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AUDIX® Voice Power™ System R3.0
Documentation Guide

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Federal Communications Commission Statement

Class A Statement. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference with radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of the FCC Rules which are designed to provide reasonable protection against harmful interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

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Ordering Information

The ordering number for this document is 585-310-013. To order this document, call the AT&T Customer Information Center at 1-800-432-6600 (in Canada, 1-800-255-1242). For more information about AT&T documents, refer to the *Business Communications Systems Publications Catalog* (555-000-010).

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by the BCSystems Product Documentation Development Department, Denver, CO.

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1. Introduction

AT&T provides an entire library of documentation to support the AUDIX® Voice Power™ System. Use this document as your guide to the AUDIX Voice Power documentation library. The documents help you understand, install, and use your AUDIX Voice Power system.

This document *does not* explain the AUDIX Voice Power system or how to use the system. By reading this document, you will understand how and when to use the other documents in the set. If you have never used an AUDIX Voice Power system or if you are an experienced user, this guide will help you understand the purpose, intended audience, and contents of each document.

HOW TO USE THIS DOCUMENT

By reading the documentation, you will understand the AUDIX Voice Power system and how to respond to subscriber requests or problems. When you need to find specific information, read the brief description of each AUDIX Voice Power system document and refer to the document that contains the information you need.

DOCUMENT ORGANIZATION

This document contains the following chapters:

- Chapter 1, *Introduction*, discusses the AUDIX Voice Power system R3.0 documentation library.
- Chapter 2, *Document Descriptions*, provides ordering information, physical descriptions, and a contents listing for each document in the AUDIX Voice Power system R3.0 documentation set.
- Chapter 3, *Ordering Information*, provides instructions on how to order AUDIX Voice Power documents.

Each document in the set falls into a category. Chapter 2 places each document into the proper category, as shown in the following table.

Category	Document Title	Document #	Issue #
Product Description	AUDIX Voice Power System Release 3.0 Planning	585-310-602	1
	AUDIX Voice Power System Release 3.0 System and Feature Description	585-310-202	1
Installation	6386/33 and 6386/25 Voice Processing Hardware Installation	585-310-111	1

	AUDIX Voice Power System Release 3.0 Software Installation	585-310-115	1
	AUDIX Voice Power System Release 3.0 Installer's Checklist	585-310-112	1
Switch Integration	AUDIX Voice Power System Release 3.0 Switch Integration to NEC NEAX 2400	585-310-201	1
	AUDIX Voice Power System Release 3.0 Switch Integration to ROLM 8000, 9000, and 9751 CBX	585-310-206	1
	AUDIX Voice Power System Release 3.0 Switch Integration to the Mitel Switch	585-310-207	1
	AUDIX Voice Power System Release 3.0 Switch Integration to Northern Telecom SL-1	585-310-205	1
	AUDIX Voice Power System Release 3.0 Switch Integration Toolkit	585-310-208	1
Administration	AUDIX Voice Power System Release 3.0 Administration	585-310-532	1
Subscriber Support	AUDIX Voice Power System Release 3.0 Portable User's Guide	585-310-711	1
	AUDIX Voice Power System Release 3.0 Quick Reference	585-310-712	1
	AUDIX Voice Power System Release 3.0 Quick Reference Artwork Package	585-310-713	1
	AUDIX Voice Power System Release 3.0 Wallet Card	585-310-714	1
	AUDIX Voice Power System Release 3.0 Business Card Sticker	585-310-715	1
Maintenance	AUDIX Voice Power System Release 3.0 Maintenance	585-310-113	1

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

At back of this document, you can find a Reader Comment card. While we have tried to make this document fit your needs, we need your suggestions for improving the document and urge you to complete and return the reader comment card.

If the reader comment cards have been removed from this document, please send your comments to the following address.

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

2. Document Descriptions

Read this chapter for a brief description of each document. The chapter contains the following information for each document in the AUDIX Voice Power system set.

Title	Identifies the complete name of the document as shown on the cover. Use the title to order the document from the Customer Information Center (CIC).
Select Code	Provides the number used to identify the document. Use the number to order the document from CIC.
Audience	Identifies the typical document user. AT&T developed each document specifically for the given audience. The section identifies both the primary and secondary audience for each document.
Prerequisites	Identifies the experience level, knowledge, and ability expected of the document reader. If a reader does not have the requirements, the reader may not understand the information presented in the document.
Specifications	Provides the physical size, page count, and binding type for each document.
How to Use the Document	Provides information you must know to correctly use the document. The section explains other documents to reference, how the primary and secondary audiences should use the document, and how to find information in the document.
Document Summary and Contents	Provides a brief summary of the document focus and contents. The section lists and describes each chapter or section in the document.

