# AUDIX® R1V8 8:2
# New Features Package

# Contents

# Contents

# Contents

# Contents

## AUDIX® R1V8 8:2
## New Features Package 585-305-405 Issue 1
### Comcode 107213308 March, 1994

This New Features Package may be used in one of two ways:

— as a stand-alone document which describes the new features and the forms that they affect

— as update pages which may be substituted in the corresponding manual which they document

This package contains update pages that may be inserted into the following documents:

■ *AUDIX Features Descriptions* (585-305-203)

■ *AUDIX Forms Reference* (585-305-209)

■ *AUDIX Administration* (585-305-501)

■ *AUDIX Announcement Customization* (announcements are the same for both the Standard User Interface and the Traditional User Interface)

Refer to the *AUDIX Documentation Guide* (585-300-011) for a complete list of AUDIX documentation

# Your New AUDIX Voice Messaging Features

Your AUDIX voice messaging system is being upgraded to run a new release of software on_____
at_____

Although most features will work the same as they did before, this bulletin covers some enhancements that you may notice on your system.

## Here's What's Different:

### Changing an Expired Password

To provide greater system security, the administrator can now "expire" all subscriber passwords. If your administrator sets an expiration period for passwords on your AUDIX system, you will hear the prompt: *"Your password will expire in X days" or "Your password will expire within one day.* " You will hear this prompt daily until you change the password or until the expiration date, when the AUDIX system forces you to change the password. The procedure for changing your password works the same as it did before.

> **NOTE:**
> This is an optional, system-wide feature, and is only available if it is activated by the system administrator.

### Marking Priority Call Answer Messages

A new optional AUDIX feature allows Callers to mark messages as priority. When a call is redirected to the, AUDIX system through Call Answer, the caller records a message and presses (#) or (*) (#). Callers then hear: *"To make private, press 1. To make priority, press 2. To send, press # (or *#)*. When the caller presses (2), the message is marked as "priority." If the caller presses (#) or (*) (#), or simply hangs up, the AUDIX system delivers the message as a priority message. The following diagram shows this procedure.
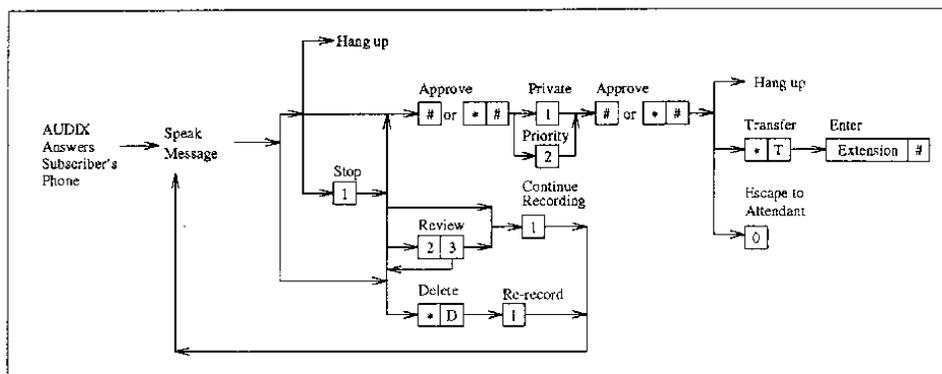
When you log into the AUDIX system, if you have priority messages you will hear: *"X new voice mail messages including Y new priority messages".* By pressing ② or ⑦ at the Activity Menu, you hear the priority messages before nonpriority messages.

➡ **NOTE:**
> This is an optional, system-wide feature, and is only available if it is activated by the system administrator.

## Retaining Unaddressed Messages

You now have a second chance to address new or forwarded messages if you forgot to do so (previously messages that were not addressed were simply deleted). Users in the habit of pressing �\# �\# to send a message may have encountered this problem when trying to forward an external call answer message or create a new voice mail message.

1. When you press ⧈ or ⧆ ⧈ to approve a message, you hear: *"Enter extension and sign. When finished addressing press # (or *#)."*

1. When you press ⧈ to indicate that you are finished entering the extension(s), you hear: *"To send message, press #. Or enter a delivery option. To hear a list of delivery options, press zero."*

2. Depending on whether or not you entered an extension(s), one of the following happens:

   a. If you entered at least one addressee and pressed ⧈, then pressed ⧈ or ⧆ ⧈ to send the message, you hear *"Delivery scheduled"* and the message is delivered.

   b. If you did not enter an addressee but instead pressed only ⧈, you hear an error tone and the prompt: *"No addressees identified. Enter extension and # sign. When finished addressing press #."*

   If you again press ⧈ without addressing the message, the AUDIX system deletes the message and you hear: *"No addressees identified. Deleted.*

➡ **NOTE:**
> The Reply to Sender feature provides the required addressee.

# Automatic Filesystem Backup

## 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 PM. each evening. Also, the ndat filesystem is automatically backed up at 7:00 PM. 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.

Beginning with 8:2 the administrator can keep two copies of the sdat filesystem.

| Supported Versions | Administration | User : Function |
|---|---|---|
| R1V2, V3, V4, V5, V6, V7, V8 | sy a f | 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 are movable 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 PM. 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.

Beginning with the R1V8 8:2 software, the administrator has the option of specifying two backup devices in the system `data / sd` backup destination volume 1 and volume 2 fields on the `system : announcement : filesystems` form. This feature enables customers with large databases and an 20-Mbyte RCD to alternate backing up between the cartridge and the hard drive.

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 PM. each evening.

- *Directory:* Since the user directory file is stored in the sdat filesystem, this information is automatically backed up at 10:00 PM. each evening.

- *Mailing List:* Since this information is stored in the `sdat` filesystem, it is automatically backed up at 10:00 PM 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
file systems` 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.

# 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 ⍟ Ⓡ 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.

| Supported Versions | Administration | User : Function |
|---|---|---|
| R1V2, V3, V4, V5, V6, V7, V8 | su 1, cos | Sys Adm : 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 1.   Call Answer Operation (RIV8)**



**Figure 2.   Call Answer Operation (RlV5 through RlV7)**

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 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). In R1V8 8:2, callers can also mark the message as priority, if the Priority on Call Answer feature has been activated by the system administrator.

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. 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 RI V5 through RI V7 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 ✱ Ⓓ 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. When you are finished with all recording and editing, press ⌗ or ✱ ⌗ to approve your message, or simply hang up. If you want to mark the message as priority or private, perform the next step.

6. *On R1V8 systems:* You have two options:

   - To make this message private (prevent the recipient from forwarding it to other subscribers), press ① *after* you approve the Call Answer message.

   - To mark this message as priority press ② *after* you approve the Call Answer message.

**Logging Into the AUDIX System
from Call Answer**
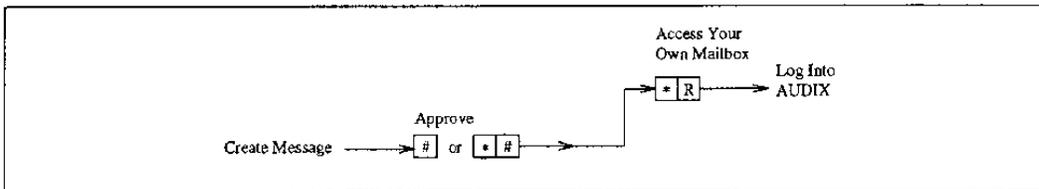


**Figure 3. Logging Into the AUDIX System from Call Answer**

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 ✱ Ⓡ (Restart) to begin the AUDIX login procedure.

**Transferring to Another Extension
from Call Answer**
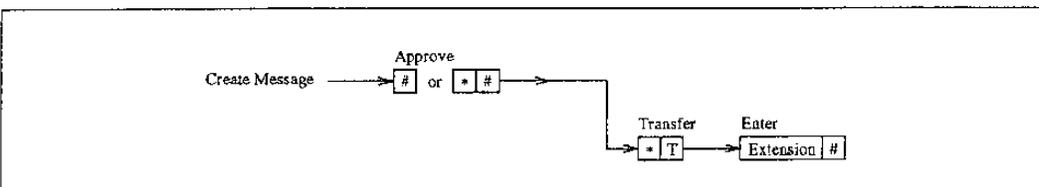


**Figure 4. Transferring to Another Extension from Call Answer**

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, 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 RIV3 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):* 'Me 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 all "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 timeout 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.

## 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 ( ⊛ ⊛ Ⓧ) 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.

# Security Password

## 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 fail to 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 password interval and a minimum password length for all subscriber mailboxes (defined on the `system : appearance` form). The AUDIX system then requires subscribers to change expired or short passwords the next time they log into their mailbox.

*Who has it:* All subscribers have a security password.

*Who controls it:* Each subscriber defines their own security password. Subscribers can chance their passwords at any time or have the system administrator change it for them. In R1V8 8:2, the administrator may force passwords to expire.

