
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### *Restoring a Deleted Message*

The Undelete Message feature is available in AUDIX R1V7 and later software. It allows subscribers to restore an incoming message that has just been deleted. Only the last message deleted may be restored.

This feature is available in the *incoming mailbox only*. It may be used at any time during a manual or automatic scan of incoming messages and/or headers. It may also be used at the activity menu if the subscriber has just exited the message-retrieval activity. As long as the subscriber does not enter another voice mailbox activity or perform a call transfer, the Undelete Message command will restore the last message deleted.

To restore a message, press **\* \* U**. The last incoming message that was deleted will be restored and the subscriber will be returned to the point in the incoming mailbox where that message's header originally appeared.

For example, a subscriber may delete a *new* message, then complete scanning all the other incoming messages. After returning to the activity menu, either after scanning the last *old* message or by pressing **\* R** (Restart), he or she may press **\* \* U** to undelete the message. The subscriber is returned to the header of the restored message in the *new* message category. The message-waiting lamp, if available, will light to show that a new message now exists. The subscriber can then save the message or continue scanning as desired.

The Undelete Message feature will *not* work if the subscriber:

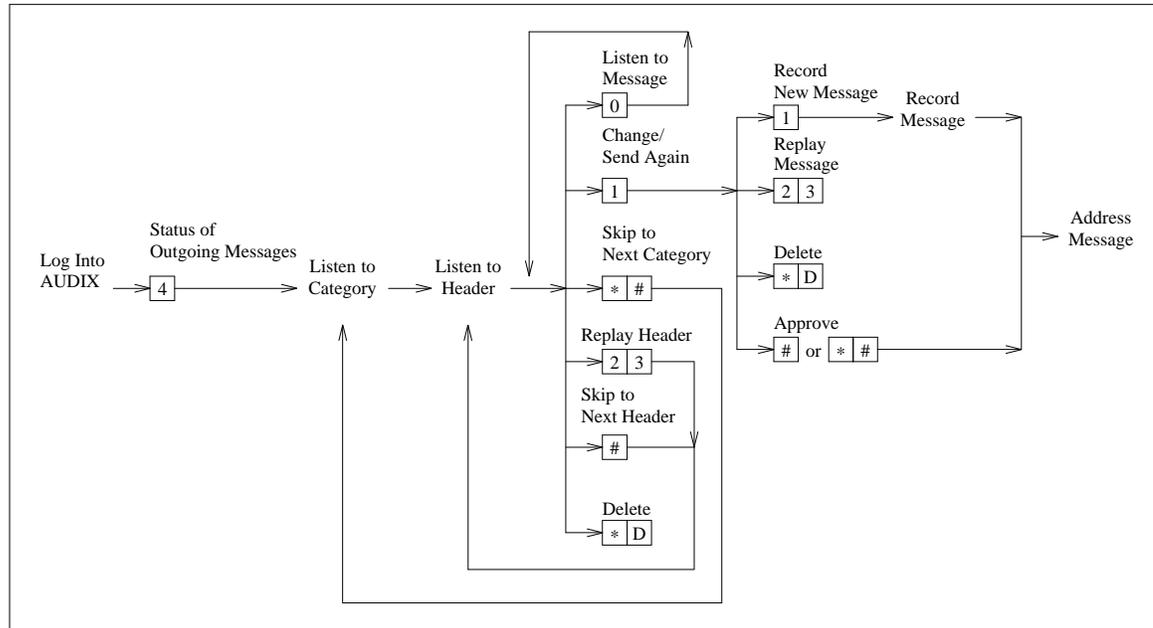
- Is in the process of responding to a message
- Is in the middle of requesting a transfer out of AUDIX
- Enters any other valid activity from the activity menu other than pressing **\* H** (Help) or **\* R** (Restart)

Because the Undelete feature works only in the incoming mailbox, it will *not* restore any of the following if deleted:

- Messages in the outgoing mailbox (including file cabinet messages)
- Partial messages during message creation
- Personal greetings

As with other voice mailbox activities, Undelete Message feature creates an entry in the activity log (if enabled). The traffic reports will not indicate that a message has been deleted if it has been restored.

## Outgoing Mailbox Procedures



**Figure 70.** Outgoing Mailbox Operation

After you create, address, and schedule a Voice Mail message for delivery, the AUDIX system will deposit the message header (and the message itself if it is in the *undelivered*, *undeliverable*, or *file cabinet* category) in a section of your mailbox that is reserved for outgoing messages. By reviewing your outgoing messages, you can determine whether your messages have been delivered and also whether the recipients have listened to the headers. You cannot, however, determine what happened to the message after the recipient listened to the header.

While reviewing your outgoing and file cabinet messages, the following options are available to you: listen to or delete *undelivered*, *undeliverable*, or *file cabinet* messages; replay a message header; skip to the next message header; or skip to the next message category. You may also modify or resend *undelivered*, *undeliverable*, or *file cabinet* messages.

### *Reviewing Outgoing and Filed Messages*

To review your outgoing and file cabinet messages, do the following:

1. Log into the AUDIX system.
2. Press (4) to review the status of your outgoing messages.
3. Take one of the following actions according to your needs:

- To listen to an undelivered or file cabinet header and message:
    - a. Listen to the header.
    - b. Press **0** to listen to the message.
    - c. Go on to step 4.
  - To review just the headers of any of your outgoing messages (undelivered, undeliverable, delivered, file cabinet, or accessed):
    - a. Listen to the header.
    - b. Go on to step 4.
4. Take one of the following actions according to your needs:
- To skip to the next header, press **#**.
  - To delete the header (and message, if one is attached), press **\*** **D**.
  - To skip to the next category of outgoing mail, press **\*** **#**.

### *Modifying and Resending Outgoing and Filed Messages*

To modify or resend a message that has not yet been delivered, was marked as undeliverable, or is residing in your file cabinet, do the following:

1. Log into the AUDIX system.
2. Press **4** to review the status of your outgoing messages.

If the message that you want to modify is not the first one that the AUDIX system presents to you, press **#** one or more times to skip to the appropriate message. Or, press **\*** **#** to skip to the appropriate message category.
3. Press **0** to listen to the message.
4. Press **1** to modify or resend the message.
5. Take one of the following actions, according to your needs:
  - To send the message as it already exists:
    - a. Press **#** or **\*** **#** as prompted to keep the message as you originally recorded it.
    - b. Go on to step 6.
  - To modify the message:
    - a. Press **1** to re-record.
    - b. Speak your new message.
    - c. Press **1** to stop recording (this is an optional step).
    - d. Press **2** **3** to rewind and listen to your recording.
    - e. Press **#** or **\*** **#** as prompted to approve your recording.
    - f. Go on to step 6.

6. Take one of the following actions, according to your needs:
  - To resend to the original recipient, go to step 7.
  - To resend to a new recipient:
    - a. Enter the new recipient's address.
    - b. Press **#** to signal that you have entered the address.
    - c. Repeat steps a and b for more than one recipient.
    - d. Go on to step 7.
7. Press **# #** (on R1V8 systems only) or **\* \* #** to tell the AUDIX system that you have finished addressing, don't want to file a copy, and approve the original delivery time. As an alternative:
  - *On R1V8 systems:* You are automatically placed in an options menu when the message and address are approved. Press **0** to hear a list of options (these are described in the *Voice Mail* section of this document). You must then press **#** or **\* #** again to approve your options (if you selected any) and "send" the message (schedule it for delivery).
  - *On Pre-R1V8 systems:* You can press **\* #** to tell the AUDIX system that you have finished addressing, and then reschedule the message for future delivery (see the *Delivery Scheduling* feature for more information).

The AUDIX system will return you to reviewing your outgoing and filed messages.

**NOTE**

When modifying and re-sending a message from your file cabinet, you must either select R1V8 delivery option **4** or answer **Y** to the pre-R1V8 question about filing a copy, or the message will be deleted from your file cabinet.

## INTERACTIONS WITH OTHER FEATURES

This section identifies the interactions of the Voice Mailbox feature with switch features and other AUDIX features.

### Interactions with Switch Features

The Voice Mailbox feature interacts with the switch in the following ways:

- *Call Answer:* Messages left by callers through the Call Answer feature are placed in the incoming mailbox. Any internal or outside caller may access the AUDIX system through the Call Answer feature as long as it is correctly administered on the switch and the AUDIX system. See appendix D, *DCS Networks*, for DCS Network restrictions.
- *Leave Word Calling (LWC):* If LWC has been administered on the switch to deliver messages to the AUDIX system, LWC messages are placed in a subscriber's incoming mailbox. Only the AUDIX

recipient can delete these messages (subscribers cannot cancel LWC messages left on the AUDIX system).

- *Message-Waiting Indicator:* The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.
- *Transferring Calls:* You can transfer out of a Voice Mailbox to another extension in the switch dial plan. On some switch releases, you can also transfer into an AUDIX mailbox if you are redirected to another coverage point (such as a secretary) and the AUDIX system is in the called party's coverage path. After leaving a message, you may transfer to another extension if desired.

NOTE
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The 1A ESS Switch and 5ESS Switch do not support the Transfer Into AUDIX feature because they do not support call-coverage paths (these switches use Call Forwarding features only).

## Interactions with Other AUDIX Features

The Voice Mailbox feature interacts with other AUDIX features in the following ways:

- *ADAP:* Traffic data showing subscriber use of the Voice Mailbox feature can be transferred to a PC. Information (stored in dBASE III PLUS format on the PC) on Voice Mailbox use includes: the number of voice mail messages created and sent on a daily and hourly basis, Automated Attendant mailbox use, and outcalling traffic to inform subscribers that messages exist in their mailboxes.
- *AMIS Analog Networking:* AUDIX subscribers can address Voice Mail messages to subscribers on another voice mail system when AMIS Analog Networking is implemented. Subscribers can even send messages to voice mail systems made by vendors other than AT&T provided the remote system has AMIS capabilities.
- *Automated Attendant:* The Automated Attendant feature can be administered to route callers to the mailboxes of *phantom extensions*. Phantom extensions are extension numbers that do not correspond to telephones administered by the switch; they are simply assigned to a voice mailbox.
- *Automatic Message Scan:* This feature allows subscribers to scan all message headers and/or messages in their voice mailboxes. The user simply selects the feature from the activity menu, and selects the mode of automatic scanning: headers only, messages only, or both headers and messages.
- *Bulletin Board:* The Bulletin Board feature is a special type of voice mailbox (listen only) that can receive only prerecorded voice mail messages specifically addressed to the Bulletin Board extension. It cannot receive messages via the Call Answer feature.
- *Broadcast Message:* Subscribers are automatically notified of broadcast messages when they log into the AUDIX system. These messages are treated as *new* messages in that they are presented first with other new messages in the incoming section of the voice mailbox. A broadcast mailbox serves primarily for storing delivered messages.
- *Call Answer:* Messages left by callers via the Call Answer feature are placed in the subscriber's incoming mailbox. Only the subscriber can access these messages.
- *Call Detail Recording:* Subscriber use of Voice Mail can be monitored and analyzed using the Call Detail Recording feature. Specifically, data is gathered on several types of records, one of which is the

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Voice Session record. This record includes information on the caller, recipient, port used, mailbox IDs, the time and duration of the call, and the type of activity. The CDR feature records other Voice Mail data such as, the number of messages created, the number of recipients, the number of messages played then deleted, the number of messages played then saved, and the number of messages deleted.

- *Class of Service:* This feature allows the system administrator to define how a specific group of subscribers' service is controlled. Using the `cos` form, the system administrator can specify how a subscriber's incoming and outgoing messages are presented (the last message is the first message read or the last message is the last message read), how a subscriber's incoming and outgoing message categories are presented, the retention time for messages in the mailbox, the maximum length of messages, and the size of subscribers' mailboxes.
- *Directory:* When responding to incoming messages, subscribers can use the Directory feature to find other subscribers' addresses.
- *Delivery Scheduling:* AUDIX subscribers can use the Delivery Scheduling feature to schedule when a voice mail message is to be delivered to the intended recipient's voice mailbox.
- *File Redundancy:* The File Redundancy feature allows the AUDIX system to make a continuously updated copy of an active filesystem (this includes all information contained within a voice mailbox). This duplicate filesystem provides backups of data if the original filesystem has problems, or if the disk on which it resides fails.
- *Form Filler:* This feature can allow callers to transfer to a voice mailbox and leave a message.
- *Full Mailbox Answer Mode:* This feature provides callers with other options for completing a call when the recipient's voice mailbox is full.
- *Guest Password:* Nonsubscribers may leave a message in a subscriber's incoming mailbox by logging on to that extension and supplying a system-wide guest password. Callers may only leave a message for that subscriber, but are prevented from listening to any other messages in that subscriber's mailbox.
- *Leave Word Calling:* LWC messages are placed in a subscriber's incoming mailbox if LWC is administered through the switch to direct messages to the AUDIX system. Only the subscriber can access or delete these messages.
- *Mailing List:* Mailing lists are stored in subscribers' voice mailboxes. When using mailing lists, messages that are being sent can be stored in the file cabinet section of the outgoing section of the mailbox. Also, the incoming section of the mailbox of each subscriber on the mailing list will receive a copy of the message.
- *Message Delivery:* AUDIX subscribers can address Voice Mail messages to any touch-tone phone (even someone's home) when the Message Delivery feature is implemented.
- *Message Sending Restrictions:* Messages that are undeliverable because of message restrictions are kept in the *undeliverable* category of the outgoing section of the mailbox.
- *Message-Waiting Indicator:* When a new message is delivered to a subscriber's mailbox, the Message-Waiting Indicator (either a message-waiting lamp or stutter dial tone) is activated, informing the subscriber that the message exists. If a subscriber uses the Untouched Message feature on a new message, the Message-Waiting Indicator feature remains active.
- *Multiple Personal Greetings:* Subscribers can administer several personal greeting to be presented to callers under differing circumstances. These personal greeting are stored in the subscriber's mailbox.
- *Name Record By Subscriber:* When a caller reaches a subscriber's mailbox and this feature is administered, the caller will hear the subscriber speak his/her own name during the greeting.