□ Product Description Documents

Title: *AUDIX® Voice Power™ System Release 3.0 Planning*

Select Code	585-310-602
Audience	Primary audience: The person responsible for planning and implementing the product, usually a member of an AT&T account team. Secondary audience: The customer personnel responsible for gathering administration information and deciding about system configuration for the AUDIX Voice Power system.
Prerequisites	No special skills or knowledge are required to use the document. AT&T offers training for the AUDIX Voice Power system administrator and strongly recommends that the administrator complete the course.
Specifications	8.5" by 11" comb-bound book. 86 pages.

How to Use The Document

The customer and the AT&T account team should use the document before receiving delivery of the AUDIX Voice Power system. Use the document to plan all aspects of system installation and administration including selecting the equipment location, determining the number of required analog channels, determining the switch requirements, and organizing the system implementation.

Document Summary and Contents

The document covers planning issues associated with the AUDIX Voice Power System R3.0. The document is designed so you can quickly find information about how, when, and why to perform specific tasks. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Planning Overview*, introduces the AUDIX Voice Power system R3.0 and the AT&T team. The chapter also provides a checklist of planning tasks.
- Chapter 2, *Site Planning*, provides details about the operating environment, equipment room, telephony, and electrical facilities required by the AUDIX Voice Power system.
- Chapter 3, *Personnel Planning*, discusses the personnel considerations associated with installing a voice mail system, such as training and job description changes.
- Chapter 4, *PBX Considerations*, explains switch issues associated with installing an AUDIX Voice Power system such as PBX software and hardware upgrades, non-AT&T PBX requirements, and points of demarcation for non-AT&T switches.
- Appendix A, *Planning Worksheets*, contains worksheets which correspond to each of the planning chapters in the document. The worksheets are intended to help record planning decisions and provide site-specific information to the technician during system installation.
- Appendix B, *Technician Worksheets*, contains worksheets on which the installation technician records system information.
- Appendix C, *Price Element Codes*, lists all Price Element Codes (PECs) for the AUDIX Voice Power R3.0 product.
- The document also contains a list of abbreviations, a glossary, and an index to help you quickly access information.

Title: *AUDIX® Voice Power™ System Release 3.0 System and Feature Description*

Select Code	585-310-202
Audience	Primary audience: AUDIX Voice Power system customer, including the telecommunications manager and system administrator Secondary audiences: AT&T field support, the Technical Service Center (TSC), provisioning project managers, and the Sales and Technical Resource Center (STRC)
Prerequisites	No special skills or knowledge are required to use the document.
Specifications	8.5" by 11" comb-bound book. 52 pages.

How to Use the Document

Read the document for a complete high-level overview of the AUDIX Voice Power system R3.0. Refer to the specific document referenced when you need more detail. The referenced documents are part of the standard AUDIX Voice Power system R3.0 documentation set.

Document Summary and Contents

The document provides an overview of the design, setup, and operation of an AUDIX Voice Power system R3.0. The document also provides a detailed description of the system features. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *System Overview*, describes the hardware and software that make up the AUDIX Voice Power system, discusses the user interface, and provides an overview of system operation.
- Chapter 2, *Services and Features*, describes the five services offered by the AUDIX Voice Power system—call answer, voice mail, automated attendant, information service, and message drop—and the major features of each.
- Chapter 3, *Site Preparation*, describes requirements for the AUDIX Voice Power computer and peripherals that must be met and maintained regarding location, space, power, and environmental conditions.
- Chapter 4, *System Administration and Maintenance*, provides an overview of the system administrator's role, including a discussion of the tools available for preventive maintenance of the AUDIX Voice Power system.
- Appendix A, *AUDIX Voice Power Feature Summary*, provides a comprehensive history of the features, capacities, and compatibilities of the product from R1.1 through R3.0.
- The document also contains a list of abbreviations, a glossary, and an index to help you quickly access information.

□ Installation Documents

Title: *6386/33 and 6386/25 Voice Processing Hardware Installation*

Select Code	585-310-111
Audience	Primary audience: On-site AT&T services technician and customer technical personnel Secondary audiences: AT&T field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	AT&T assumes that the primary users of this document have completed an AT&T AUDIX Voice Power installation training course. AT&T offers and strongly recommends training for the AUDIX Voice Power system.
Specifications	8.5" by 11" comb-bound book. 62 pages.