*Who can access it:* No one can access a subscriber's password. Passwords are not displayed on any administration form; if forgotten, must be changed by the system administrator.

| *Supported Versions* | *Administration* | *User: Function* |
|---|---|---|
| R1V19 V2, V3, V4, V5, V6, V7, V8 | Su l, Sy ap, Sy | Subscriber: Access |

## Points to Remember

- Subscribers should change their passwords regularly to keep their mailboxes secure. In 8:2, the Password Aging feature allows administrators to automatically expire passwords.

- The default system limit for consecutive failed login attempts is 18.

- The maximum password length is 15 digits and minimum is 6 digits.

- Obvious passwords should be avoided, such as names, extension numbers, or initials.

- 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 on **system : log** forms.

## 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.

Beginning in R1V8 8:2, the system administrator may force expiration of subscribers passwords, by specifying an expiration interval in the system : appearance form.

### ➡ NOTE:
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 administrable 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 chance your password as often as you wish.  To change your
password, do the following:

1. Log into the AUDIX system.

2. Press Ⓢ 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 ⌗.
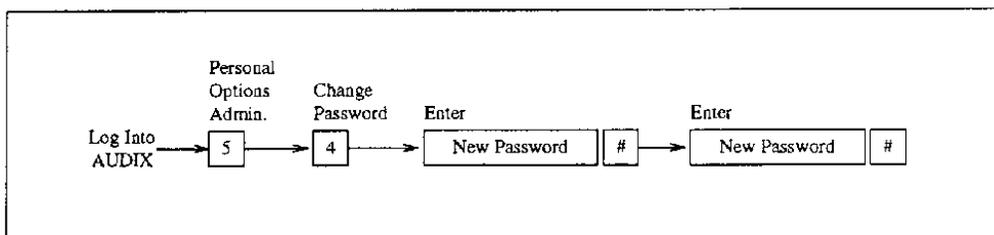


**Figure 5.   Changing a Security Password**

### Changing Your Expired Security Password

The Password Aging feature, when enabled by your system administrator,
provides enhanced system security by requiring that you change your password
within an interval specified by the system administrator.

1. When you log into AUDIX, you hear a system prompt telling you that your
   password has expired and must be changed: *"Your password has
   expired.  Please enter new password and pound sign.*

2. Update your password as described in the previous instruction
   "Changing Your Password."

3. If the optional "Expiration warning" feature is enabled, you hear a prompt to change your password within a specified number of days: *"Your password will empire in X* days" or *"Your password will expire within one day. "*If you do not change the password prior to the expiration date, AUDIX prompts you to do so, as described above.

4. If the optional "Minimum days before changes" feature is enabled, a minimum number of days must elapse before you can again change your password. (This prevents you from changing your password and then immediately changing it back to the old password.) If you tried to do this, you would hear this prompt: *"Password cannot be changed within X days of the last change.*

⮕ **NOTE:**
A system administrator can expire an individual password by entering "e" in the password filed on the `subscriber : local` form. This changes the date-stamp.

## 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 chance it again immediately after logging in to the AUDIX system.

⮕ **NOTE:**
If you find your voice mailbox locked and you did *not* 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.

## 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.

# Transfer Into/Out of AUDIX

## 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.

| Supported Versions | Administration | User: Function |
|---|---|---|
| R1V2, V3, V4@ V5@ V6, V7, Vg | `sy ap` | Sender : Routing |

## 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.

## 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 losing 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.

— To further reduce risk of toll fraud, beginning with AUDIX R1V8 8:2 the system administrator is not allowed to turn on Basic Call Transfer. To do this, the administrator must contact their AT&T representative and request that Enhanced Call Transfer be turned off.

## ⚠ CAUTION:

*Activating the Transfer Out of AUDIX feature can leave your system vulnerable to possible tollfraud. 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 ⍟ Ⓣ 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 ⊛ Ⓣ to initiate the transfer.

2. Enter the extension number you want to transfer to and press #.

   To dial an AUDIX subscriber by name, press ⊛ Ⓐ (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 ⊛ Ⓣ ⊛ Ⓐ 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 ⊛ Ⓣ you should enter a subscriber's name (last name first) as shown in the previous example, or use the ⊛ Ⓐ command if you prefer to type an extension number. Transfers out of an ⊛ Ⓣ command *must* be terminated with a automated attendant that are made using the 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:

- 1*A 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 ① ⓪ to have the AUDIX system place the call automatically.

## Additional Specifications

Available In - Normal (in-service) mode and administrative shutdown mode.

Service Effects - None.

Prerequisites - None.

Database Effects - A copy or backup alters disk data.

Response Time - 30 seconds to one hour, depending on the action chosen.

Alarms Resolved - No.

## 22.5 SYSTEM APPEARANCE FORM

The `system : appearance` form is used to define the following system-wide parameters:

- The maximum number of consecutive unsuccessful login attempts that a subscriber is allowed before being denied further access to the AUDIX system.

- The guest password that nonsubscribers can use to leave messages for a subscriber.

- The minimum length required for all subscriber passwords.

- The length of time the AUDIX system will wait for subscribers to enter a command.

- Traffic collection information such as turning it on, and defining the prime time interval for collection.

- Whether or not the AUDIX system will detect dial tones, or respond to long or short touch tones.

- Setting the Priority on Call Answer feature on or off.

- Setting the Password Aging feature on or off, and specifying parameters such as the password expiration interval.

- Setting the Transfer Out of AUDIX feature on or off and specifying whether or not enhanced call transfer is enabled.

    ⇒ **NOTE:**
    Because enhanced call transfer provides greater protection from possible toll fraud, it is the default type of call transfer activated whenever the Transfer Out of AUDIX feature is activated. However, the only switches that support enhanced call transfer at this time are System 75 R1V3 Issue 1.4 or later, System 85 R2V4, and DEFINITY Communications Systems (Generic 1, Generic 2, and Generic 3). See the *Tasks* section for more information. In 8:2, customers can no longer choose basic call transfer — only AT&T personnel can set this.

- Setting the multiple personal greetings and name record by subscriber features on or off.

- The system default covering extension, which is the extension to which callers will be transferred when they use the Escape to Attendant feature.

- The treatment of special features, such as the full mailbox time-out interval, the end-of-message warning tone, and the call-coverage treatment of redirected calls.

■  The number and interval lengths of rescheduling increments (how often
the system should attempt to deliver messages if its attempts are
unsuccessful, and when it should designate a message as
undeliverable).