- *Networking:* AUDIX subscribers on one adjunct can address Voice Mail to subscribers on another adjunct when AUDIX Networking is installed. On systems *without* AUDIX Networking, users on a multiple-adjunct system should be administered in logical groups (such as by department or project). Different switches support different numbers of adjuncts. Refer to the *AUDIX System Description* manual (585-305-201) for more information.
- *On-Line Help:* On-line help is available at any time while subscribers are accessing either the incoming or outgoing sections of their mailboxes by pressing  .
- *Outcalling:* If the Outcalling feature is administered, new messages will activate this feature and an outcall will be placed to the designated telephone number.
- *Personal Directory:* When responding to incoming messages, subscribers can use the Personal Directory feature to call or address a message to the caller.
- *Playback and Recording Control:* This feature is available to all subscribers while accessing the incoming or outgoing sections of their mailboxes.
- *Priority Message:* When subscribers retrieve messages from their incoming mailboxes, priority messages are presented first.
- *Priority Outcalling:* When a priority message is delivered to a subscriber's mailbox and the Priority Outcalling feature is administered, an outcall will be placed to the designated telephone number informing the subscriber that a priority message exists.
- *Private Message:* Messages that are delivered to subscriber's incoming mailboxes and are marked as private, can be listened to only by the subscriber. Private messages cannot be forwarded to other subscribers.
- *Security Password:* Each voice mailbox has a user-defined password to ensure the integrity of the system and to prevent unauthorized access to subscribers' messages.
- *Text Service Interface:* The Text Service Interface feature allows subscribers (who are also electronic text service users) to receive timely notification of new AUDIX messages, even if they do not have message-waiting lamps or other message-waiting indicators.
- *Traffic Reports:* Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the `traffic : feature : day` and `traffic : feature : hour` forms. Statistics that illustrate how a particular subscriber uses the Voice Mailbox feature are collected using the `traffic : subscriber : day` and `traffic : subscriber : month` forms.
- *Untouched Message:* While listening to new messages, a subscriber can use the Untouched Message feature to leave a message in the *new message* category. This will leave the Message-Waiting Indicator feature active for this message.
- *Voice Mail:* Voice Mail messages are created in the outgoing section of a subscriber's voice mailbox. After the message is created, it can be stored in the file cabinet section of the mailbox and sent to other subscribers where it is stored in the incoming section of their mailboxes.

## A. AUDIX Feature Summary

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The following table provides a summary of all features contained in this document.

**Table 9.** AUDIX Feature Summary (*Part 1 of 7*)

Feature	User	Function	Summary
Activity Log	Sys Adm	Administration	Provides administrators with a tool for investigating user-reported problems.
AUDIX Administration and Data Acquisition Package (ADAP)	Sys Adm	Reports	Provides traffic and usage reports through a PC interface.
AMIS Analog Networking	Sender	Message	Enables subscribers to exchange Voice Mail messages with any other voice mail system (with AMIS analog capabilities), anywhere in the world.
Automated Attendant	Sender	Routing	Offers callers a voiced menu of options, then routes calls according to the touch-tone keys the caller presses using either name or extension addressing.
Automatic Filesystem Backup	Sys Adm	Maintenance	Checks for adequate space on the backup disk cartridge, then deletes the oldest backup files if necessary to make room for the new backup of the <code>sdat</code> filesystem.
Automatic Message Scan	Recipient	Playback	Allows subscribers to scan all message headers and/or messages at the touch of two buttons.

*(Continued)*

**TABLE 9.** AUDIX Feature Summary (*Part 2 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Broadcast Message	Sys Adm	Message	Enables certain users to create a special announcement message and header for all local subscribers of an AUDIX system.
Bulletin Board	Sys Adm	Message	Allows the system administrator to set up a special number that plays a recorded message to the caller. It is often used with the Automated Attendant feature.
Call Answer	Subscriber	Message	Allows the AUDIX system to answer calls for a subscriber.
Call Detail Recording (CDR)	Sys Adm	Records	Provides detailed information on AUDIX system activity, including sessions, outgoing messages, and network transmissions.
Class of Service	Sys Adm	Administration	Permits the system administrator to assign up to 12 classes of service, or sets of options, within the subscriber community.
Custom Announcements	Sys Adm	Administration	Allows the system administrator to record, change, or listen to announcement fragments (parts of AUDIX voice prompts).
Delivery Scheduling	Sender	Delivery	Allows you to schedule delivery of messages for specific days and times.
Dial-By-Name	Sender	Routing	Allows you to dial another subscriber by name rather than number.

*(Continued)*

**TABLE 9.** AUDIX Feature Summary (*Part 3 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Directory	Sender	Database	Provides a system directory so subscribers can access other names and numbers quickly.
Escape to Attendant	Caller	Routing	Allows AUDIX subscribers to have a personal attendant or operator designated to answer incoming calls if the caller wants to speak with a live attendant.
File Redundancy	Sys Adm	Maintenance	Stores an independent, duplicate filesystem so there are two complete copies. This ensures service without interruption.
Form Filler	Sys Adm	Message	Captures voiced responses to pre-recorded questions (voice prompts) and stores those responses in a voice mailbox where they can later be transcribed to data records on a PC or on hard copy.
Full Mailbox Answer Mode	Sender	Message	Provides a caller with options for completing a call or leaving a message when the recipient's mailbox is full.
Guest Password	Sender	Message	Allows people who are not AUDIX subscribers to access the AUDIX system and leave messages for subscribers.
Leave Word Calling (LWC)	Sender	Message	Allows a local caller to leave a standard-format message, usually by the touch of a button, requesting that the called party return the call.

*(Continued)*

**TABLE 9.** AUDIX Feature Summary (*Part 4 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Login Announcement	Sys Adm	Message	Enables administrator to create a special announcement that all other subscribers will hear when they log on the system. The message is independent of message retrieval and is repeated each time a subscriber logs on until it is removed.
Mailing List	Sender	Routing	Allows subscribers to create lists for delivering messages.
Message Delivery	Sender	Message	Enables subscribers to forward Voice Mail messages to any touch-tone telephone, anywhere in the world.
Message Sending Restrictions	Sys Adm	Routing	Allows the system administrator to restrict or modify the routing of messages to avoid abuse or misuse of Voice Mail. It can be administered by subscriber or class of service, and can be overridden by using the Call Answer feature.
Message-Waiting Indicator (MWI)	Recipient	Notification	Informs subscribers of new messages in their voice mailboxes. Can be either a message-waiting lamp or stutter dial tone.
Multiple Personal Greetings	Subscriber	Greeting	Allows subscribers to record and store up to nine personal greetings. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.

*(Continued)*

**TABLE 9.** AUDIX Feature Summary (*Part 5 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Name Record By Subscriber	Subscriber	Greeting	Gives subscribers the option of recording their own names to be voiced during a greeting and in message headers.
Networking	Sys Adm	Networking	Permits the sending and receiving of voice mail messages and forwarded Call Answer messages between subscribers on different AUDIX machines.
On-Line Help	All	System	Provides easily obtained recorded information about how to use AUDIX features.
Outcalling	Recipient	Notification	Calls users at a specified number to notify them of new messages. Can be activated for specific time periods.
Personal Directory	Sender	Database	Permits each subscriber to create a private list of customized names. These <i>aliases</i> correspond to other subscribers. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.
Playback and Recording Control	Sender/ Recipient	Playback/ Recording	Allows subscribers to listen to their call answer and voice mail messages, then replay the entire message or step backwards or forwards in 4 or 10 second intervals. Also allows callers to leave a call answer message for a subscriber, then replay the message and edit it as necessary.

(Continued)

**TABLE 9.** AUDIX Feature Summary (*Part 6 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Priority Message	Sender	Message	Allows some subscribers to send priority messages that will be specially marked and preferentially presented to recipients.
Priority Outcalling	Recipient	Notification	Provides an option of being notified by an outcall only when you have new <i>priority</i> messages.
Private Message	Sender	Routing	Allows you to designate a message as <i>private</i> , which prevents the message from being forwarded.
Security Password	Subscriber	Access	Allows you to protect your messages by restricting access to your mailbox.
System Clock	Sys Adm	Administration	Provides a clock with backup power for maintaining accurate time records for calls.
Text Service Interface (TSI)	Sender	Networking	Enables subscribers to transmit, via PC, voice mail headers to electronic mail machines.
Traffic Reports	Sys Adm	Reports	Allows the system administrator to generate statistics about the number and timing of calls that go through the AUDIX system.
Transfer Into AUDIX	Caller	Routing	Allows an attendant to transfer a call that has been sent to coverage or otherwise redirected into the AUDIX system, enabling callers to record a message for the subscriber they were trying to reach.

(Continued)

**TABLE 9.** AUDIX Feature Summary (*Part 7 of 7*)

<b>Feature</b>	<b>User</b>	<b>Function</b>	<b>Summary</b>
Transfer Out of AUDIX	Caller / Subscriber	Routing	Allows any caller or subscriber who has called or been redirected to the AUDIX system leave the AUDIX system and transfer to any valid destination. The enhanced version of this feature restricts transferred calls to extensions in the switch's dial plan.
Untouched Message	Recipient	Notification	Provides subscribers with the ability to scan messages or message headers in the incoming section of the voice mailbox without changing the status of the message from <i>new</i> to <i>old</i> , or from <i>unopened</i> to <i>old</i> .
Voice Mail	Sender	Message	Allows AUDIX subscribers to send a "verbal letter" to one or more other subscribers.
Voice Mailbox	Sender / Recipient	Message	Provides a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other AUDIX subscribers and call answer messages are received and accessed (the incoming section of the mailbox).



## B. AUDIX Command Summary

All AUDIX subscribers can use the commands listed in the following table. Outside callers who reach the AUDIX system through the Call Answer feature may also use these commands if they are familiar with the AUDIX system and have a touch-tone telephone. Subscribers with the Call Answer feature may wish to include options such as **\* T** (Transfer) or **0** (Escape to Attendant) in their personal greetings to assist outside callers. These options must be administered on the AUDIX system to work.

**Table 10.** AUDIX General Commands (*Part 1 of 4*)

Command	Function	Description
<i>Available at all levels:</i>		
<b>* H</b>	Help	Plays a help menu listing all available options at that point.
<b>* R</b>	Restart	Interrupts the AUDIX function you are in and returns you to the Activity Menu.
<b>* W</b>	Wait	Causes the AUDIX system to pause if you need more time before entering the next command. This value is set by the system administrator (0 to 999 seconds). If you wait the specified time, the AUDIX system hangs up.
<b>* T</b>	Transfer	Allows any caller to transfer to another extension in the switch's dial plan by entering the number and pressing <b>#</b> .  The default addressing mode for Call Transfer is by extension. To dial an AUDIX subscriber by name, first press <b>* A</b> , then type the name (last name first), and press <b>#</b> . If the AUDIX system requests more letters, add them at the point where you left off. The AUDIX system then asks you to wait and places the call.
<b>* * N</b>	Names or Numbers Directory	Accesses the names-and-numbers directory for all AUDIX subscribers. To find a subscriber's extension, type the name (last-name-first) and press <b>#</b> . The AUDIX system announces the subscriber's name and extension number. If the AUDIX system requests more letters, add them from the point where you left off. (For names, the letter Q is on the 7 key, and Z is on the 9 key.)  To find out a name for an extension, press <b>* A</b> (for Alternate Addressing) to switch modes, then enter the extension and <b>#</b> . To exit the directory, press <b>#</b> (R1V8 only) or <b>* #</b> .

*(Continued)*

**TABLE 10.** AUDIX General Commands (*Part 2 of 4*)

Command	Function	Description
<p><i>Available at all levels:</i></p> <p>(*) (0)</p> <p>(*) (*) (X)</p>	<p>Escape</p> <p>Exit</p>	<p>Transfers out of AUDIX to a predefined administered attendant (such as an operator or secretary). If no operator is defined, the call will not be transferred.</p> <p>Causes the AUDIX system to hang up without disconnecting; useful if you are on a toll phone and wish to make another call.</p>
<p><i>Available at the Activity Menu:</i></p> <p>(*) (*) (R)</p>	<p>Relogin</p>	<p>Logs off the current AUDIX session and plays a greeting message, allowing another subscriber to log on after you without redialing.</p>
<p><i>Available in Call Answer:</i></p> <p>(*) (R)</p> <p>(0)</p> <p>(1)</p>	<p>Restart</p> <p>Escape</p> <p>Private</p>	<p>Use this command after or instead of recording a Call Answer message to access the AUDIX system. It is equivalent to the (*) (*) (R) command when you are logged on to the AUDIX system directly. Often useful in Standalone mode.</p> <p>When you reach another subscriber's mailbox through the Call Answer feature, use this command after or instead of leaving a message to transfer to that person's secretary or other attendant; it is equivalent to the (*) (0) command.</p> <p>In R1V8 software, if you approve a Call Answer message by pressing (#), you can then press (1) to make the message private (non-forwardable). Prior to R1V8, you must press (*) (M) (1) (*) (#).</p>
<p><i>Available when listening to or creating messages:</i></p> <p>(#)</p> <p>(*) (#)</p> <p>(0)</p>	<p>End or Skip</p> <p>Approve</p> <p>Listen</p>	<p>Ends an informational string (such as a name, password, or extension number), or skips over a message or entry.</p> <p>Ends a function, allowing you to go to the next step.</p> <p>After the AUDIX system plays the message header, press (0) to listen to the message. If you are currently listening to the message, you can press (0) rewind and replay the message from the beginning.</p>

(Continued)

**TABLE 10.** AUDIX General Commands (*Part 3 of 4*)

Command	Function	Description
<i>Available when listening to or creating messages:</i>		
2	Rewind	Causes the AUDIX system to rewind a message or header to its beginning.
3	Play	Plays the current message or header. For example, if you have just listened to a message and want to hear it again (from the beginning), simply press 2 (Rewind) and 3 (Play).
5	Step back	Requests the AUDIX system to back up in a message in 4- or 10-second increments. The AUDIX system can only rewind messages, not headers. If the message is not open (you've only heard the header), the AUDIX system plays it back from the beginning.
6	Step forward	Requests the AUDIX system to skip forward in a message in 4- or 10-second increments.
4	Raise volume †	Increases volume each time the key is pressed.
7	Lower volume †	Decreases volume each time the key is pressed.
8	Decrease speed †	Decreases speed each time the key is pressed.
9	Increase speed †	Increases speed each time the key is pressed.
* D	Delete	Erases a message, header, or entry.
<i>Available in Incoming Mailbox:</i>		
* * U	Undelete	Restore the last deleted message or header.
#	Respond Loop	In R1V8 software, if you attempt to respond to an incoming message and find you cannot (or choose not to) respond, press # to return to getting messages.

† Increase/decrease speed or volume affects message prompts and playback only, *not* message recording. After pressing the key several times, the volume or speed stays at the lowest or highest speed or volume.