How to Use The Document

The document uses a procedure-oriented approach and provides high-level overviews of tasks followed by detailed step-by-step instructions for completing the tasks. Procedures appear in the order in which you must perform them.

Use this document as additional information with the following documents:

- *AUDIX Voice Power System R3.0 Installer's Checklist* (585-310-112)
- *AUDIX Voice Power System R3.0 Planning* (585-310-602)
- AUDIX Voice Power R3.0 switch integration documents (for various switches).

Document Summary and Organization

The document describes the hardware installation procedures for an AUDIX Voice Power R3.0 system. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, discusses site requirements, required tools, safety considerations, and how to identify factory-assembled (ALT) systems.
- Chapter 2, *Preparing the Mother Board*, describes how to install additional memory and disable the second serial port on the mother board.
- Chapter 3, *Installing Circuit Boards*, describes how to install the VDC600 and IVP4 circuit boards.
- Chapter 4, *Making System Connections*, describes how to connect voice lines to the IVP4 ports and connect the AUDIX Voice Power system to the switch.
- Chapter 5, *Connecting Peripherals*, describes how to connect the monitor and keyboard, remote access modem, and the optional printer.
- Chapter 6, *Performing Operational Testing*, describes how to verify the hardware installation by running the power-on self test (POST) and how to determine hard disk partitioning by running the set-up utility from the customer test diskette.
- Appendix A, *Removing/Replacing the Computer Cover*, describes how to remove and replace the cover of the AUDIX Voice Power computer.
- The document also contains a list of abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Software Installation*

Select Code	585-310-115
Audience	Primary audience: On-site AT&T services technician and customer technical personnel Secondary audiences: Software specialists and associates, AT&T field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	AT&T assumes that the primary users of this document have completed an AT&T AUDIX Voice Power installation training course. AT&T offers and strongly recommends training for the AUDIX Voice Power system.
Specifications	8.5" by 11" comb-bound book. 96 pages.

How to Use The Document

The document uses a procedure-oriented approach and provides high-level overviews of tasks followed by detailed step-by-step instructions for completing the tasks. Procedures appear in the order in which you must perform them.

Use this document as additional information with the following documents:

- *AUDIX Voice Power System R3.0 Installer's Checklist* (585-310-112)
- *AUDIX Voice Power System R3.0 Planning* (585-310-602)
- AUDIX Voice Power R3.0 switch integration documents (for various switches).

The additional documents are part of the standard AUDIX Voice Power system R3.0 documentation set.

Document Summary and Contents

The document describes the procedures required to install the AUDIX Voice Power R3.0 system software. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, describes procedures you must complete prior to beginning the installation of the AUDIX Voice Power R3.0 system software. These procedures include identifying factory-assembled (ALT) systems.
- Chapter 2, *Installing the UNIX® Operating System*, describes how to install the UNIX base system package and other software that is part of the UNIX foundation set and how to verify the UNIX installation.
- Chapter 3, *Installing IVPSS R3.0*, describes how to install the Integrated Voice Processing System Software (IVPSS) R3.0 package.
- Chapter 4, *Installing AUDIX Voice Power R3.0 Software*, describes how to create an administrative login and install AUDIX Voice Power R3.0 speech and software application packages.
- Chapter 5, *Installing Switch Integration Software*, describes how to install software to integrate the AUDIX Voice Power system to the customer's switch.
- Chapter 6, *Verifying the Software Installation*, describes how to check the loaded software and to confirm IVP4 board recognition.
- Chapter 7, *Setting Up Peripherals*, describes how to set software options for a remote access maintenance modem and a printer.
- Chapter 8, *Rebooting the System*, describes how to reboot the system to complete the software installation.
- Chapter 9, *Initial Administration*, describes initial administration procedures for the AUDIX Voice Power system.
- Chapter 10, *Acceptance Testing*, describes the procedures required for verifying the installation and operation of an AUDIX Voice Power R3.0 system.
- Chapter 11, *Cut To Service*, describes the procedures required for cutting an AUDIX Voice Power R3.0 system into service.
- The document also includes a list of abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Installer's Checklist*

Select Code	585-310-112
Audience	Primary audience: On-site AT&T services technician and customer technical personnel Secondary audiences: AT&T field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	AT&T assumes that the primary users of this document have completed an AT&T AUDIX Voice Power installation training course. AT&T offers and strongly recommends training for the AUDIX Voice Power system.
Specifications	8.5" by 11" three-hole drilled pages stapled in the top left corner. 10 pages.