## Form Path

Form path: `system : appearance`

Abbreviation: Type **sy ap** and press F8 (ENTER).

```
AUDIX STATUS:  alarms: none,  logins: 1,  thresholds: none
 PATH:  system : appearance
login retries: 3             consecutive valid login attempts: 18
system guest password: _____   minimum password length: 0
input time limits (seconds), normal: 99    wait (*W): 180
full mailbox timeout (seconds)   : 5       dial tone detect (seconds)      :

name recorded by subscriber (y/n)? y      flash transfer delay (seconds): 2
multiple personal greetings (y/n)? y      tone detect interval (1/s): 1
increment (1/s), rewind: s  advance: s    priority on call answer (y/n) : n
traffic collection (y/n)? y  prime time (24 hour clock), start: 0800  end: 1700
end of message warning, active (y/n)? y   time (seconds): 15
password expiration interval: ___  minimum age: __  warning : __
call transfer out of AUDIX feature (y/n)? n   enhanced call transfer (y/n)? n
covering extension: _____             '0' calls follow coverage (y/n)? n
broadcast mailbox extension:             transfer access code: _____
rescheduling increments
incr1: 0__ days 0__ hrs 1__ min       incr2:  0__ days 0__ hrs 5__ min
incr3: 0__ days 0__ hrs 5__ min       incr4:  0__ days 0__ hrs 5__ min
incr5: 0__ days 0__ hrs 5__ min       incr6:  0__ days 0__ hrs 5__ min
incr7: 0__ days 0__ hrs 5__ min       incr8:  0__ days 0__ hrs 5__ min
incr9: 0__ days 0__ hrs 5__ min       incr10: 0__ days 0__ hrs 5__ min

Error and confirmation messages appear here.

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

Note that factory defaults are shown in applicable fields on the sample screen.

## Form Fields

■  `login retries`

Displays the number of unsuccessful login attempts (3) allowed per login
ID during one session.  If the caller fails to log in properly within this
number of retries, the AUDIX system disconnects the call.

■  `consecutive valid login attempts`

The maximum number (0-999) of consecutive unsuccessful login
attempts allowed per login ID.  For example, if this field is five, a caller
who was disconnected after three unsuccessful attempts could call back
but would only be allowed two attempts to log in (the three attempts from
the previous call and two additional attempts is five consecutive

attempts). At this point, the AUDIX system would lock the mailbox and not allow anyone to log in to it. You, the administrator, can unlock the mailbox using the `subscriber : local` form.

### ⇒ NOTE:

If the consecutive valid login attempts field is set to 0, subscribers are locked out and cannot log in to the system.

- `system guest password`

  A password (15 characters maximum) that a guest (nonsubscriber) may use to leave a message for a particular subscriber. To avoid the possibility of subscribers administering their own passwords to conflict with the guest passwords, run the subscriber data audition the `maintenance : audit : f p` form after setting or changing the guest password. Look for error code 120, which would indicate that a subscriber has already used the password entered here. If so, choose a different password and run the audit again to verify that the password is unique.

- `minimum password length`

  The minimum length allowed for a password. Subscribers must have a password of at least as many digits as entered here. When adding new subscribers, if you assign them a default password that is fewer digits than the number entered here, the AUDIX system will force them to create a new valid password the first time they lots in.

- `input time limits, normal`

  Essentially an inactivity time-out, the maximum number of seconds between subscriber actions (entering AUDIX system commands) while the subscriber is connected to the AUDIX system. If the interval is exceeded, the AUDIX system voices a warning, waits one more interval, then disconnects.

  For SL-1 configurations, you might consider making this value smaller because no disconnect signal is received for SL- 1 during outcalling. However, do not make it too small or it might be perceived that the AUDIX system hung up on the user without giving enough time to make a selection.

- `input time limits, wait`

  The length (in seconds) of the interval that the AUDIX system pauses after a subscriber has pressed the wait (* W) command. If the interval is exceeded, the AUDIX system voices a warning, waits one more normal interval, then disconnects. Valid entries are 1 through 999.

- `full mailbox timeout`

  The length of time (in seconds) the AUDIX system will wait for a touch-tone entry after informing a caller that the subscriber's mailbox is full. When the specified time has passed, the AUDIX system either

transfers the call to the covering extension or, if no coverage path is administered beyond the AUDIX system, disconnects. Valid entries are 1through 9. The default is five seconds.

- `dial tone detect`

  Defines the dial tone detection method used by AUDIX. If this field contains a 0, then AUDIX will do explicit dial tone detection. If this field is non-zero, it specifies the default timeout interval to be used in place of explicit dial tone detection, i.e., AUDIX will wait for the specified number of seconds and then assume that dial tone has occurred. Valid entries are 0 through 10.

  For SL-1 switches, this field must be set to 2. The basic switchhook flash transfer will then wait two seconds (assuming dial tone is there) rather than explicitly check for dial tone.

- `name recorded by subscriber`

  Indicates whether subscribers are allowed to record their own name fragments using the name record by subscriber feature. The default is y. If this value is changed to n, the administrator must record all subscriber names.

- `flash transfer delay`

  Indicates whether long or short flash transfer delays are used. The default is for short delays. Long delays are used only if flash transfer calls are being dropped.

  For SL- 1 switches, this field must be set to 0.

- `multiple personal greetings`

  Indicates whether subscribers can use the multiple personal greetings feature. An `n` in this field indicates subscribers can use only one personal greeting. A `y` (the default) indicates that multiple personal greetings are allowed and subscribers can record as many as nine personal greetings, with as many as three active at any given time to handle different call types, such as internal/external, busy/no-answer, and off-hours.

  Changing this field to `n` on a system that has been running with the feature turned on will cause the AUDIX system to delete subscriber multiple personal greetings the next time nightly audits are run.

- `tone detect interval`

  Specifies whether long or short touch-tone detection intervals are used. The default is for long intervals. Short intervals are used only for interfaces with non-AT&T equipment.

- `increment (l/s) (rewind, advance)`

  In R1V7 or later software, the system administrator can specify whether subscribers playing back messages in their voice mailboxes can skip ahead or back up in a message in 4-second (short) or 10-second (long) increments. The default is `s` (short) for a 4-second increment.

- priority on call answer (y/n)?

    Activates the Priority on Call Answer feature. Valid values are y (enabled) and n (disabled). The default is n.

- traffic collection on

    Specifies whether or not traffic data is to be collected. Enter y (for yes) to have traffic collection turned on or n (for no) to have collection turned off.

- prime time, start

    The start of the interval considered as the period of heaviest use. For example, if the hours of your work day are your prime time interval, the hour you start work would be entered here. This field is used by traffic collection, outcalling, and the multiple personal greetings feature.

- prime time, end

    The end of the interval considered as the period of heaviest use. For example, if the hours of your work day are your prime time interval, the hour you leave work would be entered here. This field is used by traffic collection, outcalling, and the multiple personal greetings feature.

- end of message warning, active

    Enter y if an end of message warning is desired. Then enter the message time remaining when message recording should be interrupted with the end-of-message warning. 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. Valid entries are 15 to 60 seconds.

- password expiration interval

    Activates the Password Aging feature, and (if activated) specifies the number of days for which a subscriber's password is considered active. Valid values are 0 - 999. The default is 0, which disables the password aging feature.

- minimum age

    Specifies the minimum number of days which must pass before a subscriber can again change their password. Valid values are 0 - 99. The minimum age must be less than password expiration interval. The default is 0, which disables the minimum age feature.

- warning

    Indicates the number of days prior to password expiration that the system will notify subscribers of the impending expiration. For example, if this field is set to 3, three days before their passwords expire, the system warns subscribers that their passwords will expire in three days. The valid values are 0 to 99. The expiration warning must be less than password expiration interval. The default is 0, which disables the expiration warning feature.

- `call transfer out of AUDIX feature`

  Sets the active/inactive status of the call transfer out of AUDIX feature. Enter a `y` (for yes) to activate this feature. Enter an `n` (for no) to deactivate this feature. The default is `n`.

  The call transfer out of AUDIX feature must be active for you to use the following features:

  — Transferring calls out of AUDIX using an automated attendant

  — Using the Return the Call feature to respond to an AUDIX voice message

  — Using the Escape to an Attendant feature

- `enhanced call transfer`

  Enter `y` in this field if you have a switch that supports enhanced (data link) call transfer. Currently the only switches that support enhanced call transfer are System 75 R1V3 Issue 1.4, System 85 R2V4, and DEFINITY Communications Systems.

  The default is n. To reduce risk of toll fraud, when the call transfer out of AUDIX feature field is set to `y`, this field is automatically also set to `y`. If you wish to activate basic call transfer while leaving enhanced call transfer disabled, you must call your AT&T representative to request this. Refer to the *GBCS Products Security Handbook* (555-025-600) for more information on increasing AUDIX system security.

  For SL-1, this field is ignored because the type of transfer is determined by the type of port the caller is on.

  ### ⇒ NOTE:
  > To reduce risk of toll fraud, only the AT&T remote services personnel may turn off Enhanced Call Transfer in R1V8 8:2. Refer to the addendum for the *AUDIX Administration* manual for instructions on how to request this.

- `covering extension`

  The number to be used as the system's default extension for the escape to an attendant feature. This field must be a valid 3- to 10-digit extension (depending on the length of your system's extensions). For SL-1 switches, this field should be administered the same as the night call forwarding number on the SL-1 switch to present a consistent user interface.

- `'0' calls follow coverage`

  This option can be used only when enhanced call transfer is active. It affects only call transfers that are initiated when a caller invokes the Escape to Attendant feature (presses 0 or *0) during a Call Answer session.

If this field is set to **y**, the transferred call is treated as a `direct` call and is subject to the call-coverage or call-forwarding criteria of the destination extension (that of the attendant or covering agent).

If set to **n**, the transferred call is treated as a *redirected* call and is *not* subject to the call-coverage or call-forwarding criteria of the destination extension. If the call is not answered, it continues to ring. If the destination extension is busy or has call-coverage active, the transfer fails and the caller is returned to AUDIX.

■ `broadcast mailbox extension`

Displays the extension associated with the broadcast mailbox. This field is display-only to identify the extension where broadcast messages are stored. The broadcast mailbox designation is made on the subscriber : local form for that extension.

■ `transfer access code`

This field must be completed for some switches to cause the switchhook transfer to function properly. If an access code is entered here, it will be dialed between the switchhook flash and the extension. This field defaults to blank. For Rolm switches, this field must be set to * 7. For all other switches, the field should be blank.

■ rescheduling increments

The values `incr 1` through `incr10` specify how long the system will wait to attempt to re-send messages that could not be delivered on the original attempt. Using the previous screen as an example, if the delivery of a message fails, the system will attempt to send it again five minutes after the original attempt. If that second attempt fails, the system will attempt to send it again 15 minutes after the second attempt. You may specify up to 10 increments. When the system has used the last increment specified, the message will be marked as being nondeliverable. Valid ranges are: 0 to 9999 for days, 0 to 23 for hours, and 0 to 59 for minutes.

⇒ **NOTE:**
If the delivery of an AMIS Analog Networking message fails, these intervals will be used to send successive attempts. The system will make a total of three attempts to deliver AMIS Analog Network messages. Therefore, only the first two intervals specified apply for this feature.

If the delivery of a Message Delivery message fails, these intervals will be used to send successive attempts. The system will make a total of six attempts to deliver AMIS Analog Network messages. Therefore, only the first five intervals specified apply for this feature.

---

**Tasks**

To set subscriber-related system parameters and activate AUDIX system features:

1. Move the cursor to each of the appropriate fields and type the respective values that you want to set (refer to the previous field descriptions for valid entries).

2. Press F1 (CHANGE or RUN).

To define message-delivery rescheduling increments:

1. For each field, incr 1 through incr10, type are scheduling incrementing days-hours-minutes format.

2. Press F1 (CHANGE or RUN).

To turn on the Priority on Call Answer feature:

1. Move the cursor to the priority on call answer feature and type y.

2. 2.Press F1 (CHANGE or RUN).

Administering call transfers out of AUDIX to minimize toll fraud:

AUDIX R1V7 or later software initially disables the Call Transfer Out of AUDIX feature to provide maximum security for the prevention of toll fraud. Before you activate call transfers out of AUDIX, consider the following:

■ If your switch supports *enhanced* call transfer and you administer AUDIX to use enhanced call transfer, you minimize your risk for toll fraud. Switches that support the Enhanced Call Transfer feature include:

— AT&T DEFINITY Generic 1, Generic 2, or Generic 3

— AT&T System 75 XE or System 75 R1V3 Issue 1.4 (or later)

— AT&T System 85 R2V4

■ If your switch does not support enhanced call transfer, you may wish to re-evaluate your need to use the Call Transfer Out of AUDIX feature against the possibility of incurring toll fraud.

Some AUDIX features that require the Call Transfer Out of AUDIX feature include automated attendants administered to redirect calls out of AUDIX, the Return the Call option, and the Escape to Attendant feature.

■ Refer to the *GBCS Products Security Handbook* (555-025-600) for more information on AUDIX system security.

Administering call transfers out of AUDIX:

To activate the Call Transfer Out of AUDIX feature:

1. Type **sy tr a** on the PATH line to display the `system : translation : switch connection` form and press

   a. If the switch type is `dciu-sci`, enhanced call transfer will probably work on your system.  Go to Step 2.

      ⇒ **NOTE:**
      If you have a DIMENSION 2000 PBX or an early System 75, System 75 XE, or System 85 switch, you need to activate *basic* call transfer in order to obtain call-transfer capability (see Step 4).

   b. If the switch type is `smsi, bri-api, sli, stand-alone,` or some other type of non-AT&T switch, you will need to activate *basic* call transfer as described in Step 4.

2. Type **sy ap** on the PATH line to display the `system : appearance` form and press (ENTER).

3. Tab to the `call transfer out of AUDIX feature (y/n)?` field and type `y`.

   a. The `enhanced call transfer (y/n)?` field will automatically be set to `y`.

      If your switch supports enhanced call transfers, leave this field set to `y` to provide maximum protection from toll fraud.

   b. If your switch does *not* support enhanced call transfers, contact your AT&T representative.  In R1V8 8:2 only remote services personnel can activate basic call transfer with enhanced call transfer disabled.

Restoring call transfers out of AUDIX following an upgrade:

The AUDIX upgrade utility turns off the Call Transfer Out of AUDIX feature to provide maximum security for the prevention of toll fraud (the only exception is an R1V7 upgrade to R1V8 8:1 software, where the upgrade utility leaves the call transfer settings unchanged).  If your call transfer feature settings were deactivated following a software upgrade, refer to the previous *Administering call transfers out of AUDIX to minimize tollfraud* section.

⇒ **NOTE:**
If you had administered the system to use the Call Transfer Out of AUDIX feature before the upgrade (for example, if you used automated attendants to redirect calls out of AUDIX), these features will *not work* following the upgrade unless call-transfer capability is turned back on.

To reactivate the Call Transfer Out of AUDIX feature, follow the steps in the previous *Administering call transfers out of AUDIX* section.

## Display Messages

See Appendix C, *Display Messages,* for an explanation of any displayed messages.

## Additional Specifications

Available In - Normal (in-service) mode.

Service Effects - None.

Prerequisites - None.

Database Effects - Reads and writes data from disk memory (sdat filesystem).

Response Time - Less than 30 seconds.

Alarms Resolved - No.

To test the AUDIX system clock:

1. Move the cursor to the test system clock field and type **x** into the blank line that precedes the field.

2. Press F1 (CHANGE or RUN).

## Display Messages

See Appendix C, *Display Messages,* for an explanation of any displayed messages.

## Additional Specifications

Available In - Normal (in-service) mode and administrative shutdown mode.

Service Effects - None.

Prerequisites - In order to synchronize the AUDIX system clock with the switch, the system must have a datalink.  Therefore, this procedure will not work with a standalone AUDIX system.

Database Effects - None.

Response Time - Less than 30 seconds.

Alarms Resolved - Yes.

## 22.9 System Filesystems Form

The `system : filesystems` form is used to determine your active filesystems (except for the announcement data filesystem and the names data filesystem that are displayed on the `system : announcement : filesystems` form) as well as to activate new voice text filesystems.

You may only use this form to change an active filesystem if you first perform an administrative shutdown (except for voice text filesystems, which can be changed during system operation as long as no subscriber is listening to or creating a message in the specified filesystem).  Performing an administrative shutdown closes the files within the filesystem, ensuring that no activity occurs within them.

### ⇒ NOTE:
After changing an active filesystem using this form, use the `filesystem : update configuration` form to copy the changes to the secondary boot filesystem, disk02.boot_e. This will ensure that both boot filesystems are kept current.

This form is also used to specify the devices used for the nightly backup of the filesystem.

### Form Path

Form path : `system : filesystems`

Abbreviation: Type `sy fi` and press F8 (ENTER).