(Continued)

TABLE 10. AUDIX General Commands (Part 4 of 4)

Command	Function	Description
<i>Available in both Mailboxes:</i>		
* B	Back up	When reviewing messages or headers in either of your mailboxes, press * B to back up to the previous header/message pair; it is the same as pressing 2 repeatedly to back up.
* L	Listen	Listen to AUDIX messages; this is equivalent to the 0 playback command.
* * H	Hold	Save an incoming message in its current category (such as new or unopened)
* M	Options Menu Command	In R1V5 to R1V7 software, use the Options Menu to make messages <i>private</i> by pressing 1, <i>priority</i> by pressing 2, <i>broadcast</i> by pressing 3, or a <i>login announcement</i> by pressing 4. In R1V8, the Options Menu command is used only for broadcast and login announcement options. To exit the menu, press * #.
0	Options Menu List	In R1V8 software, subscribers access the Options Menu automatically after approving messages. With the appropriate permissions, they can make messages <i>private</i> by pressing 1, <i>priority</i> by pressing 2, <i>schedule delivery</i> by pressing 3, <i>file a copy</i> by pressing 4, make a <i>broadcast message</i> by pressing 8, or make a <i>login announcement</i> by pressing 9. They can approve or skip the menu by pressing # or * #.
<i>Available for addressing:</i>		
* A	Alternate Addressing	Changes between name and extension addressing. To find out the default format, listen for the AUDIX system to prompt you for <i>names</i> or <i>extensions</i> . (For names, the letter Q is on the 7 key, and Z is on the 9 key.)
* L	List	Informs the AUDIX system that you will be using a list to address the message.

## C. AUDIX Feature History

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The AUDIX voice messaging system has gone through a significant evolution since its initial release in 1985. Numerous features and commands have been added with each new release. This appendix summarizes the features, commands, administrative improvements, and configurations that were added to each version of the AUDIX system through R1V8.

### AUDIX BASIC (R1V1)

AUDIX Basic (R1V1) software runs only on the AUDIX-Large (AUDIX-L) model. The following features were part of this initial release of the AUDIX system software:

- *Bulletin Board:* This feature, sometimes called Information Service, allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially it is a *listen only* extension for posting messages.
- *Call Answer:* The Call Answer feature allows the AUDIX system to answer calls for subscribers who are busy or unavailable. Call Answer works in conjunction with the Call Forwarding and Call Coverage features on the switch.
- *Class of Service:* The type of service provided to each AUDIX subscriber can be defined using a *class of service*. Since there are always groups of subscribers with similar needs (such as large voice mailboxes or long message retention periods), it is convenient to create unique service classes that can be assigned to these specific groups.
- *Custom Announcements:* The AUDIX system allows the system administrator to use a voice terminal to record and listen to subscribers' names. In addition, the system administrator can listen to system announcements and record, change, or listen to announcement fragments (fragments are short sections of AUDIX voice prompts).
- *Delivery Scheduling:* The Delivery Scheduling feature allows subscribers to send voice mail messages to other subscribers at a designated time and date. After voice mail messages have been created and addressed, the sender has the option of having the AUDIX system deliver the message immediately or schedule a time and date (up to one year in the future) that the message is to be delivered.
- *Leave Word Calling:* Leave Word Calling (LWC) is a switch feature that allows people within a company to leave a prerecorded message (requesting their call be returned) by pressing a button on their voice terminal. If the caller does not have a LWC button, the caller can dial the LWC dial access code followed by the destination extension. When integrated with the AUDIX system, LWC does not allow the caller to leave a spoken message, but does identify who called, the time and date of the call, and extension of the caller.
- *Mailing List:* Mailing Lists consist of several AUDIX subscribers' addresses (either names or extensions). They are a convenient way to send messages to subscribers who frequently need to receive the same information, such as members of a department or project.

- *Message-Waiting Indicator:* For subscribers who have telephones (or voice terminals) with message-waiting lamps (MWL), the lamp lights automatically when new AUDIX messages are received. In most cases, when the last new message or header in the incoming section of a voice mailbox is heard, the MWL goes out.
- *On-line Help:* While voice prompts are provided at each step to help users select the appropriate keys to perform desired tasks, additional information is available at any time using the On-Line help feature.
- *Personal Greeting:* Record a greeting to be played to all callers. This greeting can be changed as often as necessary.
- *Playback and Recording Control:* The Playback and Recording Control features are used by anyone entering the AUDIX system who wants to create, leave, or listen to messages. Using the Playback Control feature, subscribers can listen to their call answer and voice mail messages, then replay the entire message. Using the Recording Control feature, callers can leave a call answer message for a subscriber, then replay the message and edit it as necessary. Subscribers can create voice mail messages and do the same.
- *Restart AUDIX Command:* Allows subscribers who have reached the AUDIX system through the Call Answer feature to access their own mailboxes by typing the **\*R** (Restart) command. This is especially useful for long-distance calls or for AUDIX Standalone users who wish to access AUDIX when all the voice mail ports are busy.
- *Security Password:* The Security Password feature prohibits unauthorized access to the AUDIX system; thus, preventing nonsubscribers from accessing confidential information, messages, and lists.
- *Traffic Reports:* The Traffic Reports feature collects data on AUDIX system activities during specified hours, days, and months. These reports indicate how many subscribers are using the AUDIX system, when they use it, and how intensively. The system administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.
- *Voice Mail:* Voice Mail is like a “verbal letter” that can be sent to one or more of the subscribers on the AUDIX system. The AUDIX system, in this case, becomes an electronic post office that delivers spoken messages.

Unlike the Call Answer feature (that offers the caller an opportunity to leave a message if the called party is unavailable), subscribers can use the Voice Mail feature to record a message that is delivered directly to the recipient’s Voice Mailbox (much as a note or memo is delivered through company mail). Thus, the Voice Mail feature is a pro-active means of providing information, whereas the Call Answer feature is re-active.

- *Voice Mailbox:* A Voice Mailbox is a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other AUDIX subscribers and call answer messages are received and accessed (the incoming section of the mailbox). From within the mailbox, subscribers can respond to messages in various ways.

**NOTE**

The AUDIX Basic (R1V1) feature set is only available on existing AUDIX-L systems. AUDIX customers who still have one of the earlier software releases are encouraged to upgrade to the latest AUDIX release.

## AUDIX ENHANCED (R1V2)

AUDIX Enhanced (R1V2) software runs only on the one-cabinet AUDIX system (formerly called AUDIX-Small or AUDIX-S) and on the AUDIX-Large (AUDIX-L) model. The following new features, commands, and administrative improvements were added for this version of the AUDIX system.

### R1V2 Subscriber Features Added

AUDIX Enhanced (R1V2) software offers all the features of the AUDIX Basic (R1V1) software plus the following capabilities. These features may be used by subscribers or other callers who reach the AUDIX system:

- *Compatible Core Commands:* Backup ( \* B ) and Listen ( \* L ) commands for headers and messages have been added to be compatible with other AT&T Unified Messaging services.
- *Dial-By-Name:* Allows callers who may not know an extension number to transfer to any AUDIX subscriber by dialing the name instead of a number.
- *Directory:* The AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use the ( \* ) ( \* ) ( N ) (Names and Numbers Directory) command at any time to find out the name or extension number of an AUDIX subscriber, or to verify whether the person they are trying to reach is an AUDIX subscriber.
- *Escape to an Attendant:* Allows an AUDIX subscriber with the Call Answer feature to have a personal attendant or operator administered to potentially pick up a call. Callers who reach the AUDIX system for that subscriber through Call Answer may immediately redirect the call to reach the live attendant by pressing ( 0 ), or first leave a message and then press ( 0 ) to reach the live agent. Subscribers who have this feature may wish to mention the transfer option in their personal greetings to help outside callers who may not be familiar with the AUDIX system.
- *Guest Password:* Allows people who are *not* AUDIX subscribers to access the AUDIX system by dialing the main AUDIX number and entering a subscriber's extension and the system-wide guest password. These callers can leave messages for that subscriber but cannot listen to other messages in the mailbox. The guest password may also be used to leave messages for subscribers who do not have call-coverage to the AUDIX system, or to bypass an agent in a coverage path to record an AUDIX message for another subscriber.
- *Playback and Recording Control:* An enhancement that allows an AUDIX subscriber who is listening to or editing messages to skip forward and backward in the message body in 4-second increments using one-key commands (press ( 5 ) to step back and ( 6 ) to advance).
- *Relogin Command:* Allows two or more AUDIX subscribers to log on to the AUDIX system sequentially without needing to place a new call. For example, if subscribers are calling long distance, the first caller can dial ( \* ) ( \* ) ( R ) (Relogin) to allow the next subscriber to log in.

- *Transfer Into/Out of AUDIX:* System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, or later switch software releases allow an attendant (or other party) to transfer a caller who has been sent to coverage (or otherwise redirected) to the AUDIX system to record a message.

Also, this feature allows any caller with touch-tone capability who has reached the AUDIX system (either through Call Answer or by direct dialing) to leave the AUDIX system and transfer to another extension in the switch's dial plan by using the   (Transfer) command (this feature works with all switches). Call Answer callers may leave a message first, then transfer to another extension. Callers may also optionally select name addressing instead of extension numbers to transfer (see the previous *Dial-By-Name* item).

- *Voice Mailbox* (Enhancement):
  - *Header Information:* The extension number is voiced at the end of each header.
  - *New Message Count:* The AUDIX system reports the number of new messages in a subscriber's incoming mailbox, so subscribers can better manage their AUDIX sessions.
  - *Return Call to Sender:* Allows an AUDIX subscriber to respond immediately by placing a call to the originator of an incoming message if that person is in the switch's dial plan.

## R1V2 Administration Features Added

Features added in AUDIX R1V2 software to simplify the system administrator's tasks include:

- *AUDIX Administration and Data Acquisition Package (ADAP):* Allows an AUDIX system administrator to better manage the system's traffic and storage by transferring the AUDIX system traffic and subscriber data to a 62xx or 63xx Personal Computer (PC) or Work Group System (WGS). Application programs written in dBASE III PLUS software can convert this data into easily read reports.
- *Automatic Filesystem Backup:* Filesystem information is automatically backed up to prevent data loss should the AUDIX system experience problems, such as a disk drive failure.
- *On-line Help* (Enhancement): The On-Line Help feature was significantly enhanced for R1V2 to provide two on-line help facilities: one for AUDIX users (available in R1V1) and one for the system administrator. This enhancement includes three levels of on-screen information for system administrators or service technicians working on an AUDIX terminal.
- *Traffic Reports* (Enhancement): Many new traffic reports were added in R1V2. Refer to the forms reference volume for your software release for a description of traffic forms.

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## AUDIX ENHANCED II (R1V3)

AUDIX Enhanced II (R1V3) software runs on the one-cabinet AUDIX system, two-cabinet AUDIX system (an AUDIX-S base cabinet with an expansion cabinet), and AUDIX-L system. The following new features, command, administrative improvements, and configurations were added for this version of the AUDIX system.

### R1V3 Subscriber Features Added

AUDIX Enhanced II (R1V3) software offers all of the features of the previous AUDIX software releases plus the following features. Some of these features may not be set up at certain sites due to the customer's preference (for example, the Outcalling feature may not be administered). However, unused features may be implemented at a later date (some of the features require additional hardware). For example, one or more Automated Attendants could be set up at some future time, or a Standalone system could be converted to use the data link if a compatible switch is installed.

New features offered in AUDIX Enhanced II (R1V3) include:

- *Automated Attendant:* This feature can route callers to the correct department or extension by offering them a voiced menu of options. Callers can press a touch-tone key to be routed automatically. Callers can also dial an extension or wait for a live attendant to answer or for the AUDIX system to record a message, depending on the options set at the site.
- *Exit Command:* Callers can press    (Exit) to have the AUDIX system disconnect *without* hanging up. This feature is especially useful for toll phone calls or remote outcalls.
- *Outcalling:* This feature allows the AUDIX system to call subscribers when they receive new messages. This is especially useful for systems that do not have other message-waiting indicators. Subscribers can select the time period during which the AUDIX system may call them, the number where they can be reached, and whether or not the Outcalling feature is active. Outcalls can be placed to telephones and pagers.

### R1V3 Administration Features Added

Some features have been added to AUDIX Enhanced II (R1V3) software to simplify the AUDIX system administrator's tasks:

- *Adat Filesystem:* The announcement data (adat) filesystem contains only AUDIX system announcements (such as the AUDIX welcome message). If a customer wishes to re-record announcements for a specific site, a second (administrative or working) filesystem can be created so changes can be made.

For example, the system administrator can record a customized AUDIX welcome message for a company. When the changes are approved, the administrator can activate the new version with a simple exchange procedure. The active and administrative announcements are specified by filesystem names in R1V3 and later AUDIX software, not by the version letters (such as P and S) used in early systems.

- *CLEAR FORM Key:* One of the automatically programmed function keys at the bottom of AUDIX screen forms allows a system administrator or service technician to erase all enterable fields on the forms with a single keystroke.
- *Names Filesystem:* The new names data (`ndat`) filesystem allows the AUDIX system administrator to record subscriber names (and AUDIX Networking machine names if needed) in a separate filesystem. The `ndat` filesystem can be backed up manually or automatically on a weekly basis to keep a copy of changes.
- *Outcalling:* Subscribers may request the Outcalling feature to be activated for them, if it is set up for the system. This parameter is on the `subscriber : local` form. The Outcalling feature is the only R1V3 administrator-alterable feature that affects individual subscribers.
- *System Clock:* This feature provides an accurate internal clock that allows the AUDIX system to keep time without relying on the switch.

## R1V3 Configurations Added

The following configurations were added in this version of the AUDIX system:

- *Networking:* This feature allows each subscriber in the AUDIX network to schedule automatic delivery of voice mail messages to subscribers on up to 100 other AUDIX systems. Up to 32,000 subscribers may be administered on one AUDIX system: 4000 local subscribers and 28,000 remote subscribers. Compatible digital PBXs that may be used for AUDIX Networking are listed below:
  - DEFINITY Communications System (Generic 1, Generic 2, or Generic 3)
  - System 75 Model 2, Release 1 Version 3 (R1V3) or later
  - System 85, Release 2 Version 2 (R2V2), R2V3, or R2V4
- *AUDIX Standalone:* This feature allows the AUDIX system to work *without* a data link, so it can be connected to a wide variety of switches that could not be supported before. Some changes to the user interface exist because the switch is not fully integrated (messages that require a data link can no longer be sent). This affects the following features:
  - Subscribers must enter their full extension at login.
  - Callers who wish to leave a message must reenter the extension of the person they were trying to reach.
  - Message-waiting lamps do not light to show when new messages have been received.
  - Leave Word Calling (LWC) messages cannot be received.

## AUDIX ENHANCED III (R1V4)

AUDIX Enhanced III (R1V4) software is available on the one-cabinet AUDIX system, two-cabinet AUDIX system, and AUDIX-L upgrades. The following new features, administrative improvement, and configurations were added for this version of the AUDIX system.