How to Use The Document

The document contains checklists to follow when installing a new AUDIX Voice Power R3.0 system. Each checklist provides a description of the required procedures numbered in the sequence in which you must complete them. If a procedure is switch specific, the letters "SW" (for "switch") are used in the first column instead of a number. A reference to one of the following documents is included in the last column labeled "Reference."

- *6386/33 and 6386/25 Voice Processing Hardware Installation (585-310-111)* The *Reference* column of the checklist indicates **HI** (for "hardware installation") when you must refer to the switch integration document for the detailed procedure.
- *AUDIX Voice Power System R3.0 Software Installation (585-310-115)* The *Reference* column of the checklist indicates **SI** (for "software installation") when you must refer to the switch integration document for the detailed procedure.

- AUDIX Voice Power R3.0 switch integration documents (for various switches). The *Reference* column of the checklist indicates **SW** (for "switch") when you must refer to the switch integration document for the detailed procedure.

As you finish an installation procedure, make a check mark in the column labeled "✓." This helps ensure that you complete all required procedures in the proper sequence.

Document Organization

The following list shows you each checklist in the document.

- Hardware installation procedures
- Software installation procedures
- Switch administration procedures
- Initial administration procedures
- Acceptance test procedures
- Cut-to-service procedures

□ Switch Integration Documents

Title: *AUDIX® Voice Power™ System Release 3.0 Switch Integration to the NEC™ NEAX® 2400 Switch*

Select Code	585-310-532
Audience	Primary audience: AT&T on-site services technician, the customer technical personnel, and the customers' non-AT&T switch vendor Secondary audience: AT&T field support personnel, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. Customers should be familiar with the NEC NEAX 2400 switch or contact their switch vendor.
Specifications	8.5" by 11" comb-bound book. 160 pages.

How to Use the Document

The document provides installation and administration information you need to know when integrating a NEAX 2400 MCI switch with an AUDIX Voice Power system R3.0. Use this document as additional information with the following documents:

- *6386/33 and 6386/25 Voice Processing Hardware Installation (585-310-111)*
- *AUDIX Voice Power System R3.0 Software Installation (585-310-115)*

Document Summary and Contents

AUDIX Voice Power Switch Integration to NEC NEAX 2400 MCI (585-310-201) contains installation and administration instructions for integrating an NEC NEAX 2400 switch with an AUDIX Voice Power system R3.0. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, explains the AUDIX Voice Power configuration and includes a component connectivity diagram to show you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Device Basics*, explains the basic components of the SID and how to use the SID's forms and screens. The chapter contains SID hardware component descriptions and illustrations, SID form explanations, and basic help function explanations.
- Chapter 3, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing SID and switch integration worksheets that you use throughout the document as you complete the integration.
- Chapter 4, *Hardware Installation*, describes the installation of the SID, cables to the switch, and cables to the AUDIX Voice Power system. The chapter only contains information for installing the hardware components required for the integration.
- Chapter 5, *Software Installation*, contains instructions for installing the AUDIX Voice Power software required to integrate with the NEC NEAX 2400.
- Chapter 6, *AUDIX Voice Power R3.0 Switch Parameters*, contains instructions for administering an AUDIX Voice Power system R3.0 to integrate with the switch. The chapter includes instructions for setting the message waiting lamp parameters, setting the switch interface parameters, and associating the application and the switch interface.
- Chapter 7, *NEAX 2400 Switch Administration*, contains information and instructions for administering a NEAX 2400 switch to work with an AUDIX Voice Power system.
- Chapter 8, *Switch Integration Device Administration*, contains information and instructions for administering the SID to work with an AUDIX Voice Power system.
- Chapter 9, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests.
- Chapter 10, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with the cut-to-service procedure.
- The document also includes a list of abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Switch Integration to ROLM 8000, 9000, and 9751 CBX*

Select Code	585-310-206
Audience	Primary audience: AT&T on-site services technician, the customer technical personnel, and the customers' non-AT&T switch vendor Secondary audience: AT&T field support personnel, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. Customers should be familiar with the ROLM 8000, 9000, or 9751 CBX or contact their switch vendor.
Specifications	8.5" by 11" comb-bound book. 160 pages.