```
┌─────────────────────────────────────────────────────────────────────┐
│  AUDIX STATUS:  alarms: none,  logins: 1,  thresholds: none           │
│  ┌─ PATH:  system : filesystems ──────────────────────────────────┐  │
│  │                                                                  │  │
│  FILESYSTEMS IN ACTIVE USE:                                           │
│                                                                       │
│  system data /sd: _____   voice data /vd: _____   │
│                                                                       │
│  system status /ss: _____      boot /boot: _____    │
│                                                                       │
│  voice text (messages):                                               │
│                                                                       │
│  /vm0  _____        /vm1  _____                 │
│                                                                       │
│  /vm2  _____        /vm3  _____                 │
│                                                                       │
│  /vm4  _____        /vm5  _____                 │
│                                                                       │
│  /vm6  _____        /vm7  _____                 │
│                                                                       │
│  /vm8  _____        /vm9  _____                 │
│                                                                       │
│  system data /sd backup destination volume 1: _____  volume 2: _____ │
│                                                                       │
│  ┌────────────────────────────────────────────────────────────────┐  │
│  └────────────────────────────────────────────────────────────────┘  │
│  Error and confirmation messages appear here.                         │
│  ┌─────────┬─────┬────────┐  ┌──────┬───────┐  ┌───────┬──────┬──────┐│
│  │ CHANGE  │ ADD │ DELETE │  │ HELP │ FIELD │  │ CLEAR │ EXIT │ENTER ││
│  │ or RUN  │     │        │  │      │ HELP  │  │ FORM  │      │      ││
│  └─────────┴─────┴────────┘  └──────┴───────┘  └───────┴──────┴──────┘│
└─────────────────────────────────────────────────────────────────────┘
```

## Form Fields

- FILESYSTEMS IN ACTIVE USE

  Each field appearing in this part of the form contains the name of each currently active filesystem except adat and ndat (these appear on the `system : announcement : filesystems` form). There may only be one active filesystem of each type except for voice text (the filesystems containing messages). There may be up to 10 active voice text filesystems.

- system data /sd

  The active sdat filesystem in the form volume.filesystem (such as disk00.sd).

- voice data /vd

  The active vdat filesystem in the form volume.filesystem (such as disk00.vd).

- system status /ss

  The active sst filesystem in the form volume.filesystem (such as disk00.ss).

- boot /boot

The active boot filesystem in the form volume.filesystem (such as disk00.boot-f).

■   `/vm0 – /vm9`

Active voice filesystems vm0 through vm9 respectively in the form volume.filesystem.

■   `system data /sd backup destination, volume 1`

Identifies the disk on which the sdat filesystem will be backed up (normally the RCD). Valid entries are blanks (no backup) and any value which appears on the `list : volume names` form. The default value is `back0 1`, which is the default name for the RCD. If your RCD cartridge has another name, type that volume name here.

■   `system data /sd backup destination, volume 2`

Identifies an alternate backup destination for the sdat file. Valid entries are blanks (no alternate backup destination) and any value which appears on the `list : volume names` form. The default is blanks, which results in no alternate backup to this volume. Typically one of the hard (fixed) disks is used as an alternate backup disk (e.g. disk00 or disk02).

## Tasks

To activate a system data, voice data, system status, or boot filesystem:

Before changing active filesystems (other than a voice text filesystem), you must perform an administrative shutdown.

1. Move the cursor to the field that is adjacent to the filesystem you want to activate or change.

2. Type the name of the to-be-activated filesystem.

3. Press a) (CHANGE or RUN).

⟹ **NOTE:**
After changing an active filesystem, use the `filesystem : update configuration` form to copy this change to the secondary boot filesystem disk02.boot_e.

To activate a voice text filesystem:

Before activating a new voice text filesystem, the filesystem must first be created using the `filesystem : detail` form.

Do not attempt to deactivate (delete) a voice text filesystem by spacing over the name (blanking it out). Instead, use the file system : unmount form to deactivate it.

1. Move the cursor to the first empty line beneath the voice text
(messages) field and type the name of the new voice text filesystem.

Voice text filesystems are the only type of filesystem you will need to add.
These are the filesystems that contain subscribers' messages. You will
need to add a voice text filesystem whenever you receive a threshold
warning on the AUDIX STATUS line indicating the system may soon run
out of message space or when you receive a larger than average number
of message space threshold exceptions (through the `system :
thresholds` form) and the problem cannot be alleviated by message
deletions.

2. Press `F1` (CHANGE or RUN).

Once you activate a new voice text filesystem, you will never be able to delete
that filesystem without replacing it with another vtext filesystem.

## Display Messages

See Appendix C, *Display Messages,* for an explanation of any displayed
messages.

## Additional Specifications

Available In - Normal (in-service) mode and administrative shutdown mode.

Service Effects - Shutdown usually required.

Prerequisites - Shutdown required except for additional vtext filesystems which
are not in use.

Database Effects - Reads and writes data from disk memory.

Response Time - Less than 30 seconds.

Alarms Resolved - No.

## 22.10 System Limits Form

The `system : limits` form is used to change system limits.

As you define limits for each subscriber through class of service templates, you must also define total system limits. System limits include such things as the total maximum number of messages that are allowed across all subscriber mailboxes, the maximum number of messages that are allowed in the error log, and the total number of lists and list members that are allowed across all subscriber logins.

The `system : limits` form was delivered containing default values. These values should provide adequate service if you do not wish to modify them. If you modify the values in these fields by entering new values and pressing F1 (CHANGE or RUN), you will see the `RECOMMENDED FILESYSTEM SIZES` at the bottom of the form change to reflect the new values that you have entered in the system limits fields. This is because filesystem size recommendations are based upon the values that are entered in the system limits fields.

Recommended filesystem sizes provide you with some idea of the size that you should make your filesystems when you use the `filesystem : detail` form. You should use the guidelines generated by the `system : limits` form to avoid oversizing your filesystems (and wasting disk space) or undersizing your filesystems (and running out of space).

#### ➡ NOTE:
If the CDR feature is activated, space required for the CDR file is included automatically in the recommended size for the system status filesystem.

### Form Path

Form path: `system : limits`

Abbreviation: Type **sy li** and press F8 (ENTER).

2. Press F8 (ENTER).

3. Move the cursor to the purge transmission queue field and type **y** for yes.

4. Press F1 (CHANGE or RUN).

To change the name of a text service machine:

1 .Move the cursor to the machine name field and type the name (1-10 alphanumeric characters) of the machine that is to have its name changed.

2.Press F8 (ENTER).

3.Move the cursor to the new machine name field and type the new name (1-10 alphanumeric characters) for the machine.

4.  Press F1 (CHANGE or RUN).

To change the name of a CDR PC:

1. Move the cursor to the machine name field and type the name (1-10 alphanumeric characters) of the machine that is to have its name changed.

2. Press F8 (ENTER).

3. Delete the machine as described above.

4.  Add the machine as described above, using the new machine name.

## Display Messages

See Appendix C, *Display Messages,* for an explanation of any displayed messages.

## Additional Specifications

Available In - Normal (in-service) mode.

Service Effects - None.

Prerequisites - None.

Database Effects - Reads and writes data from disk (sdat filesystem).

Response Time - Less than 30 seconds.

Alarms Resolved - No.

# 23.5 System Translation Machine AUDIX/AMIS/CALL Delivery Form

The `system : translation : machine : audix/amis/call delivery` form is used to administer the local system, remote systems connected to the local system via digital networking or AMIS Analog Networking, or remote Message Delivery telephone numbers. With this form you can add or delete remote machines, set and change a machine's profile (including network connection information, transmission schedules, and the machine's address ranges), or to view a machine's profile. Every machine (local/remote) or Message Delivery telephone number must be defined with this form. Use this form for the local machine to change the name on the AUDIX status line from AUDIX to your own machine name.

## Form Path

Form path: `system : translation : machine : audix/amis/call delivery`

Abbreviation: Type **sy tr m au** and press F8 (ENTER).