### R1V4 Subscriber Features Added

AUDIX Enhanced III (R1V4) software offers all of the features of the previous AUDIX software releases plus the following features. Some of these features may not be set up at certain sites due to the customer's preference. However, unused features may be implemented at a later date (some features, such as the Text Service Interface, require additional hardware).

New features offered in AUDIX Enhanced III (R1V4) include:

- *Private Message:* An AUDIX subscriber can designate a message as *private* by pressing    (Private) during message creation, addressing, or scheduling. This prevents the recipient from forwarding the message to others. The sender can cancel the private message status for this message by pressing    (Allow Forwarding). In addition, people who reach the AUDIX system through the Call Answer feature can prevent the recipient from forwarding their message by pressing    (Private) after speaking their message.

The Private Message feature works in an AUDIX network as long as *both* the transmitting and receiving AUDIX machines have R1V4 or later software. If a private message is sent to a remote subscriber on an R1V3 machine, the message is not transmitted; instead, it is sent to the *undeliverable* category of the sender's voice mailbox.

- *Security Password (Enhancement):* On AUDIX R1V4 systems, the maximum password length has been increased from 9 to 15 digits. The AUDIX system administrator can optionally set a minimum password length for extra security (the minimum length still defaults to zero). The system administrator can also increase the minimum length if the situation warrants it (for example, if someone has attempted to break into the system).

If a new minimum password length is specified on the `system : appearance` form, the AUDIX system forces all subscribers who have shorter (invalid) passwords to change them when they next log in. If a subscriber fails to enter a valid password an administrable number of times in a row, he or she is locked out until the system administrator can release the login using the `subscriber : local` form.

Guest-password users are also affected. Since the AUDIX guest password should be published and readily available to outside users, the system administrator is responsible for notifying guest-password users if the password changes. The system administrator may wish to initially make the guest password a long number so it does not need to be changed or extended if the minimum password length changes.

- *Text Service Interface:* The Text Service Interface is an optional feature that sends AUDIX message headers to an electronic mail service that resides on another vendor's host computer, such as the IBM Professional Office System (PROFS) electronic text mail service. Information such as the sender's name and extension, message delivery time, and message length can be displayed on a user's terminal or PC screen. Other third-party interfaces could be supported as well, although customers must write their own application programs for these services.
- *Untouched Message:* A subscriber can scan messages or message headers in the incoming section of the mailbox without changing the status from *new* to *old*, or from *unopened* to *old*, by pressing    (Hold). This feature is available only in the incoming section of the mailbox.

The Untouched Message feature allows a secretary or other agent to review other people's messages or message headers while keeping them in the same category. The secretary can act on certain items, while allowing the addressed recipient to review other items under their original category. Subscribers can also use this feature for their own messages to remind them to listen to high-priority items again in the near future.

## R1V4 Administration Feature Added

The following feature has been added in AUDIX R1V4 software to assist the system administrator:

- *File Redundancy:* The system administrator can set up filesystems so that information is copied to a backup filesystem automatically while the system runs. In the event of a disk drive problem, this duplicate filesystem is automatically activated so service can continue without interruption.

## R1V4 Configurations Added

The following configurations were added in this version of the AUDIX system:

- *1A ESS Switch and 5ESS Switch Interface:* AUDIX service is available for Centrex users through a 1A ESS Switch or 5ESS Switch in a Central Office by integrating the switch with the AUDIX system through a Simplified Message Service Interface (SMSI) link. The 5ESS Switch also supports Basic Rate Interface (BRI) service through an Applications Processor Interface (a BRI/API link).
- *AUDIX Standalone (Enhancement):* In R1V3, an AUDIX system without a data link to the switch (an AUDIX Standalone system) had no way of notifying subscribers of new messages except through the Outcalling feature. In R1V4, AUDIX Standalone subscribers can receive notification of new messages through either a message-waiting lamp or a stutter dial tone (if these features are available on the switch).

## AUDIX R1V5

AUDIX R1V5 software is available on the one-cabinet AUDIX systems, two-cabinet AUDIX systems, and AUDIX-L upgrades. The following new features, administrative improvements, and configurations were added for this version of the AUDIX system.

### R1V5 Subscriber Features Added

AUDIX R1V5 software offers all of the features of the previous AUDIX software releases plus the following features. Some of these features may not be set up at certain sites due to the customer's preference. However, unused features may be implemented at a later date.

New features offered in AUDIX R1V5 systems include:

- *Automated Attendant* (Enhancement): This feature was modified to provide Call Answer service to phantom extensions and shared extensions.
- *Automatic Message Scan*: This feature allows subscribers to scan all message headers and/or messages at the touch of two buttons. The user simply selects the feature from the activity menu, then the mode of scanning: headers only, messages only, or both headers and messages.
- *Broadcast Message*: This feature enables the system administrator and other designated users (broadcasters) to send a voice mail message to all subscribers automatically. The message can also be sent to designated remote subscribers in a network.
- *Full Mailbox Answer Mode*: This feature provides the caller with alternative options for completing a call when the recipient's mailbox is full. If the recipient has a personal greeting activated, the caller hears the greeting followed by AUDIX announcements stating that a message cannot be left and listing other options. If the recipient is using the system greeting, the caller hears only the AUDIX announcements.
- *Multiple Personal Greetings*: The Multiple Personal Greetings feature allows subscribers to record up to nine personal greetings. All types of mailboxes can use Multiple Personal Greetings, including Bulletin Boards and Automated Attendants. These greetings, and the system greeting, can be assigned to specific *call types*. Call types include the following:
  - Internal calls (made to a subscriber from an extension on the same PBX)
  - External calls (made to a subscriber from a phone outside the PBX)
  - Busy calls (made to a subscriber's phone that is occupied)
  - No Answer calls (made to a subscriber's phone that is not answered after a number of rings specified by the system administrator)
  - Prime time calls (made to a subscriber's phone during business hours specified by the system administrator)
  - Out-of-hour calls (made after business hours)

- *Name Record By Subscriber:* This feature gives the system administrator the option of having all subscribers record their own names. If the feature is activated and a new subscriber logs in, the AUDIX system explains how to record a name and permits no other activity until the name is recorded. The recording is used to voice a name in the system greeting, verify a message address to the sender, identify the sender of a message to a recipient, and voice names in the personal and system directories.
- *Personal Directory:* Personal Directory permits each subscriber to create a private list of customized names. These *aliases* correspond to other subscribers. As with the system directory, the personal directory is queried by name and used for addressing messages, transferring calls, and creating mailing lists.
- *Priority Message:* This feature allows some subscribers to send priority messages that will be specially marked and presented to recipients before other messages. Primarily an executive feature, it can be administered by class of service and by subscriber. Priority message status is toggled on and off by pressing a single key from the Options Menu.
- *Priority Outcalling:* Priority Outcalling works with the Priority Message feature in that the recipient can elect to be notified by outcalling only when a priority message has been received. To prevent abuse of the function, priority messages can only be sent by specific subscribers.
- *Private Message (Enhancement):* Subscriber now access the Private Message feature by entering the Options Menu (   ) instead of pressing   . Private message status is toggled on and off by pressing a single key from the Options Menu.

## R1V5 Administration Features Added

The following features have been added in AUDIX R1V5 software to simplify the AUDIX system administrator's tasks:

- *Call Detail Recording:* The Call Detail Recording (CDR) feature provides detailed information on AUDIX activity. The AUDIX system generates a record, or line of information, for each activity, and stores it on disk. This data is accessed and manipulated from a PC for generating reports via the AUDIX Administration and Data Acquisition Package (ADAP). Voice Session, Outgoing Call, and System Activity records can be generated.
- *Form Filler:* The Form Filler feature captures voiced responses to pre-recorded questions (voice prompts) and stores those responses in a voice mailbox where they can later be transcribed to data records on a PC or on hard copy. This feature relies on the call-routing and form-scripting abilities of the Inbound Call Director (ICD) software package and on the Voice Mailbox feature of the AUDIX system and AUDIX Voice Power. The ICD and AUDIX Voice Power software reside on an AT&T 6386 WGS or compatible PC.
- *Login Announcement:* The Login Announcement feature enables the system administrator and other designated users (broadcasters) to create a voice mail message that is automatically played to all subscribers when they log into the AUDIX system. Broadcasters have the option of allowing subscribers to dial-through the announcement. The message can also be sent to designated remote subscribers in an AUDIX network.

- *Message Sending Restrictions:* This feature restricts the message routing of various communities of subscribers. Since it regulates voice mail only, subscribers can bypass the restrictions by using the Call Answer feature. The system administrator sets up a *restriction matrix* which indicates which communities of users can send messages to each other. Each subscriber may be assigned to only one community. A default community is defined so that it is not necessary to administer each subscriber specifically.
- *Networking (Enhancement):* Networks that are fully administered and updated using the remote update capability can now be administered to deny addresses that do not point to an administered remote subscriber.

## R1V5 Configurations Added

The following configurations were added in this version of the AUDIX system:

- *Networking (Enhancement):* The AUDIX networking board has been modified to work with two-stage and multi-stage dialing. This enables the Networking feature to use the MERLIN II modem-pooling feature for connectivity. Further, the AUDIX Communications Controller (ACC) board has been superseded by the Enhanced ACC board (the ACCE). The ACCE board has added two RS-232 asynchronous ports to provide connectivity to non-DCP switches.
- *DMS-100 and SL-100:* AUDIX voice messaging is available for Northern Telecom DMS-100 and SL-100 switches by integrating the switch with the AUDIX system through a Simplified Message Desk Interface data link. The DMS-100 interface feature allows the AUDIX system to be integrated with any switch that has release BCS24 (to support the SMDI interface).
- *SL-1:* AUDIX voice messaging is available for Northern Telecom SL-1 switch by integrating the switch with the AUDIX system through an Integrated Voice Messaging System data link. The SL-1 interface feature allows the AUDIX system to be integrated with all members of the SL-1 family of switches that have X11 Release 4 (or later) software.

## AUDIX R1V6

AUDIX R1V6 software is only available on one-cabinet AUDIX systems, two-cabinet AUDIX systems, and AUDIX upgrades to one- or two-cabinet systems. AUDIX R1V6 software offers all of the features of the previous AUDIX software releases plus the following features:

- *AMIS Analog Networking:* This feature permits subscribers to exchange Voice Mail messages with any other voice mail system (that also has AMIS analog capabilities), anywhere in the world.
- *End-of-Message Warning:* The End-of-Message Warning option causes the recording of a Voice Mail message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached, and the message creator is informed that a specific number of seconds (set by the system administrator) remain for recording.

- *Message Delivery*: This feature permits subscribers to forward AUDIX Voice Mail messages to any touch-tone telephone, anywhere in the world.
- *Networking* (Enhancement): Two additional networking ports were added to allow RS-232 connections. See *AUDIX Networking* (585-300-903) for details.

## AUDIX R1V7

AUDIX R1V7 software is available on one-cabinet AUDIX systems, two-cabinet AUDIX systems, and AUDIX upgrades to one- or two-cabinet systems. AUDIX R1V7 software offers all of the features of the previous AUDIX software releases plus the following features:

- *Activity Log* (Enhancement): The Activity Log feature was enhanced in R1V7 to minimize impact on system performance. The Activity Log is designed to provide system administrators with a tool for investigating user-reported problems.
- *Escape to Attendant* (Enhancement): The Escape to Attendant feature was enhanced in R1V7 to allow the system administrator to specify whether or not calls made using the  $\overline{0}$  or  $\overline{*0}$  command are to be treated as direct or redirected calls. Normally, these calls do *not* follow the coverage path of the person or extension to which the Escape to Attendant feature redirects them (they are treated as *redirected* calls by switches that support this feature).
- *Networking* (Enhancement): AUDIX Networking now allows a network connection to be “turned around.” This allows the system originating the call to send its subscriber updates, messages, and status updates as it does in pre-R1V7 systems, then reverse the connection so the answering system can send *its* messages and updates back to the originating machine without having to place a call of its own. Other networking enhancements include a faster ACCE board and the addition of a network loop-around test that allows service technicians to test the high-speed switched facilities often used for AUDIX networking.
- *Playback and Recording Control* (Enhancement): The system administrator now has the ability to administer the number of seconds the AUDIX system will skip ahead or back up when subscribers are using the Playback and Recording Control feature. The administrator can specify short (4-second) or long (10-second) increments separately for the rewind and advance functions.
- *Transfer Out of AUDIX* (Enhancement): The Transfer Out of AUDIX feature activates Enhanced Call Transfer as its default call-transfer type in R1V7 in order to provide greater security against possible toll fraud.
- *Undelete Message Command*: An Undelete Message feature has been added to the incoming voice mailbox. Pressing  $\overline{*} \overline{*} \overline{U}$  (Undelete) will restore the previously deleted message or header.

## AUDIX R1V8

AUDIX R1V8 software is available on the one-cabinet AUDIX systems, two-cabinet AUDIX systems, and AUDIX upgrades to one- or two-cabinet systems. AUDIX R1V8 software offers all of the features of the previous AUDIX software releases plus the following features:

- *AMIS Analog Networking* (Enhancement): Multiple callback numbers were added to allow more flexible AMIS operation in mixed public/private networks. Up to five callback numbers can be specified on the `system : translation : analog network` form; they are assigned to remote machines using the `system : translation : machine : audix/amis/call delivery` form, and may be displayed on the `list : machine` form. This feature is fully described in *AMIS Analog Networking* (585-300-512).
- *Automated Attendant* (Enhancement): This feature was enhanced to allow callers to transfer to a desired destination using name addressing. Refer to *AUDIX Administration* (585-305-501) for details and examples.
- *Standard User Interface* (Enhancement): AUDIX subscribers in R1V8 enter fewer keystrokes to perform the same functions they did on earlier versions of AUDIX software. Either the traditional announcement set (that prompts for the `(*) (#)` command) or the standard announcement set (that prompts for the `(#)` command) may be installed; the latter is sometimes called the *streamlined* user interface because it prompts for the fewest keystrokes. The prompts are the only difference between the two announcement sets; the same commands will work on either version.
- *Respond Loop Escape* (Enhancement): Subscribers who attempt to respond to an incoming message and find they cannot (or choose not to) respond can press `(#)` to return to getting messages. (Previously, subscribers had to press `(*) (R)` to return to the activity menu to interrupt the respond function.)