```
AUDIX STATUS:  alarms: none,  logins: 1,  thresholds: none
 PATH:  system : translation : machine : audix/amis/call delivery
machine name: local_____  local/remote: 1  password: _____  ext length: 5
voiced name (y/n)? n    voice id: 0      AMIS callback no.: _ (1, 2, 3, 4, or 5)
default community: 1   connection type: dcp     data rate: 9600     channel: _
 dial string _____
address ranges (prefix       start      / end extension)  warnings
  1: _____       00000_____  / 99999_____       _____
  2: _____       _____  / _____       _____
  3: _____       _____  / _____       _____
  4: _____       _____  / _____       _____
  5: _____       _____  / _____       _____
  6: _____       _____  / _____       _____
  7: _____       _____  / _____       _____
  8: _____       _____  / _____       _____
  9: _____       _____  / _____       _____
 10: _____       _____  / _____       _____
message transmission schedule (hh:mm)
1. start: __:__   end:  __:__    interval:  __:__   updates (y/n)?  in _  out _
2. start: __:__   end:  __:__    interval:  __:__   network turnaround (y/n)? _
3. start: __:__   end:  __:__    interval:  __:__   log connect events (y/n)? _
new machine name: _____      send to non-administered recipients (y/n)? _
[_____]

Error and confirmation messages appear here.

 CHANGE  | ADD  | DELETE        HELP   | FIELD        CLEAR | EXIT | ENTER
 or RUN  |      |                      | HELP         FORM  |      |
```

Note that factory defaults are shown in applicable fields on the sample screen.

## Form Fields

- `machine name`

The name of the machine (1-10 alphanumeric characters). If you are administering a range of AMIS two-step addresses or a range of Message Delivery numbers, this name should be meaningful for the 0 range of machines or numbers.

- `local/remote`

A display-only field indicating whether the machine is local or remote.

- password

The password for the named machine. This field is not applicable for remote systems connected to the local system via the AMIS Analog Networking feature or the Message Delivery feature.

➡ **NOTE:**
> If you are using the AMIS Analog Networking feature and/or the Message Delivery feature and *do not* have a digital network of AUDIX systems, leave this field blank for the *local* system.

- `ext length`

The value for this field depends on the network connection type:

— For the local system this is the number of digits in the extension of the local machine's subscribers.

— For remote systems connected to the local system via digital networking, this is the number of digits in the extension of the remote machine's subscribers.

— For remote systems connected to the local system via one-step addressing AMIS Analog Networking, this is the number of digits the AUDIX system will use to specify a mailbox ID. For example, if the extension length is 5, the AUDIX system dials the dial string to call the remote system and then transmits the last five digits the subscriber entered to the remote system as the mailbox ID.

— For remote systems connected to the local system via two-step addressing AMIS Analog Networking or telephones connected to the local system via Message Delivery, this number specifies how many digits of the address input by users will actually be dialed by the AUDIX system. For example, if the extension length is 7, the AUDIX system dials the dial string followed by the last seven digits of the address entered by the subscriber.

- voiced name

- Indicates whether or not a voice fragment for this machine exists. A `y` indicates that the recorded name for this machine exists. An `n` indicates that no name has been voiced. If you change `y` to `n`, you cannot recover the previously voiced-in name.

- `voice id`

Displays the internally assigned identifier representing the identifier for the voiced machine name.

- AMIS callback no.

If this is a remote AMIS machine, enter the callback number identifier assigned to the desired callback number for this emote machine. Up to five call back numbers may be defined on the `system translation : analog network` form. Valid entries on this form are 1through 5.

- `default community`

The default community of AUDIX system subscribers for this machine. A community contains those subscribers who are able to send voice mail messages as permitted on the `system : sending restriction` form. This value can be overridden for individual subscribers on the `subscriber local or subscriber : remote` form.

Using this field and the `system : sending restriction` form, you can permit subscribers to, or prevent them from, sending message delivery messages on a number-by-number basis. You can also permit them to, or prevent them from, receiving digital networking and AMIS analog messages on a machine-by-machine basis.

- connection type

Defines the type of network connection that will be established between the local machine and the remote machine. Valid connections types are:

— `dcp` for DCP

— `rs 23 2a` for RS-232 Asynchronous

— `rs 2 3 2 s` for RS-232 Synchronous

— `ami sac` for AMIS analog *casual* (two-step) addressing

— `amisap` for AMIS analog *pre-administered* (one-step) addressing,

— `calld` for Message Delivery

- `data rate`

Defines the data rate to be used when the local AUDIX system determines the specific facilities needed to set up a network connection. This field is not applicable for remote systems connected to the local system via the AMIS Analog Networking feature or the Message Delivery feature.

If you are using the AMIS Analog Networking feature and/or the Message Delivery

> ⇒ **NOTE:**
> feature and *do not* have a digital network of AUDIX systems, leave this field
> blank for the *local* system.

Valid data rates are:

— `dcp`: 1200, 2400, 4800, 9600, 19200, 56000, and 64000 bps

— `rs-232a`: 1200, 2400, 4800, 9600, ind 19200 bps

— `rs-232s`: 1200, 2400, 4800@ 9600, 19200, 56000, and 64000 bps

In AUDIX Networking setups, the higher transmission rates are strongly recommended. From a practical standpoint, data rates of 9600 bps or higher are required in order to obtain suitable performance.

⇒ **NOTE:**
While 56-Kbps and 64-Kbps are supported with RS-232 synchronous mode, they may impose distance limitations and dialing restrictions on the networking connections in that mode that may preclude their usefulness. Also, for DCP Mode 2 at 19.2-Kbps running concurrently on several ports, the associated overhead may reduce the actual throughput significantly.

■ channel

The number of the channel to be used if the connection is via dedicated (non-switched) facilities. This field is not applicable for remote systems connected to the local system via the AMIS Analog Networking feature or the Message Delivery feature.

Valid entries are 5 or 6 or null for RS-232, or null for a DCP connection. The default is null. See Note for data rate.

⇒ **NOTE:**
If you are using the AMIS Analog Networking feature and/or the Message Delivery feature and *do not* have a digital network of AUDIX systems, leave this field blank for the *local* system.

■ dial string

The dial string may contain from 0 to 65 characters; a null string is permissible for dedicated connections. Any printable ASCII character is accepted. Characters that have special meaning within the AUDIX system must be enclosed by double quotation marks. These characters are as follows:

— A quoted "W" in the dial string indicates that multiple-stage dialing is being used and the system should wait for another dial prompt before sending the subsequent digits or characters *(digital networking* only).

— A quoted "B" in the dial string will be replaced with a break character by the system *(digital networking only).*

— A quoted "P" in the dial string will be replaced with a pause of 1.5 seconds; a quoted "Pn" will be replaced by a pause of n seconds rounded to the nearest 1.5 seconds. For example, "P4" will cause the system to pause for 4.5 seconds *(AMIS Analog Networking|Message Delivery* only).

— A quoted "CR" in the dial string will be replaced by a carriage return character by the system *(digital networking only).*

— A quoted "LF" in the dial string will be replaced by a linefeed character by the system *(digital networking* only).

The value for this field depends on the type of system:

— For the local system this field is used when the local system calls itself for testing purposes.

— For remote systems connected to the local system via digital networking, this is the character string to be dialed when establishing a data connection with the remote machine.  Permissible characters depend on the type of switch and/or modem through which the AUDIX system is dialing.  For example, the string must include `ATDT` if the call is originating with a Haves-compatible modem.

— For remote systems connected to the local system via two-step addressing AMIS Analog Networking, the dial string should be administered depending on whether the address range consists of local numbers (usually seven digits) or long-distance numbers (usually longer than seven digits).

■ For a range of local numbers, the dial string should normally be 9 (or whatever digit is assigned to reach the public network).  For example, if a subscriber specifies an address that is included in the range of local *causal* AMIS addresses, say 791-6000, the AUDIX system would dial 9-791-6000 to reach the remote system (assuming the extension length is seven).

■ For a range of long-distance numbers, the dial string should normally be 9 1 (or whatever digit is assigned to reach the public network, followed by `1`). For example, if a subscriber specifies an address that is included in the range of long-distance two-step AMIS addresses, say 201-879-6000, the AUDIX system would dial 9-1-201-879-6000 to reach the remote system (assuming the extension length is 10).

— For remote systems connected via one-step addressing AMIS Analog Networking, enter the entire data string that AUDIX must dial to call the remote machine, for example, `9 1 2 0 1 9 3 6 6 0 0 0`. If a subscriber specifies an extension that is included within the range of extensions of this specific remote system, the AUDIX system would dial 9-1-201- 936-6000 to reach the remote system.

— For network connection type of *calld* (numbers administered for Message Delivery), the dial string is defined in the same manner as AMIS two-step addressing.  See the definition for connection type *amisac* above.

⇒ **NOTE:**
If you are using the AMIS Analog Networking feature and/or the Message Delivery feature and *do not* have a digital network of AUDIX systems, leave this field blank for the *local* system.

■ address ranges (prefix, start/end extension)

The range(s) of telephone numbers of this machine's subscribers. The length of the start and end extensions must agree with the extension length.  The prefix is used only by the AUDIX system to identify address types.  It is not dialed by the

AUDIX system and therefore does not need to match an area/office code. It consists of 0 to 27 alphanumeric characters. Added with the extension, up to 32 characters can be assigned to a range.

— At least one of the address range lines must *not* have a prefix, and contain only a start and end extension (otherwise the AUDIX system cannot recognize the machine for remote calling subscribers). For example, if the extension length is 4, at least one address range should use 4-digit extension numbers with no prefix. The local machine never requires a prefix.

— In R1V3 and R1V4 up to eight duplicate ranges may be assigned, and in R1V5 and later software, up to sixteen duplicate ranges can be assigned. However, overlapping ranges (ranges that are a subset of a another range) are not permitted.

— For remote systems connected to the local system via digital networking, the prefix is only required when one or more of the remote subscribers have the same extension as a local subscriber.

— For remote systems connected to the local system via one-step addressing AMIS Analog Networking, address ranges must be unique; they cannot overlap with digital networking address ranges, Message Delivery address ranges, or other AMIS analog ranges. The first digit(s) of the prefix field must match the `AMIS prefix` field administered on the `system : translation : analog network` form, if a prefix for subscribers to dial was defined. Additionally, the prefix may contain, for example, an area code or a country code and area code. Address range must include all of the extensions on the remote voice mail system to which AMIS analog messages will be sent. This range *must* include the hunt group number of the analog voice ports for the remote system.

> **NOTE:**
> Refer to *AMIS Analog Networking* (585-300-512) for complete information on defining address ranges and administering AMIS Analog and/or Message Delivery networks.

— For remote systems connected to the local system via two-step AMIS Analog Networking, address ranges must be unique; they cannot overlap with digital networking address ranges, Message Delivery address ranges, or other AMIS analog ranges. The extension ranges specify the range of telephone numbers of remote voice mail systems to which subscribers can send AMIS analog messages. The extension ranges could be all seven or 10 digit telephone numbers (all local and domestic long-distance numbers). The system administrator could also, for example, restrict AMIS analog message deliveries to local calls and calls to the 201 and 708 area codes. The first digit(s) of the prefix field must match the AMIS prefix field administered on the `system : translation : analog network` form, if a prefix for subscribers to dial was defined.

— For the Message Delivery feature, address ranges must be unique; they cannot overlap with digital networking address ranges or AMIS analog ranges.  The prefix may contain, for example, an area code or a country code and area code.  As with two-step addressing AMIS Analog Networking, the administrator can limit the addresses to which subscribers can send messages.

### ⚠ WARNING:

*The customer organization is responsible for administering their AUDIX system to prevent subscribers from sending unauthorized long-distance AMIS analog or message delivery messages.  The system administrator can administer remote systems so subscribers can send AMIS Analog Networking messages or Message Delivery messages to voice mail systems anywhere in the world, only to specific countries, only to domestic systems, only to specific domestic area codes, only locally, or only to specific destinations.*

*The customer organization is also responsible for administering the system and mailbox passwords to prevent unauthorized users from accessing subscriber mailboxes and sending unauthorized AMIS analog or message delivery messages.*

*The administrator can also use the Message Sending Restrictions feature to define communities on a machine basis.  They can then restrict which users can send and receive AMIS Analog Networking and Message Delivery messages, and with which systems they can exchange messages.*

■  `message transmission schedule (start, end, interval)`

The times, according to the 24-hour clock, when AUDIX messages will be sent by this local machine to a remote machine.  For `local` machines, the interval field is not processed (a value of `00:00` or blanks may be used).  For `remote` machines, the minimum interval allowed is 5 minutes (`00:05`).

The `interval` field applies *only* to digitally networked machines.  Because AMIS Analog and Message Delivery messages are delivered via the outcalling ports, the intervals on this form are not used for these features; if intervals are specified here, they will be ignored.  If the system cannot deliver an AMIS analog message, the system will use the retry intervals specified on the `system : appearance` form.

### ➡ NOTE:

If you are using the AMIS Analog Networking and/or Message Delivery feature, the times assigned here *must* be subsets of outcalling periods assigned on the `system : outcalling` form. Refer to *AMIS Analog Networking* (585-300-512) for more information.

■  `updates (y/n)? (in, out)`

The `updates (y/n)? in` field indicates whether you do (`y` for yes) want to receive updated subscriber database information from the remote machines *now* or defer receiving updates until a later time. Entering `y` causes you to receive this information *now*, and entering `n` defers receiving information until you set this field to `y`.

The `updates (y/n)? out` field indicates whether the remote machines will be sent updated subscriber database information *now* or at a later time. Entering `y` causes this information to be sent now, and entering `n` defers sending information until you set this field to `y`.

These fields are not applicable for remote systems connected to the local system via the AMIS Analog Networking feature or the Message Delivery feature.

To force updates to occur, use the `system : translations : remote update` form.

■ `network turnaround (y/n)?`

Network connection turnaround can be administered on a system-wide or per-machine basis. To implement system wide, set this field to `y` on the local machine profile.

Set this field to `y` to implement network connection turnaround. If enabled, the local machine will call a remote machine and send its subscriber updates, voice mail, and updated message status to the remote system as usual. The network connection will then be *turned around* and the remote system will send its subscriber updates, voice mail, and updated message status to the local system.

Set this field to `n` if you do not want to implement network connection turnaround.

⇒ **NOTE:**
If not all systems in the network are R1V7 or later systems and the network turnaround feature is enabled, calls may be dropped after the local machine completes sending its information to the remote machine.

■ `log connect events (y/n)?`

This field has been added in R1V7 7:2 or later software to help administrators of large digital networks troubleshoot problems with a specific node. Administrators can set the field as follows:

— If administrators are tracking a problem with a particular node, both the local and remote machine must have their log connect events fields set to y for the system log to record connection messages. If either machine has the field set to `n`, no connection events will be logged. (This does *not* affect the normal error logging that occurs when a connection fails that will eventually result in a warning alarm against a remote node).

— If the field is set to `n` on a *local* machine profile, the logging of connection events is disabled for *all* remote machines that communicate with that node (remote machine profiles do not need to be set to n individually).

The default setting of the `log connect events` field depends on the type of networking administered for that machine:

— If the `connection type` field is digital (`dcp,` `rs232a,` or `rs232s`), the `log connect events` field defaults to `y`. Administrators of large digital networks may wish to reset this value to `n` to prevent numerous connection messages in the system log. They may reset the value to y if they are troubleshooting a problem with a specific node.

— If the `connection type` field is analog (ainisac, amisap, or calld), the `log connect failures` field defaults to `n`. AMIS Analog/Message Delivery networks do not generate connection message entries in the system log.

■ `new machine name`

The new name for this machine, if a name change is necessary. Use this field to on the local system to chance the name on the status line from AUDIX to a name of your choice.

■ `send to non-administered recipients (y/n)?`

The default value is `y`. If this field is `y`, when a subscriber addresses a message to a remote extension that does not map to a remote subscriber known by the local AUDIX system, the local AUDIX system will add this potential subscriber to its data base and then send the message to every remote system in the network for which the subscriber address is valid.

The AUDIX system does this in case a new subscriber has been added somewhere in the network and this remote system has not been made aware of it either through administrator communication or through remote updates. If the subscriber is found on a remote AUDIX machine, the local AUDIX system will deliver this message to the valid remote machine(s) and validate this new subscriber. If a valid remote subscriber cannot be found, the subscriber record will be deleted eventually by one of the system audits and the AUDIX system will change the status of the message from "undelivered" to "undeliverable" in the message sender's voice mailbox.

⟹ **NOTE:**
> Any address should not map to more than one valid subscriber in the network. However, the AUDIX software does not enforce this, so it is possible for a message to be sent to more than one subscriber if an address is duplicated.

If this field is `n`, when a subscriber addresses a message to a remote extension or name that does not map to a remote subscriber known by the local AUDIX system, the local AUDIX system will not send the message. The subscriber who

is attempting to address the message will be notified that the extension is
invalid.

If the network administrators keep open lines of communication (or if there is just
one administrator for the entire network), each system will probably be kept
up-to-date and an n should be entered here in order to reduce the system load.
Usually, messages to non-administered recipients simply indicate a misdialed
number.

➡ **NOTE:**
   Permitting subscribers to send messages to non-administered recipients
   may impact system performance, cause unnecessary calls to other
   systems, and load up the local subscriber data base with unneeded
   records.

# 1. Rl V8 8:2 Administration Update

Beginning in R1V8 8:2 system administrators may back up the system data filesystem to a hard drive as well as a removable cartridge drive (RCD). This feature gives customers with extremely large databases more flexibility and lower operating costs.

Administrators may alternate backing up between the RCD and the hard drive, so there will always be a filesystem backup copy available. (Formerly large customers with 20-megabyte RCDs had to delete the previous backup filesystem prior to backing up.)

Now administrators may specify two volume labels for the system data (SD) filesystem backup. Two new fields `volume 1` and `volume 2` on the `system : filesystems` form identify backup locations. The first field defaults to `back01` for the removable cartridge and the second field defaults to blank.

The volume `names in the system /sd data backup destination volume 1` (default `back01`) and `volume 2` (default blank) on the `system : filesystems` form should appear on the `list : volume names` form.

The following procedure tells you how to confirm that these fields contain the correct values and how adjust them, if they do not.

1. If the backup cartridge is not in the RCD, place it into the RCD.

2. If the cartridge is not already spun up (green LED on), spin up the cartridge

   a. Access the `maintenance : dbp : equip` form by entering **ma db eq** on the PATH line.

   b. Tab to the `disk drive number` field, type **1** and press ⏹️F1 (CHANGE/RUN).

   c. When operation confirmed displays, press ⏹️CONTROL and ⏹️Z simultaneously to exit the form.

3. Record the volume labels from the `list : volume` names form.

   a .Access the `list : volume names` form by entering **li vo** on the PATH line.

   b. Write down all of the volume names, for comparison with the volume 1 and volume 2 fields in the `system : filesystems` form.

   c. Press ⏹️CONTROL and ⏹️Z simultaneously to exit the form.

4. Confirm that the volume fields on the `system : filesystems` form are either blank or contain values from the `list : volume names` form.

From the Following table select the combinations for the two volume label fields:

| Volume 1 | Volume 2 | Usage |
|---|---|---|
| back01 | blank | These are the default values. This configuration backs up the filesystem to RCD `back01`. Recommended for most customers. |
| back01 | back02 | Alternates backup between RCD `back01` and RCD `back02`, for customers who wish to have two, alternating backups. |
| back01 | disk02 | Alternates backup between RCD `back01` and hard drive `disk02`. |
| disk02 | blank | Backs up the filesystem to hard drive disk02 |
| disk02 | disk03 | Alternates backup between hard drives disk02 and disk03. This is necessary for customers whose SD is too large to fit on an RCD. |
| blank | blank | No backups performed. This is *not* recommended. |

a. Access the `system : filesystems` form by entering **sy fi** on the PATH line.

b. If `system delta backup volume 1` contains blanks or contains an entry from the `list : volume names` form, continue with the next step. Otherwise:

   — Tab to the system data backup volume 1 field.

   — Into this field type blanks or type an RCD volume name from the `list: volume names` form.

   — Press F1 (CHANGE/RUN).

c. If system data backup volume 2 contains blanks or contains an entry from the list volume names form, continue with the next step. Otherwise:

   — Tab to the system data backup volume 2 field.

   — Into this field type blanks or type an RCD volume name from the `list: volume names` form.

   — Press F1 (CHANGE/RUN).

d. Press CONTROL and Z simultaneously to exit the form.