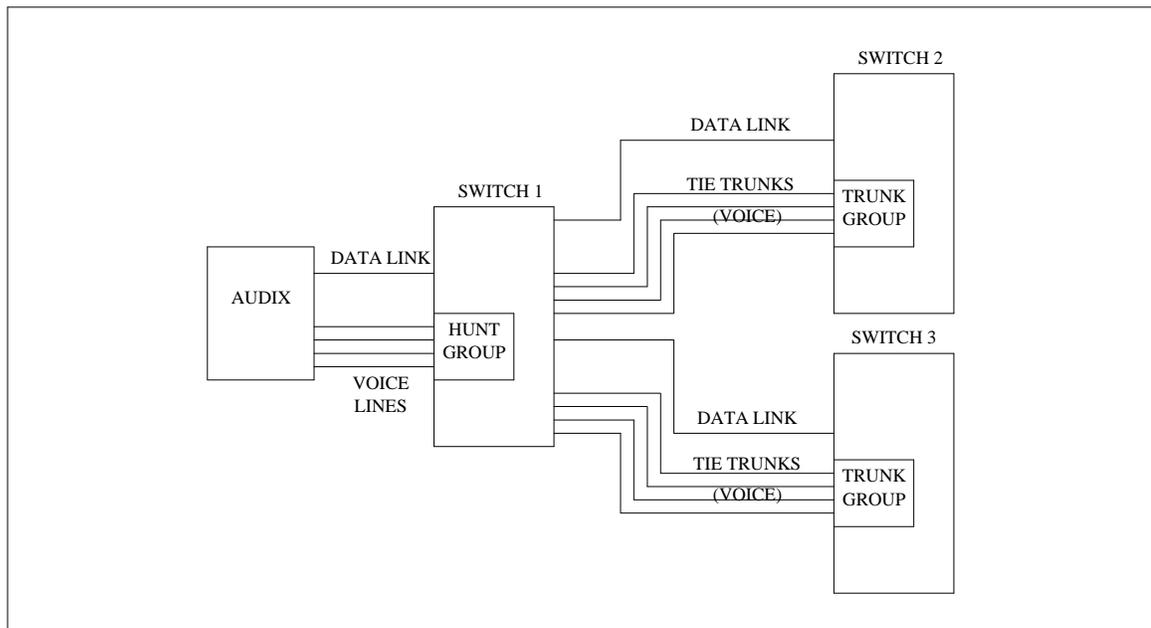
## D. DCS Networks

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The Distributed Communications System (DCS) is a service designed to meet the needs of customers with telecommunications requirements that exceed the capacity of a single switch. Using a DCS allows the customer to operate and control a multiple switch network as if it were a single switch.

One or more AUDIX adjuncts can be connected to a DCS Network. For example, a single AUDIX system could be connected to Switch 1 (see the figure below) and serve the entire DCS Network with call answer and voice mail functions. If more than one AUDIX system is needed, the AUDIX adjuncts can be configured in a local or remote AUDIX network to exchange messages throughout the DCS Network (for more information on AUDIX networking, see the *Networking* section of this manual).

<b>NOTE</b>	AUDIX networking is a separate feature from DCS Networking. AUDIX networking provides subscribers with the ability to send and receive voice mail or forwarded call answer messages to subscribers on different AUDIX machines. DCS Networking is defined in the above paragraph.
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**Figure 71.** AUDIX Connection to DCS Network

The following table shows AUDIX feature transparency for different types of switches in a DCS Network. Terms and functions listed in the table are described afterwards.

**Table 11.** AUDIX Feature Transparency in a DCS Network

Host Switch	Remote Switch	Features Available to Remote Switch Users	Feature Template
S85 R2V4 or DEFINITY Generic 2, Generic 3r	G3i/r/s S85 R2V4, G2 S85 R2V3 S85 R2V2 S75 R1V3, G1 DIM 3L7/8	1,2,3,4,5,6,7,8,9,10,11 1,2,3,4,5,6,7,8,9,10,11 1,2,3,4,5,6,8,9,10,11 2,3,5,6,8,9,10,11 1,2,3,4,5,6,7,8,9,10,11 2,3,5,6*,8,9,10,11 <sup>‡</sup>	1. Call to Local C-D/ Hunt Group  2. Call to Host C-D/ Hunt Group
S85 R2V3 or S85 R2V2	G3i/r/s S85 R2V4, G2 S85 R2V3 S85 R2V2 S75 R1V3, G1 DIM3L7/8	1,2,3,4,5,6,7 <sup>§</sup> ,8,10,11 1,2,3,4,5,6,7 <sup>§</sup> ,8,10,11 1,2,3,4,5,6,8,10,11 2,3,5,6,8,10,11 1,2,3,4,5,6,7 <sup>§</sup> ,8,10,11 2,3,5,6*,8,10,11 <sup>‡</sup>	3. Call Answer Using Call Forwarding  4. Call Answer Using Call Coverage
S75 R1V3 Issue 1.4 or DEFINITY Generic 1, Generic 3i/s	G3i/r/s S85 R2V4, G2 S85 R2V3 S85 R2V2 S75 R1V3, G1 DIM 3L7/8	1,2,3,4,5,6,7,8,9,10,11 1,2,3,4,5,6,7,8,9,10,11 1,2,3,4,5,6,8,9,10,11 2,3,5,6,8,9,10,11 1,2,3,4,5,6,7,8,9,10,11 2,3,5,6*,8,9,10,11 <sup>‡</sup>	5. MWL  6. IMN or UM  7. Transfer Into AUDIX
DIM 3L7 or 3.8	G3i/r/s S85 R2V4, G2 S85 R2V3 S85 R2V2 S75 R1V3, G1 DIM 3L7 DIM 3.8	1,2,3,4,5,6*,8,10,11 <sup>‡</sup> 1,2,3,4,5,6*,8,10,11 <sup>‡</sup> 1,2,3,4,5,6*,8,10,11 <sup>‡</sup> 2,3,5,6*,8,10,11 <sup>‡</sup> 1,2,3,4,5,6*,8,10,11 <sup>‡</sup> 2,3,4 <sup>†</sup> ,5,6*,8,10,11 <sup>‡</sup> 2,3 <sup>†</sup> ,4,5,6*,8,10,11 <sup>‡</sup>	8. Transfer Out of AUDIX (Basic)  9. Transfer Out of AUDIX (Enhanced)  10. Return the Call Automatically  11. LWC

## Notes:

\* DIMENSION PBX does not support *all* types of UM (such as LWC).

<sup>†</sup> DIMENSION PBX supports only Call Forwarding—All calls in a DCS network; Call Forwarding under a busy/don't answer condition does not work.

<sup>‡</sup> DIMENSION PBX does not support LWC across different switches.

<sup>§</sup> Works only if both the covering party and the principal are on the same remote switch (one that supports Call Transfer Into AUDIX).

- *Call to Local C-D/Hunt Group:* The AUDIX voice ports are arranged in call-distribution (C-D) groups or hunt groups on the host switch. The call-distribution feature uses the following names on various switches as follows:
  - Uniform Call Distribution (UCD) on System 75, System 75 XE, DEFINITY Generic 1, and DEFINITY Generic 3 (administered as hunt groups)
  - Automatic Call Distribution (ACD) on System 85 R2V3, R2V4, DEFINITY Generic 2, and DEFINITY Generic 3 (administered as call-distribution groups)
  - Enhanced Uniform Call Distribution (EUCD) on System 85 R2V2 and DIMENSION PBX (administered as call-distribution groups)

A call to the *local* AUDIX call-distribution group is considered transparent if AUDIX subscribers on a remote switch can dial the remote switch's (*their* local) AUDIX extension number and be forwarded automatically to the call-distribution group (or hunt group) on the local AUDIX system's *host* switch. For example, if the AUDIX system is physically distant, remote users would *not* have to dial a long-distance number to access the AUDIX system.

- *Call to Host C-D/Hunt Group:* All subscribers should be able to access the AUDIX system by dialing the extension number for the call-distribution group (or hunt group) on the *host* switch. For remote subscribers, however, this may mean a long-distance call.
- *Call Answer Using Call Forwarding:* All subscribers administered with the Call Answer feature should be able to activate Call Answer by forwarding their calls to the AUDIX extension number on the *host* switch using the call-forwarding features on the switch.
- *Call Answer Using Call Coverage:* Subscribers administered with the Call Answer feature may have the AUDIX system placed at the end of their call-coverage path. This feature is considered transparent if the call-coverage features for subscribers on a remote switch redirect calls automatically to the call-distribution group (or hunt group) on the AUDIX system's host switch.
- *MWL:* The message-waiting lamp (MWL) should indicate new messages on all switches in a DCS Network.
- *IMN or UM:* Integrated Message Notification (IMN) and Unified Messaging (UM) should correctly identify new messages on all switches in a DCS Network. However, DIMENSION PBX does *not* support *all* types of Unified Messages (such as LWC messages).
- *Transfer Into AUDIX:* Calls may be transferred directly into the AUDIX system using a dial access code. For example, a secretary could transfer a redirected caller to the AUDIX voice mailbox of the originally called subscriber so the caller could leave a detailed message.

NOTE
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The Transfer Into AUDIX feature access code should be administered the same for all switches in a DCS Network.

An attendant in a call-coverage path may also be able to conference a call into the AUDIX system by using the Split-A-Call feature, then dialing the Transfer Into AUDIX feature access code.

NOTE
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The Transfer Into AUDIX feature currently works only on a System 75 R1V3 Issue 1.4, System 85 R2V4, DEFINITY Communications System, or later PBX where the called party has the AUDIX system in the coverage path. In a mixed DCS Network where the AUDIX system is on a switch that does *not* offer the Transfer Into AUDIX feature, both the covering party and the called party must be on the same remote switch (one that supports Call Transfer Into AUDIX) for this feature to work.

- *Transfer Out of AUDIX (Basic):* Callers can transfer *out* of an AUDIX voice mailbox to another extension on all switches using the basic (switchhook flash) method of call transfer. This method uses the analog ports and can take from 8 to 14 seconds.
- *Transfer Out of AUDIX (Enhanced):* Callers can transfer out of the AUDIX system more quickly using enhanced call transfer. This method of call transfer uses the data link, and is currently available only on System 85 R2V4, System 75 R1V3 Issue 1.4, DEFINITY Communications Systems, or later software releases.
- *Return the Call Automatically (part of Voice Mailbox):* This feature allows a subscriber to place a call to another AUDIX subscriber who left a voice mail message by choosing to respond immediately, then pressing a single key. This part of the Voice Mailbox feature is based on the Transfer Out of AUDIX feature; the switch uses either Basic or Enhanced Call Transfer (whichever is available) to place the return call.
- *LWC:* Subscribers on a switch that offers LWC should be able to place a LWC message to any other switch in a DCS Network. The message may be stored on the AUDIX system, depending on switch administration. At present, LWC is transparent across all switches *except* when the originator and recipient of a LWC message are on different switches and one or both of the switches is a DIMENSION PBX.

For more information on AUDIX networking and DCS setups, refer to the *AUDIX System Description* manual (585-305-201).

## E. AUDIX Documentation

This appendix summarizes the AUDIX document set for Release 1 Version 8 (R1V8). AUDIX documents are listed in the following table for quick reference. Refer to the *AUDIX Documentation Guide* (585-300-010) for a more detailed list of documents, including which documents to order for a specific release (R1V5 through R1V8) of AUDIX software.

**Table 12.** AUDIX Document Set (*Page 1 of 2*)

Title	Document Number
<i>Manuals:</i>	
AUDIX Administration	585-305-501
AUDIX Administration and Data Acquisition Package	585-302-502
AUDIX Announcement Customization — Standard User Interface	585-305-532
AUDIX Announcement Customization — Traditional User Interface	585-305-533
AUDIX Call Detail Recording Package	585-305-506
AUDIX Documentation Guide	585-300-010
AUDIX Feature Descriptions	585-305-203
AUDIX Installation	585-305-105
AUDIX Integration Package for the DMS-100 Switch	585-304-204
AUDIX Integration Package for the SL-1 Switch	585-304-203
AUDIX Maintenance for Tier I	585-305-106
AUDIX Networking	585-300-903
AMIS Analog Networking	585-300-512
AUDIX Planning and Implementation	585-300-901
AUDIX Release 1 Version 8 Forms Reference	585-305-209
AUDIX System Description	585-305-201
Switch Administration for AUDIX Voice Messaging	585-305-505
AUDIX Upgrade Instructions	585-302-108
GBCS Products Security Handbook	555-025-600

*(Continued)*

**TABLE 12-1.** AUDIX Document Set (*Page 2 of 2*)

<b>Title</b>	<b>Document Number</b>
<i>Subscriber Documents (Traditional):</i>	
AUDIX Multiple Personal Greetings Quick Reference	585-305-713
A Portable Guide to AUDIX Voice Messaging	585-305-715
AUDIX Voice Messaging Quick Reference	585-305-714
AUDIX Voice Messaging Subscriber Artwork Package — Traditional	585-305-716
AUDIX Voice Messaging Wallet Card	585-305-717
<i>Subscriber Documents (Standard):</i>	
Multiple Personal Greetings Quick Reference	585-300-705
Portable Guide for Voice Messaging	585-300-701
Voice Messaging Quick Reference	585-300-702
AUDIX Voice Messaging Subscriber Artwork Package — Standard	585-305-718
Voice Messaging Wallet Card	585-300-704
<i>Subscriber Documents (Both):</i>	
Outcalling Quick Reference	585-310-721
Voice Messaging Business Card Sticker	585-304-705

**AUDIX Administration**

*Order Number: 585-305-501, Issue 4 or later*

Describes procedures for performing initial and ongoing administration for AUDIX systems. Information is directed to the AUDIX administrator and includes: cut-to-service administration, AUDIX feature administration, security precautions, ongoing preventive maintenance, ongoing subscriber administration, ongoing filesystem administration, alarms and audits, traffic reports, automated attendant administration, AUDIX capacity planning, guidelines for handling user-interface changes following upgrades to R1V8 software, and tips for communicating with subscribers.

**AUDIX Administration and Data Acquisition Package**

*Order Number: 585-302-502, Issue 9 or later*

Describes how to use the Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer (PC) for further processing. This document covers both AUDIX and DEFINITY AUDIX systems. Information is directed to AUDIX administrators who use standardized reports and to application programmers who develop customized reports. Two interfaces are addressed: (1) the menu-driven PC2AUDIX application used by AUDIX administrators to retrieve data to the PC and generate standardized reports, and (2) DOS-level UNIX-like commands used by programmers to retrieve data for use in customized reports. Instructions are also provided for using both interfaces to modify subscriber data directly in the AUDIX database.

**AUDIX Announcement Customization — Standard User Interface**

*Order Number: 585-305-532, Issue 1 or later*

This guide contains the procedures for customizing (modifying) AUDIX system announcements and fragments (the voiced prompts and messages) in the R1V8 standard (or *streamlined*) announcement set. The procedure for restoring customized announcements following an upgrade from an earlier release of AUDIX software to R1V8 is included.