```
AUDIX STATUS:  alarms: none,  logins: 1,  thresholds: none
 PATH:  system : translation : machine : audix/amis/call delivery
machine name: local_____  local/remote: 1  password: _____  ext length: 5
voiced name (y/n)? n   voice id: 0      AMIS callback no.: _ (1, 2, 3, 4, or 5)
default community: 1  connection type: dcp     data rate: 9600    channel: _
 dial string _____
address ranges (prefix      start     / end extension)  warnings
  1: _____   00000____ / 99999_____    _____
  2: _____   _____  / _____     _____
  3: _____   _____  / _____     _____
  4: _____   _____  / _____     _____
  5: _____   _____  / _____     _____
  6: _____   _____  / _____     _____
  7: _____   _____  / _____     _____
  8: _____   _____  / _____     _____
  9: _____   _____  / _____     _____
 10: _____   _____  / _____     _____
message transmission schedule (hh:mm)
 1. start: __:__   end: __:__   interval: __:__   updates (y/n)? in _ out _
 2. start: __:__   end: __:__   interval: __:__   network turnaround (y/n)? _
 3. start: __:__   end: __:__   interval: __:__   log connect events (y/n)? _
new machine name: _____      send to non-administered recipients (y/n)? _

Error and confirmation messages appear here.