**AUDIX Announcement Customization — Traditional User Interface**

*Order Number: 585-305-533, Issue 1 or later*

This guide contains the procedures for customizing (modifying) AUDIX system announcements and fragments (the voiced prompts and messages) in the R1V8 traditional announcement set (based on the R1V7 abbreviated announcement set). The procedure for restoring customized announcements following an upgrade from an earlier release of AUDIX software to R1V8 is included.

**AUDIX Call Detail Recording Package**

*Order Number: 585-305-506, Issue 3 or later*

This manual provides information on how to install, administer, and use the AUDIX Call Detail Recording (CDR) feature. CDR allows AUDIX to create call detail records containing special billing and traffic data for voice sessions, outgoing voice calls, and system activity. CDR also provides the AUDIX administrator with the ability to download these CDR records to the ADAP PC for further processing. The variable downloading procedures are listed, and the effects of various switch types and configurations on the call details are summarized.

**AUDIX Documentation Guide**

*Order Number: 585-300-010, Issue 5 or later*

This guide describes the various documents used for different releases of AUDIX software. It is intended to help those who wish to order AUDIX documentation to select the documents they need.

**AUDIX Feature Descriptions**

*Order Number: 585-305-203, Issue 4 or later*

Provides a detailed description of user, administration, and system features available on AUDIX systems. Features are presented in alphabetical order and include the following information: description, applications, requirements, feature operation (including flow charts for user interactions), interactions with switch features, and interactions with other AUDIX features. Appendixes include a summary of the major features offered in each AUDIX release, DCS networking feature transparency, and an AUDIX command summary.

**AUDIX Installation**

*Order Number: 585-305-105, Issue 4 or later*

Describes procedures for installing a new AUDIX system. The manual is intended to guide the on-site technician through the steps required to bring an AUDIX system into service and to verify that it is fully operational. Information includes a pre-installation inventory and cabling instructions for System 75, System 85, DEFINITY Communications Systems (Generic 1, 2, or 3), DIMENSION PBX, 1A ESS Switch, 5ESS Switch, and non-AT&T switches. AUDIX initialization, administration, and tests are covered, as well as steps for setting up enhanced networking, optional features, and associated terminals, printers, and modems.

**AUDIX Integration Package for the DMS-100 Switch**

*Order Number: 585-304-204, Issue 3 or later*

Provides general information for connecting a one-cabinet or two-cabinet AUDIX system to a Northern Telecom DMS-100 switch. Configuration considerations for AUDIX and the DMS-100 including hardware requirements, software requirements, installation procedures, maintenance procedures, supported features, switch feature interactions, user interface changes, maintenance changes, and an ordering summary are included.

**AUDIX Integration Package for the SL-1 Switch**

*Order Number: 585-304-203, Issue 3 or later*

Provides general information for connecting a one-cabinet or two-cabinet AUDIX system to a Northern Telecom SL-1 switch. Information includes: a configuration summary for AUDIX and the SL-1 including preinstallation requirements, hardware and software requirements, port selection, and an ordering summary; installation and maintenance procedures; a feature summary including SL-1 features and AUDIX feature operation; a technical reference including hardware changes and a functional description of the SL-1 interface.

**AUDIX Maintenance for Tier I**

*Order Number: 585-305-106, Issue 4 or later*

Describes how to maintain and troubleshoot AUDIX one- and two-cabinet systems. Information is directed to AT&T Tier I (on-site) service technicians and includes orientation, basic procedures, troubleshooting, circuit pack faults, data link or switch problems, disk drives, power and environment, maintenance display terminal operation, hardware upgrades and additions, filesystem troubleshooting, error and alarm tables, and tables for ordering replacement parts.

**AUDIX Networking**

*Order Number: 585-300-903, Issue 4 or later*

Describes how to configure, install, and administer an AUDIX network. Information is directed to AT&T services personnel and the Global Business Communications Systems (GBCS) Design Center. Information includes network planning, AUDIX and switch hardware and software requirements, installation, administration, testing, and troubleshooting.

**AMIS Analog Networking**

*Order Number: 585-300-512, Issue 3 or later*

This guide covers the planning and administration of AMIS Analog Networking and Message Delivery features on AUDIX (R1V6 and later) and DEFINITY AUDIX (R1.0 and later) systems. Security issues, subscriber procedures, and network troubleshooting are included.

**AUDIX Planning and Implementation**

*Order Number: 585-300-901, Issue 6 or later*

Describes each step required for the planning and implementation of an AUDIX system. Targeted for account teams and services organizations, it provides a list of responsible parties, a method to track planning activities, and a list of documentation for more detailed information. It includes an overview of procedures, account qualification, presale planning, developing a proposal and contract, ordering the AUDIX system, conducting handoff meetings, completing preinstallation tasks, installing the system, completing post-installation tasks, AUDIX PEC worksheets, and Central Office worksheets.

**AUDIX Release 1 Version 8 Forms Reference**

*Order Number: 585-305-209, Issue 1 or later*

Describes individual AUDIX Release 1 Version 8 (R1V8) terminal screen forms used for AUDIX administration and maintenance. Information is directed to both AUDIX system administrators and AT&T service technicians and includes: change forms, class of service forms, filesystem forms, help forms, identification forms, list forms, maintenance forms, startup and shutdown forms, subscriber forms, switch time zone forms, system forms, system translation forms, traffic forms, and displayed error messages.

**AUDIX System Description**

*Order Number: 585-305-201, Issue 4 or later*

Provides a technical description of AUDIX hardware and software and an overview of AUDIX connections to various switching systems. Information is directed to telecommunications managers, design specialists, and services support staff. Information includes an overview of features, hardware, software, system and subsystem interfaces, networking, preinstallation requirements, sizing and configuration considerations, and component-ordering summary tables for optional packages, software, disks, D-kits, circuit packs, and peripheral equipment.

**Switch Administration for AUDIX Voice Messaging**

*Order Number: 585-305-505, Issue 5 or later*

Describes the steps required to administer an AT&T PBX to make AUDIX service available. Administration of System 75, System 75 XE, System 85, DEFINITY Communications Systems (Generic 1, 2, or 3), DIMENSION PBX, and AUDIX Standalone systems is covered.

**AUDIX Upgrade Instructions**

*Order Number: 585-302-108, Issue 12 or later*

Describes procedures for upgrading a one- or two-cabinet AUDIX system to the latest software version. Information includes preparing for the upgrade, running the upgrade utility, testing the new software version, and passing on post-upgrade information to the customer.

**GBCS Products Security Handbook**

*Order Number: 555-025-600, Issue 2 or later*

This document covers procedures customers can take to make their switching systems more secure, including tips for AUDIX customers to help minimize the possibility of incurring toll fraud.

**AUDIX Multiple Personal Greetings Quick Reference**

*Order Number: 585-305-713, Issue 1 or later*

This pocket-sized guide provides the R1V5 through R1V8 AUDIX subscriber with a quick reference for using the Multiple Personal Greetings feature with the traditional user interface. One package includes 150 quick-reference cards.

**A Portable Guide to AUDIX Voice Messaging**

*Order Number: 585-305-715, Issue 1 or later*

This pocket-sized guide provides the AUDIX subscriber with concise yet comprehensive task-oriented information for effectively using the AUDIX voice mail features with the R1V8 traditional user interface. Procedural flowcharts, user tips, and shortcuts are derived from the *AUDIX Feature Descriptions* manual (585-305-203).

**AUDIX Voice Messaging Quick Reference**

*Order Number: 585-305-714, Issue 1 or later*

This concise quick reference summarizes the use of the most commonly used AUDIX features for subscribers using the R1V8 traditional user interface. One package includes 150 quick-reference cards.

**AUDIX Voice Messaging Subscriber Artwork Package — Traditional**

*Order Number: 585-305-716, Issue 1 or later*

This package includes camera-ready artwork for the quick-reference cards used with the AUDIX R1V8 traditional user interface. User “tip sheets” and template letters for introducing subscribers to the AUDIX system, managing an R1V8 upgrade, and using the AMIS Analog Networking and/or Message Delivery features are included. Customers may photocopy or print their own version of these documents and, if they desire, customize the information to suit their particular needs.

**AUDIX Voice Messaging Wallet Card**

*Order Number: 585-305-717, Issue 1 or later*

A job aid intended for the seasoned AUDIX subscriber using the R1V8 traditional user interface. The card includes a summary of commands, plus a memory jogger for the entry-level menu of task choices. One package includes 150 wallet cards.

**Multiple Personal Greetings Quick Reference**

*Order Number: 585-300-705, Issue 4 or later*

This pocket-sized guide provides the AUDIX or DEFINITY AUDIX subscriber with a quick reference for using the Multiple Personal Greetings feature with the standard user interface. One package includes 150 quick-reference cards.

**Portable Guide for Voice Messaging**

*Order Number: 585-300-701, Issue 2 or later*

This pocket-sized guide provides the AUDIX or DEFINITY AUDIX subscriber with concise yet comprehensive task-oriented information for effectively using the AUDIX voice mail features with the standard user interface. Procedural flowcharts, user tips, and shortcuts are derived from the feature descriptions manuals.

**Voice Messaging Quick Reference**

*Order Number: 585-300-702, Issue 3 or later*

This concise quick reference summarizes the use of the most commonly used AUDIX features for AUDIX or DEFINITY AUDIX subscribers using the standard user interface. One package includes 150 quick-reference cards.

### **AUDIX Voice Messaging Subscriber Artwork Package — Standard**

*Order Number: 585-305-718, Issue 1 or later*

This package includes camera-ready artwork for the AUDIX quick-reference cards used with the R1V8 traditional user interface. AUDIX user “tip sheets” and template letters for introducing subscribers to the AUDIX system, managing an R1V8 upgrade, and using the AMIS Analog Networking and/or Message Delivery features are included. Customers may photocopy or print their own version of these documents and, if they desire, customize the information to their particular needs.

### **Voice Messaging Wallet Card**

*Order Number: 585-300-704, Issue 2 or later*

A job aid intended for the seasoned AUDIX or DEFINITY AUDIX subscriber using the standard user interface. The card includes a summary of commands, plus a memory jogger for the entry-level menu of task choices. One package includes 150 wallet cards.

### **Outcalling Quick Reference**

*Order Number: 585-310-721, Issue 1 or later*

This quick reference summarizes the use of the AUDIX Outcalling feature. One package includes 150 quick-reference cards.

### **Voice Messaging Business Card Stickers**

*Order Number: 585-304-705, Issue 2 or later*

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

## Abbreviations

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ACC	AUDIX Communications Controller
ACCE	AUDIX Communications Controller Enhanced
ACD	Automatic Call Distribution
ACP	Advanced Communications Package
ADAP	Administration and Data Acquisition Package
AMIS	Audio Messaging Interchange Specification
AP	Applications Processor
API	Applications Processor Interface
AUCC	AUDIX Upgrade Control Center
AUDIX	Audio Information Exchange (general term for the one- or two-cabinet AUDIX)
AUDIX-L	Audio Information Exchange – Large
AUDIX-S	Audio Information Exchange – Small (renamed “one-cabinet AUDIX”)
bps	bits per second
BRI	Basic Rate Interface
CDR	Call Detail Recording
CMS	Call Management System
CSSO	Customer Service Support Organization
DBP	Data Base Processor
DCE	Data Communications Equipment
DCIU	Data Communications Interface Unit
DCP	Digital Communications Protocol
DCS	Distributed Communications System
DDC	Direct Department Calling
DDD	Direct Distance Dialing
DID	Direct Inward Dialing
DS	Design Specialist
DS1	Digital Service 1
ESAC	Electronic Switching Assistance Center
ESS	Electronic Switching System
EUCD	Enhanced Uniform Call Distribution
FIFO	First-In First-Out
FP	Feature Processor

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FSAC	Field Services Administration Center
FSO	Field Support Organization
GBCS	Global Business Communications Systems
ID	Identification
ISDN	Integrated Services Digital Network
ITAC	International Technical Assistance Center
K or Kbyte	Kilobyte (1024 bytes)
LIFO	Last-In First-Out
LWC	Leave Word Calling
Mbyte	Megabyte (≈ one million bytes)
MCS	Message Center Service
MPG	Multiple Personal Greetings
MPSI	Multiprotocol Switch Interface (TN547)
MSC	Message Service Center
MWI	Message-Waiting Indication
MWL	Message-Waiting Lamp
NC	Network Controller (TN727) (also NETCON)
NCSC	National Customer Support Center
NEC	National Engineering Center
PBX	Private Branch Exchange
PC	Power Converter or Personal Computer
PRI	Primary Rate Interface
PROFS	Professional Office System
RBOC	Regional Bell Operating Company
SA	Software Associate
SC	Systems Consultant
SCA	Switch Communications Adapter
SCI	Switch Communications Interface
SCP	Switch Communications Processor (TN521)
SCPI	Switch Communications Processor Interface (TN533)
SCSI	Small Computer Systems Interface (AUDIX)
SIM	System Implementation Manager
SMDI	Simplified Message Desk Interface
SMSI	Simplified Message Service Interface
SS	Software Specialist
STRC	Sales and Technical Response Center
TAC	Technical Assistance Center

TMC	Technical Marketing Center
TSC	Technical Service Center
TSI	Text Service Interface
UCD	Uniform Call Distribution
UM	Unified Messaging
VPT	Voice Port (TN747B)
VSP	Voice Session Processor
WGS	Work Group System



# Glossary

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<b>1A ESS Switch</b>	An AT&T Central Office (CO) switch that supports integrated AUDIX applications in AUDIX R1V4 and later software.
<b>5ESS Switch</b>	An AT&T switch that supports ISDN protocol and integrated AUDIX applications with AUDIX R1V4 or later software. The 5ESS Switch is a CO that connects the Customer Premises Equipment (CPE) to an ISDN network over a U interface (2-wire outside plant wiring) through an NT1 unit, or directly from the switch through an ISLU-T (4-wire) interface.
<b>Abbreviated Announcements</b>	Prior to R1V8, the customer could choose between two types of AUDIX system voice prompts, verbose or abbreviated. Abbreviated announcements are voice prompts that are given in less detail than verbose announcements. The abbreviated announcement set was discontinued in AUDIX R1V8 and replaced with the <i>traditional</i> announcement set.
<b>Accessed Message</b>	Voice mail that a recipient has received and scanned (either the entire message or just the header).
<b>Active Filesystems</b>	The filesystems used to run AUDIX. These include types <code>adat</code> , <code>boot</code> , <code>sdat</code> , <code>sst</code> , <code>vdat</code> , <code>vtext</code> , and (starting in R1V3) <code>ndat</code> . Most are activated by the <code>system : filesystems</code> form.
<b>Activity</b>	An option in the highest-level menu voiced to a AUDIX subscriber after first accessing the AUDIX system. Selecting an activity is the starting point for all user operations.
<b>Activity Menu</b>	The list of main options voiced to subscribers when they access AUDIX. To hear the complete menu, press <code>*</code> <code>H</code> . To interrupt an activity and return to the main menu, press <code>R</code> .
<b>Address</b>	Subscriber identification indicating to whom AUDIX is to deliver a message. An address may include several subscribers or mailing lists. Name or number addressing can be selected with the <code>*</code> <code>A</code> command.

<b>Adjunct</b>	A separate system that is closely integrated with a switch, such as an AUDIX or an AP.
<b>Administration</b>	The process of setting up a system (such as the switch or AUDIX) so that it will function as desired. Options and defaults are normally set up (translated) by the AUDIX system administrator or remote service personnel.
<b>Administrative Shutdown</b>	An option on the shutdown form used to bring down the system software for administrative reasons, either gradually as calls are ended (camp-on) or immediately (forced). Filesystems are closed but left mounted.
<b>Alarm Log</b>	A list of faults, including unit and device numbers, that is stored in a software file on disk. The maintenance : active alarm : display form shows alarm log faults in severity order.
<b>Alarms</b>	Hardware, software, or environmental problems detected by maintenance testing that may affect system operation. Alarms (or faults) are classified as major, minor, or warning. They are reported to services personnel through the alarm link and listed in the alarm log on disk.
<b>AMIS Analog Networking</b>	An AUDIX system feature that permits subscribers to exchange Voice Mail messages with any other voice mail system, anywhere in the world. The remote voice mail system(s) must also have AMIS capabilities.
<b>Analog</b>	A continuous signal (versus digital, discrete signals).
<b>Announcement Fragment</b>	A numbered piece of spoken AUDIX information that makes up a system message or prompt.
<b>Applications Processor (AP)</b>	The AP 16 or 3B5 AP switch adjunct on a PBX that provides such services as Directory, EDC, Message Center, and Unified Messaging. The AP on a 5ESS Switch is called an <i>ACP</i> .
<b>Asynchronous Transmission</b>	A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The AUDIX display terminals use an asynchronous link to the MI board.

<b>Audit</b>	A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service.
<b>Audio Information Exchange (AUDIX)</b>	A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch.
<b>AUDIX Administration and Data Acquisition Package (ADAP)</b>	A software package available with AUDIX R1V2 and later software. ADAP allows an AUDIX system administrator to transfer AUDIX subscriber, maintenance, or traffic data over the administration port to a compatible 62xx or 63xx Personal Computer (PC) or Work Group System (WGS).
<b>Automated Attendant</b>	An AUDIX R1V3 or later 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>Automatic Call Distribution (ACD)</b>	The System 85, DEFINITY Generic 2, or DEFINITY Generic 3 call-distribution group of analog port boards that connects subscribers and users to AUDIX.
<b>Automatic Message Scan</b>	A feature allowing subscribers to scan all message headers and/or messages at the touch of two buttons.
<b>Backup</b>	A duplicate copy of a filesystem saved on a removable cartridge or a separate disk than the original. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.
<b>Basic Call Transfer</b>	A switchhook-flash method used on AUDIX Standalone and many switches to send the AUDIX transfer command over analog voice ports.
<b>Basic Rate Interface (BRI)</b>	(Also called Basic Rate Access) International standard protocol for connecting a station terminal to an ISDN switch. ISDN BRI supports two 64 Kbps information bearer channels (B1 and B2), and one 16 Kbps call status and control (D) channel (a 2B + D format).
<b>Baud Rate</b>	Transmission signaling speed (see <i>bps</i> ).
<b>Block Service</b>	To prevent use of a port, channel, or entire system as a result of a hardware fault or maintenance procedure.

<b>Boot (or Reboot)</b>	To bring up the system by loading programs from disk to main memory (part of system initialization).
<b>Boot Filesystem</b>	The filesystem selected during system initialization, either automatically or manually, that the system tries to load its initial programs from. The filesystem name is <code>boot_f</code> for the active version and <code>boot_e</code> for the backup copy.
<b>bps (bits per second)</b>	The number of binary units of information (1s or 0s) that can be transmitted per second. Mbps refers to a million bits per second; Kbps refers to a thousand bits per second.
<b>Broadcast Messaging</b>	A feature that enables the system administrator and other designated users to send a voice mail message to all local subscribers automatically.
<b>Bulletin Board</b>	See Information Service.
<b>Busy-Out/Release</b>	To remove an AUDIX device from service (make it appear <i>busy</i> or in use), and later restore it to service (release it). The AUDIX data link, voice ports, or channels may be busied out if they appear faulty or if service personnel are performing maintenance.
<b>Call Answer</b>	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.
<b>Call Coverage</b>	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.
<b>Call-Distribution Group</b>	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 Generic 2, Enhanced Uniform Call Distribution (EUCD) on a DIMENSION PBX, Uniform Call Distribution (UCD) on System 75 and Generic 1, and either ACD or UCD on DEFINITY Generic 3 systems.

<b>Call Vectoring</b>	A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program), allowing a switch administrator to customize the behavior of calls sent to an ACD group.
<b>Camp-On</b>	A shutdown option that waits for ports to become idle before blocking service to them. This allows subscribers to finish calls in progress.
<b>Central Office (CO)</b>	A main telephone office where private customer lines are terminated and connected to the public network through common carriers.
<b>Class of Service (COS)</b>	The standard set of features given to subscribers when they are first administered (set up with a Voice Mailbox).
<b>Commands</b>	One- or two-key touch tones that control a Voice Mailbox activity or function.
<b>Configuration</b>	The particular composition and hardware selected for a system, including internal options and peripheral equipment.
<b>Create Message Activity</b>	Activity 1 on the Activity Menu, used by AUDIX subscribers to record or edit a voice mail message.
<b>Data Base</b>	A collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for AUDIX system operation.
<b>Data Base Processor (DBP)</b>	One of the major AUDIX subsystems that interacts with the other subsystems to move voice and nonvoice data to and from disk.
<b>Data Communications Equipment (DCE)</b>	Standard type of data interface normally used to connect to DTE-type devices. DCE devices include the DSU, IDI, and MPDM.
<b>Data Communications Interface Unit (DCIU)</b>	The switch device that allows nonvoice (data) communication between a System 85, Generic 2, or DIMENSION PBX and AUDIX. Each AUDIX adjunct needs one data link.

<b>Data Link</b>	The connection from the AUDIX cabinet to the switch DCIU, PI, or SCI interface boards that enables nonvoice (data) messages to pass between AUDIX and the switch. This link varies according to the type of AUDIX system and switch used.
<b>Default</b>	A value that is automatically supplied if no other value is specified.
<b>Delivered Message</b>	Voice mail that has been successfully transmitted to a recipient's incoming mailbox.
<b>Device</b>	A replaceable piece of hardware shown on the alarm and error log forms (part of a unit).
<b>Dial-Ahead/Dial-Through</b>	The act of interrupting or preceding AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.
<b>Digital</b>	Discrete data or signals such as 0 and 1.
<b>Digital Communications Protocol (DCP)</b>	A 64 Kbps digital data transmission code with a 160 Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.
<b>Directory</b>	An AUDIX feature allowing you to hear a subscriber's name and extension after typing <input type="text" value="*"/> <input type="text" value="*"/> <input type="text" value="N"/> at the Activity Menu. Also, a group of related files accessed by a common name in software, such as the <i>mount point</i> on disk where filesystems are located (for example, /ss, /sd, /vd).
<b>Distributed Communications System (DCS)</b>	A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.
<b>Distribution List</b>	See Mailing List.
<b>Enabled/Disabled</b>	The state of a hardware (DBP) device that indicates whether or not the AUDIX system can use it. Devices must be equipped before they can be enabled (made active).

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<b>Enhanced Call Transfer</b>	An AUDIX Enhanced feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This is used for quick, secure AUDIX call transfers and requires a fully integrated digital switch.
<b>Enhanced Uniform Call Distribution (EUCD)</b>	The set of analog port boards arranged in a call-distribution group on a DIMENSION PBX, used to connect subscribers and users to AUDIX.
<b>Escape to Attendant</b>	An AUDIX Enhanced feature that allows an AUDIX subscriber with the Call Answer feature to have a personal attendant or operator administered to potentially pick up an unanswered call. A system-wide extension could also be used to send callers to a live agent.
<b>Exit Command</b>	An AUDIX R1V3 or later feature that allows callers to use the <input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="X"/> (Exit) command to have AUDIX disconnect a call <i>without</i> hanging up. This is especially useful during calls made from a toll phone or for ending Outcalling sessions from a remote location.
<b>Equipped/Unequipped</b>	The state of a DBP or VSP hardware device that indicates whether or not AUDIX software has recognized it. Devices must be equipped before they can be enabled (made active) using the <code>maintenance : dbp : equip</code> or <code>maintenance : vsp : equipage</code> form.
<b>Error Log</b>	A list of errors kept in a software file on disk. The <code>maintenance : error : display</code> form normally shows errors in historical order. The <code>maintenance : error : specification</code> form can be used first to select errors to display based on type, time, etc.
<b>Errors</b>	Problems detected by the system during maintenance self-tests and recorded in the error log. Errors can produce an alarm (fault) if they exceed a threshold.
<b>Expansion Cabinet</b>	The upper cabinet of an AUDIX two-cabinet configuration, where the base cabinet is the former AUDIX-S system.
<b>Faults</b>	See Alarms.

<b>Feature Processor (FP)</b>	The main AUDIX subsystem that controls feature operation, communicates with the switch, and supports the maintenance and administration interfaces.
<b>Field</b>	An area on a form, menu, or report where you can type or display information. For input fields, fill in the blanks or type over information already there. Read-only or output fields cannot be changed; you usually press ENTER to display information.
<b>File</b>	A collection of like records (data) stored under a single name in software.
<b>File Cabinet</b>	A storage area for subscribers to keep copies of messages for future reference or action.
<b>File Redundancy</b>	An AUDIX R1V4 or later 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.
<b>Filesystem</b>	A collection of related files (programs or data) stored on disk. Different types of filesystems are required to initialize AUDIX and provide full service; these include the <code>adat</code> , <code>ndat</code> , <code>sdat</code> , <code>sst</code> , <code>vdat</code> , <code>vtext</code> , and <code>boot</code> filesystems.
<b>Format</b>	To set up a disk with a predetermined arrangement of characters so the system can interpret meaningful information.
<b>Forms</b>	Terminal screens of information that allow data to be changed or displayed.
<b>Function</b>	Individual steps or procedures within a Voice Mailbox activity.
<b>Generic 1, 2, or 3</b>	AT&T DEFINITY Communications System software releases. <i>Generic 1</i> corresponds to the newest release of System 75-based software. <i>Generic 2</i> corresponds to the newest release of System 85-based software. <i>Generic 3</i> is the latest version which provides both System 75 and System 85-type features.
<b>Get Messages</b>	See Scan Incoming Mailbox Activity.

<b>Guest Password</b>	An AUDIX Enhanced feature that allows people who are <i>not</i> AUDIX subscribers to leave messages on AUDIX by dialing a subscriber's extension and entering a system-wide guest password.
<b>Header</b>	Information that AUDIX creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.
<b>Help</b>	A command run by pressing the HELP or CTRL-? key on a display terminal to show the options available at your current form position. In AUDIX, press <input type="text" value="*"/> <input type="text" value="H"/> to get a list of options.
<b>Host Switch</b>	The switch directly connected to AUDIX over the data link; also, the physical link connecting an AUDIX to a DCS network. (See also Distributed Communications System.)
<b>Hunt Group</b>	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.
<b>Information Service</b>	(Also called <i>Bulletin Board</i> ) An AUDIX feature that allows a message to be played to callers who dial the extension. Callers cannot leave a message (it is a listen-only service).
<b>Initialization</b>	The process of bringing a device or system to a predetermined starting state. The AUDIX start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.
<b>Integrated AUDIX</b>	An AUDIX with a data link. Compatible switch software is required.
<b>Integrated Message Notification (IMN)</b>	A feature that allows several message services to alert users of new messages through a common service using descriptive announcements and the message-waiting lamp. (See also Unified Messaging.)
<b>Integrated Services Digital Network (ISDN)</b>	A protocol being developed in response to a recommendation from an international standards body. It defines how equipment from different manufacturers should communicate with one another in end-to-end digital connections using standard interfaces.

<b>Interface</b>	The device or software that forms the boundary between two devices or parts of a system, allowing them to operate together.
<b>Leave Word Calling (LWC)</b>	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.
<b>Listen to Messages</b>	See Scan Incoming Mailbox Activity.
<b>Load</b>	To read software from external storage (such as disk) and place a copy in system memory.
<b>Local AUDIX Machine</b>	The AUDIX adjunct where a subscriber's Voice Mailbox is located. All subscribers on this "home" machine are called <i>local</i> subscribers.
<b>Local Networking</b>	When more than one AUDIX adjunct is attached to the same switch to give the appearance of one large AUDIX machine.
<b>Login</b>	(See also Password) A unique code used to gain approved access to the AUDIX system, either a subscriber's Voice Mailbox or a display terminal.
<b>Login Announcement</b>	A feature enabling the system administrator and other designated users to create a voice mail message that is automatically played to all subscribers every time they log in to AUDIX.
<b>Mailbox</b>	A portion of disk memory given to each subscriber for creating and storing outgoing and incoming messages. Space is usually allocated as needed.
<b>Mailing List</b>	A group of subscriber addresses assigned a list ID# and public or private status. A mailing list may be used to simplify sending messages to several subscribers.
<b>Maintenance</b>	The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.
<b>Memory</b>	A device which can store logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

<b>Message Categories</b>	Groups of messages in subscribers' mailboxes. Categories include new, unopened, and old for the incoming mailbox, and delivered, accessed, undelivered, not deliverable, and file cabinet for the outgoing mailbox.
<b>Message Center</b>	An AP call-answering feature that allows an agent to enter a message for a busy or unanswered extension. Also called Message Center Service (MCS).
<b>Message Delivery</b>	An AUDIX system feature that permits subscribers to forward Voice Mail messages to any touch-tone telephone, anywhere in the world.
<b>Message-Waiting Lamp</b>	(Also called Automatic Message-Waiting or AMW Lamp.) An LED on a voice terminal (telephone) that alerts subscribers to new messages.
<b>Mode</b>	An operating state in which the system can perform certain tasks. AUDIX modes include control mode, normal mode, administrative or maintenance shutdown mode, and initialization.
<b>Modem</b>	A modulator/demodulator for transmitting analog (continuous) signals.
<b>Modem Pool</b>	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.
<b>Mount</b>	To identify a filesystem to software and make it accessible by the DBP.
<b>Mount Point</b>	A software abbreviation for a filesystem that allows software to find it independent of its physical location. Similar to a <i>directory</i> .
<b>Mounted</b>	The state of a filesystem when it is identified to the software and accessible by the DBP.
<b>Networking</b>	An AUDIX R1V3 or later feature that allows the customer to link together up to 100 remote AUDIX machines for a total of up to 36,000 subscribers.