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

Note that factory defaults are shown in applicable fields on the sample screen.

# A. Standard Announcements

This appendix lists the new R1V8 8:2 announcements in the standard AUDIX system announcement set, as well

| Announcement | Fragment and Text |
|---|---|
| a293 | f892 Your password has expired. |
| a294 | f893 Your password will expire within one day. |
| a295 | f894 Your password will expire in |
| a296 | f895 Day |
| a297 | f896 Days |
| a298 | f897 Old and new passwords cannot be the same. |
| a299 | f898 Password cannot be changed within |
| a300 | f899 of last change |
| a331 | f975 To return to getting messages, press pound. |
| a332 | f677 To reply to sender by voice mail, press 7<br>f18 To forward with comment, press 2.<br>f8 To record a new message, press 4.<br>f163 To call sender, press zero. |
| a333 | f677 To reply to sender by voice mail, press 7.<br>f18 To forward with comment, press 2.<br>f8 To record a new message, press 4. |
| a334 | f677 To reply to sender by voice mail, press 7.<br>f8 To record a new message, press 4.<br>f163 To call sender, press zero. |
| a335 | f677 To reply to sender by voice mail, press 7.<br>f8 To record a new message, press 4 |

| Announcement | Fragment and Text |
|---|---|
| a336 | f323 You are responding to a piece of incoming mail.<br>f677 To reply to sender by voice mail, press 7.<br>f41 To forward message with comment at beginning, press 2.<br>f126 To forward message with comment at end, press 3.<br>f8 To record a new message, press 4.<br>f163 To call sender, press zero.<br>f975 To return to getting messages, press pound.<br>f235 To restart at the activity menu, press star R. To transfer to another extension, press star T.<br>f282 To have system wait, press star W. To access the names or numbers directory, press star star N. If finished, please hang up or to disconnect AUDIX, press star star X. |
| a337 | f323 You are responding to a piece of incoming mail.<br>f677 To reply to sender by voice mail, press 7.<br>f41 To forward message with comment at beginning, press 2.<br>fl26 To forward message with comment at end, press 3.<br>f8 To record a new message, press 4.<br>f975 To return to getting messages, press pound.<br>f235 To restart at the activity menu, press star R. To transfer to another extension, press star T.<br>f282 To have system wait, press star W. To access the names or numbers directory, press star star N. If finished, please hang up or to disconnect AUDIX, press star star X. |
| a338 | f323 You are responding to a piece of incoming mail.<br>f677 To reply to sender by voice mail, press 7.<br>f8 To record a new message, press 4.<br>fl63 To call sender, press zero.<br>f975 To return to getting messages, press pound.<br>f235 To restart at the activity menu, press star R. To transfer to another extension, press star T.<br>f282 To have system wait, press star W. To access the names or numbers directory, press star star N. If finished, please hang up or to disconnect AUDIX, press star star X. |
| a339 | f323 You are responding to a piece of incoming mail.<br>f677 To reply to sender by voice mail, press 7.<br>f8 To record a new message, press 4.<br>f975 To return to getting messages, press pound.<br>f235 To restart at the activity menu, press star R. To transfer to another extension, press star T.<br>f282 To have system wait, press star W. To access the names or numbers directory, press star star N. If finished, please hang up or to disconnect AUDIX, press star star X. |

| Announcement | Fragment and Text |
|---|---|
| a1131 | f733 To reply to sender by voice mail, press 1, 7.<br>f761 To record a new message, press 1, 4.<br>f389 To delete, press star D.<br>f851 To skip, press pound. |
| a1132 | f733 To reply to sender by voice mail, press 1, 7.<br>f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f389 To delete, press star D.<br>f851 To skip, press pound. |
| a1133 | f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f389 To delete, press star D.<br>f851 To skip, press pound. |
| a1134 | f761 To record a new message, press 1, 4.<br>f389 To delete, press star D.<br>f851 To skip, press pound. |
| a1135 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f733 To reply to sender by voice mail, press 1, 7.<br>f761 To record a new message, press 1, 4.<br>f376 To skip to the next header, press the pound sign. To listen to the header, rewind by pressing two, then play by pressing three. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |

| Announcement | Fragment and Text |
|---|---|
| a1136 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f733 To reply to sender by voice mail, press 1, 7.<br>f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f376 To skip to the next header, press the pound sign. To listen to the header, rewind by pressing two, then play by pressing three. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |
| a1137 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f376 To skip to the next header, press the pound sign. To listen to the header, rewind by pressing two, then play by pressing three. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |
| a1138 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f'761 To record a new message, press 1, 4.<br>f376 To skip to the next header, press the pound sign. To listen to the header, rewind by pressing two, then play by pressing three. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |

| Announcement | Fragment and Text |
|---|---|
| a1139 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f733 To reply to sender by voice mail, press 1, 7.<br>f761 To record a new message, press 1, 4.<br>f763 To skip, press pound. To listen to the header, press 3.To step back again, press 2.To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5.To advance a few seconds, press 6<br>f292 Louder, press 4. Softer, press 7.Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |
| a1187 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f'733 To reply to sender by voice mail, press1, 7.<br>f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f763 To skip, press pound. To listen to the header, press 3. To step back again, press 2. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6. Faster, press 9. Slower, press 8.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |
| a1188 | f732 You are getting your incoming messages. To listen to the message, press 0.<br>f746 To forward with comment, press 1, 2.<br>f761 To record a new message, press 1, 4.<br>f'763 To skip, press pound. To listen to the header, press 3. To step back again, press 2. To skip to the next category, press star pound.<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |

| Announcement | Fragment and Text |
|---|---|
| a1189 | f761 To record a new message, press 1, 4.<br>f763 To skip, press pound. To listen to the header, press 3. To step back again, press 2. To skip to the next category, press star pound<br>f577 To hold the message in its current category, press star star H.<br>f339 To replay the last few seconds, press 5. To advance a few seconds, press 6.<br>f292 Louder, press 4. Softer, press 7. Faster, press 9. Slower, press 8.<br>f377 To delete message, press star D. |
| a1190 | f6l3 To make priority, press 2. |
| a1191 | f6l8 To remove priority status, press 2. |
| a1192 | f646 A priority message will be delivered before other messages and will be flagged for special attention in the recipient's mailbox. |

# B. Standard Fragments

| Fragment | Text |
|----------|------|
| f568 | This is a "silent" fragment |
| f677 | To reply to sender by voice mail, press 7. |
| f732 | You are getting your incoming messages.<br>To listen to the message, press 0. |
| f733 | To reply to sender by voice mail, press 1,7. |
| f746 | To forward with comment, press 1,2. |
| f761 | To record a new message, press 1,4. |
| f763 | To skip, press pound.<br>To listen to the header, press 3.<br>To step back again, press 2.<br>To skip to the next category, press star pound. |
| f892 | Your password has expired. |
| f893 | Your password will expire within one day. |
| f894 | Your password will expire in |
| f895 | Day |
| f896 | Days |
| f897 | Old and new passwords cannot be the same. |
| f898 | Password cannot be changed within |
| f899 | . . . of last change |

# C. Fragment/Announcement Cross-Reference

This appendix provides a cross-referenced list of the new standard system announcements that access each voiced fragment, for RIV8 8:2.

| Fragment | System Announcements That Use The Fragment |
|---|---|
| 568 | |
| 677 | 332, 333, 334, 335, 336, 337, 338, 339 |
| 732 | 1135 |
| 733 | 1135 |
| 746 | 1132, 1133, 1134, 1135 |
| 761 | 1131, 1132, 1133, 1134, 1135 |
| 763 | 1139, 1187, 1188, 1189 |
| 892 | 293 |
| 893 | 294 |
| 894 | 295 |
| 895 | 296 |
| 896 | 297 |
| 897 | 298 |
| 898 | 299 |
| 899 | 300 |