<b>Networking Prefix</b>	A set of digits that identifies a remote AUDIX machine.
<b>Normal Mode</b>	The state of the AUDIX system after hardware initialization, where software is running and maintenance and administration forms are available.
<b>Nondeliverable Message</b>	See Undeliverable Message.
<b>On-Line Help</b>	A feature introduced in AUDIX Enhanced software allowing system administrators and maintenance personnel to obtain screen form information by pressing a key for the PATH line, field, or form.
<b>One-Cabinet AUDIX</b>	Current name for the 16-port AUDIX-S (Small) system. This half-height cabinet supports up to 2,000 subscribers (see <i>AUDIX-S</i> ).
<b>Operating System</b>	The set of programs that runs the hardware and interprets software commands.
<b>Outcalling</b>	An AUDIX R1V3 or later feature that allows AUDIX to dial subscribers' numbers or go to pagers to inform them they have new messages (often used with AUDIX Standalone or if subscriber phones do not have message-waiting lamps).
<b>Password</b>	A login code assigned to every AUDIX terminal user and subscriber for security reasons. After dialing AUDIX, subscribers must dial their personal password correctly to log on to AUDIX. Passwords with at least six digits, one of which is a noncharacter symbol, offer greater security.
<b>Password and List Administration Activity</b>	Activity 5 on the Activity Menu that allows subscribers to change their password, or to create, scan, or edit mailing lists.
<b>Path</b>	The command string (or directory location) typed on the second line of an AUDIX screen form that identifies the form to display. Parts of the path name are called segments. Each part must be identified with enough characters to uniquely name that segment.
<b>PATH Line</b>	The second line from the top of a terminal display form used to identify the form you wish to display. You may type only enough characters to name a unique form (such as <i>f i 1</i> ), followed with an ENTER or RETURN key.

<b>Peripherals</b>	The voice terminals, printers, display terminals, and other devices external to the AUDIX cabinet, but necessary for full AUDIX operation and maintenance.
<b>Personal Computer (PC)</b>	An AT&T 62xx or 63xx desktop computing device, required for the AUDIX Administration and Data Acquisition Package (ADAP) and Text Service Interface.
<b>Personal Directory</b>	A feature allowing each subscriber to create a private list of customized names.
<b>Personal Greeting Administration Activity</b>	Activity 3 on the Activity Menu that allows subscribers with the Call Answer feature to record personal greetings. These greetings are played to callers who are redirected to AUDIX. The Information Service and Automated Attendant features also use this option for recorded messages or menus.
<b>Port</b>	A connection or link between two devices, allowing 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.
<b>Primary Rate Interface (PRI)</b>	International standard protocol for connecting a switch or PBX to a computer, network, or another switch. PRI supports twenty-three 64 Kbps information and one 64 Kbps signaling channel (called 23B+D format or Extended DSL) over high-speed T1 facilities.
<b>Priority Messaging</b>	A feature allowing some subscribers to send Priority Messages that will be specially marked and preferentially presented to recipients.
<b>Priority Outcalling</b>	Works with Priority Messaging by allowing the recipient to elect to be notified by outcalling only when a priority message has been received.
<b>Private Mailing List</b>	A list of addresses that only the owning subscriber can access.
<b>Private Messaging</b>	Allows a subscriber to send a voice mail message that can't be forwarded by the recipient.

<b>Protocol</b>	A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.
<b>Public Mailing List</b>	A list of addresses that any subscriber can use if that subscriber knows the owner's list ID# and extension number. Only the owner can modify a public list.
<b>Real-Time Clock (RTC)</b>	An internal system clock in AUDIX which may or may not be synchronized with the clock in the switch.
<b>Release 1 Version 1 (R1V1)</b>	The original AUDIX software including the Voice Mailbox, Call Answer, Bulletin Board, and Leave Word Calling (LWC) features. This version is only available on installed AUDIX-L machines.
<b>Release 1 Version 2 (R1V2)</b>	Version of AUDIX software with enhanced features including guest passwords, call transfers into and out of AUDIX, and the AUDIX Data Acquisition Package (ADAP).
<b>Release 1 Version 3 (R1V3)</b>	Version of AUDIX software that can run on a one-cabinet AUDIX (AUDIX-S), two-cabinet AUDIX, or AUDIX-L. It includes the AUDIX features plus the Automated Attendant, AUDIX Networking, Outcalling, and Standalone features.
<b>Release 1 Version 4 (R1V4)</b>	Version of AUDIX software that includes all features from previous releases, plus support of integrated 1A ESS Switch and 5ESS Switch interfaces, File Redundancy, Standalone Message Notification, Executive Features summary, administrable login ID length, and the Text Service Interface (TSI).
<b>Release 1 Version 5 (R1V5)</b>	Version of AUDIX software that includes all features from previous releases, plus Broadcast Message/Login, Priority Messages, Priority Outcalling, Multiple Personal Greetings (MPG), Personal Directory, Name Record By Subscriber, Automatic Message Scan, Sending Restrictions, Data Base Processing, Full Mailbox Answer, Enhanced Networking, Call Detail Recording (CDR), Enhanced Automated Attendant, Enhanced Password Security, and Interfaces to SL-1 and Rolm switches.
<b>Release 1 Version 6 (R1V6)</b>	Version of AUDIX software that includes all features of earlier versions, plus AMIS Analog Networking, Call Delivery, and End-of-Message Warning.

<b>Release 1 Version 7 (R1V7)</b>	A version of AUDIX software that includes all features from previous releases, plus network connection turnaround and loop-around testing, the Undelete Message feature, and administrable coverage for the Escape to Attendant feature.
<b>Release 1 Version 8 (R1V8)</b>	Version of AUDIX software that includes all features from previous releases, plus the <i>standard</i> (streamlined) and <i>traditional</i> abbreviated announcement sets, enhanced AMIS analog networking capabilities, and Automated Attendant transfers by name.
<b>Remote Subscribers</b>	Those subscribers whose mailboxes reside on a receiving (remote) AUDIX machine.
<b>Removable Cartridge Drive (RCD)</b>	A 20-Mbyte one- or two-cabinet AUDIX disk drive with a removable magnetic-media cartridge.
<b>Restart (AUDIX)</b>	An AUDIX Enhanced feature that allows subscribers who have reached AUDIX through the Call Answer feature to access their own mailboxes by typing the <input type="text" value="*"/> <input type="text" value="R"/> (Restart) command. This is especially useful for long-distance calls or for AUDIX Standalone users who wish to access AUDIX when all the Voice Mail ports are busy.
<b>Restart (System)</b>	A partial system initialization from FP memory using booted programs already in RAM. This can be done using the Control Mode Menu or the <code>startup</code> form. A restart resets the FP and opens and mounts all filesystems that need to be active for full service.
<b>Retention Time</b>	The amount of time messages are saved on disk before being automatically deleted from a subscriber's mailbox.
<b>Return Call to Sender</b>	An AUDIX Enhanced feature that allows subscribers to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.
<b>Scan</b>	To listen to a message body or header.
<b>Scan Incoming Mailbox Activity</b>	Activity 2 on the Activity Menu which allows subscribers to review, forward, or respond to messages they have received from other subscribers or through the Call Answer feature.

<b>Scan Outgoing Mailbox Activity</b>	Activity 4 on the Activity Menu which allows subscribers to review, edit, or redirect messages they have scheduled for delivery, or to check the status of messages that are already sent.
<b>Scheduled Delivery Time</b>	A time and/or date that a subscriber optionally assigns to a message that tells AUDIX when to deliver it. If a delivery time is omitted, AUDIX sends the message immediately.
<b>SCSI-to-AUDIX Disk Interface (SADI)</b>	AUDIX disk drives use the Small Computer Systems Interface (SCSI) protocol to communicate with the TN475B SADI board (disk controller 0). The SADI's LEDs show which drives are active.
<b>Simplified Message Service Interface (SMSI)</b>	Type of data link connection to an integrated 1A ESS Switch or 5ESS Switch in AUDIX R1V4 and later software.
<b>Software Shutdown</b>	A procedure required to disable system operation and protect customer data stored on disk before a power down.
<b>Split</b>	Group (or queue) of analog ports on the switch. See also Call-Distribution Group.
<b>Standalone AUDIX</b>	An AUDIX R1V3 for 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.
<b>Standard Announcement Set</b>	One of the two announcement sets available in AUDIX R1V8 software. The standard announcement set provides the Streamlined User Interface (SUI); it has shorter prompts and is closely aligned with the standard announcement set used on DEFINITY AUDIX systems.
<b>Status Line</b>	The top line of an administration or maintenance form displayed on a terminal, showing the active system alarms (if any), logins (up to two), and threshold (space) violations.
<b>Subscriber</b>	A person to whom the AUDIX administrator assigns the ability to access the Voice Mailbox feature. Subscribers may also be assigned the optional Call Answer feature on the subscriber or cos forms or given LWC permission through the switch.

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<b>Subsystem</b>	A major functioning element of AUDIX software and hardware. Subsystems include the Feature Processor (FP), Data Base Processor (DBP), and the Voice Session Processor (VSP).
<b>Switch</b>	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.
<b>Switch Communications Adapter (SCA)</b>	Custom device used for making AUDIX connections to a 5ESS Switch.
<b>Switch Communications Interface (SCI)</b>	The System 75 data link. An AUDIX adjunct normally connects to the SCI TN738 Interface-2 (INT2) board.
<b>Synchronous Transmission</b>	A type of transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols. The AUDIX-to-switch data link is synchronous.
<b>System Administrator</b>	Person usually at customer site who is responsible for AUDIX system administration and possibly Networking coordination.
<b>System Administration Activity</b>	Activity 9 on the Activity Menu which may be used only by an AUDIX system administrator who has announcement-control permission. This option allows the administrator to record, play, or edit subscriber names or system announcement fragments.
<b>T1 Carrier</b>	A short-haul digital transmission line that uses time-division multiplexing. A bipolar signal is transmitted at 1.544 Mbps along 16- to 20-gauge copper-conductor cables.
<b>Text Service Interface</b>	An AUDIX R1V4 or later feature that allows AUDIX headers to be sent to electronic mail services such as IBM PROFS using a PC/PBX 2780/3780 interface.
<b>Threshold</b>	A boundary used to indicate when available disk space is getting low. Both subscribers and filesystems are assigned thresholds.

<b>Tone Generator</b>	A device acoustically coupled to a rotary phone, used to produce touch-tone sounds when subscribers cannot use a regular touch-tone generating voice terminal.
<b>Traditional Announcement Set</b>	One of the two announcement sets available in AUDIX R1V8 software. The traditional announcements have slightly longer prompts and are based on the abbreviated version of the AUDIX R1V7 announcements.
<b>Traffic</b>	The flow of attempts, calls, and messages across a telecommunications network.
<b>Translations</b>	Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. They customize AUDIX and switch features for users.
<b>Two-Cabinet AUDIX</b>	See AUDIX Two-Cabinet Configuration.
<b>Type</b>	The name entered on a screen form that identifies a kind of filesystem to software. Several types must be active for AUDIX to operate, such as <code>boot</code> , <code>adat</code> , <code>ndat</code> , <code>sdat</code> , <code>sst</code> , <code>vdat</code> , and <code>vtext</code> .
<b>Undeliverable Message</b>	A message that could not be delivered after a number of attempts specified by the system administrator (up to 10). This usually means the subscriber's mailbox is full.
<b>Undelivered Message</b>	A message that has not yet been sent to a subscriber's incoming mailbox. The message resides in the sender's outgoing message and may be modified or redirected by the sender.
<b>Unfinished Message</b>	(Also called Working Message) A message that has been recorded but not approved or addressed, usually the result of an interrupted AUDIX session.
<b>Unified Messaging</b>	A switch software feature that allows various message-handling services to keep track of new messages from all internal, switch, and AP sources on the system, including Message Center, EDC, LWC, and electronic mail services such as AT&T Mail and UNIX System mail.

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<b>Uniform Call Distribution (UCD)</b>	The type of call-distribution group (or hunt group) of analog port boards on some switches that connects subscribers and users to AUDIX. System 75, Generic 1, Generic 3, and some Central Office switches use UCD groups.
<b>Untouched Message</b>	One of the Executive Features that allows a subscriber to keep a message in its current category by using the <input type="button" value="*"/> <input type="button" value="*"/> <input type="button" value="H"/> (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp will remain lit).
<b>Vector</b>	A customized program in the switch for processing incoming calls.
<b>Verbose Announcements</b>	Prior to R1V8, the customer could choose between two types of AUDIX system voice prompts, verbose or abbreviated. Verbose announcements are voice prompts that are given in more detail than abbreviated announcements. Verbose announcements are not standard, therefore the customer must order verbose announcements separately. The verbose announcement set was discontinued in AUDIX R1V8.
<b>Voice Link</b>	The AUDIX VPT connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.
<b>Voice Mailbox</b>	The standard AUDIX feature assigned to all subscribers giving them access to disk space on which to store, create, and send Voice Mail messages.
<b>Voice Message</b>	(Also called <i>Voice Mail</i> ) Digitized voice information stored by AUDIX on disk memory.
<b>Voice Session Processor (VSP)</b>	A major subsystem on 32-port AUDIX systems that processes the voice and data information that control the AUDIX call setup operation, including port hardware and buffers. On one-cabinet AUDIX systems, the FP controls these boards (TDBI, VB, VPC, and VPT packs).
<b>Voice Terminal</b>	A telephone used for spoken communications with AUDIX. A touch-tone telephone with a message-waiting lamp is recommended for all AUDIX subscribers.

<b>Voicing</b>	Either speaking a message into the AUDIX system during recording, or having the system playback a message or prompt to a subscriber.
<b>Volume</b>	A physical removable cartridge or disk drive device. Volume names in software are called labels.
<b>Work Group System (WGS)</b>	A 6312, 6286, 6386, or equivalent WGS is a PC-like device required for the AUDIX Administration and Data Acquisition Package (ADAP) and the Text Service Interface.

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