How to Use the Document

The document provides additional installation and administration information you need to know when integrating a ROLM CBX with an AUDIX Voice Power system R3.0. Use this document as additional information with the following documents:

- *6386/33 and 6386/25 Voice Processing Hardware Installation (585-310-111)*
- *AUDIX Voice Power System R3.0 Software Installation (585-310-115)*

Document Summary and Contents

The document contains planning, hardware and software installation, and ROLM CBX administration information for integrating a ROLM CBX with an AUDIX Voice Power system. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, explains the AUDIX Voice Power configuration and includes a component connectivity diagram that shows you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Device Basics*, explains the basic components of the SID and how to use the SID's forms and screens. The chapter contains SID hardware component descriptions and illustrations, SID form explanations, and basic help function explanations.
- Chapter 3, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing SID and switch integration worksheets that you use throughout the document as you complete the integration.
- Chapter 4, *Hardware Installation*, describes the installation of the SID, cables to the switch, and cables to the AUDIX Voice Power system. The chapter only contains information for installing the hardware components required for the integration.
- Chapter 5, *Software Installation*, contains instructions for installing the AUDIX Voice Power system software required to integrate with the ROLM 8000, 9000, 9751 CBX.
- Chapter 6, *AUDIX Voice Power R3.0 Switch Parameters*, contains instructions for administering an AUDIX Voice Power system R3.0 to integrate with the switch. The chapter includes instructions for setting the message waiting lamp parameters, setting the switch interface parameters, and associating the application and the switch interface.
- Chapter 7, *ROLM 8000 CBX Administration*, contains information and instructions for administering a ROLM 8000 CBX to work with an AUDIX Voice Power system.
- Chapter 8, *ROLM 9000 and 9751 CBX Administration*, contains information and instructions for administering a ROLM 9000 or 9751 CBX to work with an AUDIX Voice Power system.
- Chapter 9, *Switch Integration Device Administration*, contains information and instructions for administering the SID to work with the AUDIX Voice Power system.
- Chapter 10, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests.
- Chapter 11, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with the cut-to-service procedure.
- The document also includes a list of common abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Switch Integration to the Mitel® Switch*

Select Code	585-310-207
Audience	Primary audience: AT&T on-site services technician, the customer technical personnel, and the customers' non-AT&T switch vendor Secondary audience: AT&T field support personnel, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. Customers should be familiar with Mitel switches or contact their switch vendor.
Specifications	8.5" by 11" comb-bound book. 140 pages.

How to Use the Document

The document provides additional installation and administration information you need to know when integrating a Mitel switch with an AUDIX Voice Power system R3.0. Use this document as additional information with the following documents:

- *6386/33 and 6386/25 Voice Processing Hardware Installation (585-310-111)*
- *AUDIX Voice Power System R3.0 Software Installation (585-310-115)*

Document Summary and Contents

The document contains planning, hardware and software installation, and Mitel switch administration information for integrating a Mitel switch with an AUDIX Voice Power system. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, explains the AUDIX Voice Power configuration and includes a component connectivity diagram that shows you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Device Basics*, explains the basic components of the SID and how to use the SID's forms or screens. The chapter contains SID hardware component descriptions and illustrations, SID form explanations, and basic help function explanations.
- TODD Chapter 3, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing SID and switch integration worksheets that you use throughout the document as you complete the integration.
- Chapter 4, *Hardware Installation*, describes the installation of the SID, cables to the switch, and cables to the AUDIX Voice Power system. The chapter only contains information for installing the hardware components required for the integration.
- Chapter 5, *Software Installation*, contains instructions for installing the AUDIX Voice Power system software required to integrate with the Mitel switch.
- Chapter 6, *AUDIX Voice Power R3.0 Switch Parameters*, contains instructions for administering an AUDIX Voice Power system R3.0 to integrate with the switch. The chapter includes instructions for setting the message waiting lamp parameters, setting the switch interface parameters, and associating the application and the switch interface.
- Chapter 7, *Mitel Switch Administration*, contains information and instructions for administering a Mitel switch to work with an AUDIX Voice Power system.
- Chapter 8, *Switch Integration Device Administration*, contains information and instructions for administering the SID to work with the AUDIX Voice Power system.
- Chapter 9, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests.
- Chapter 10, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with the cut-to-service procedure.
- The document also includes a list of common abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Switch Integration to the Northern Telecom SL-1*

Select Code	585-310-205
Audience	Primary audience: AT&T on-site services technician, the customer technical personnel, and the customers' non-AT&T switch vendor Secondary audiences: Software specialists and associates, AT&T field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and factory assemble, load, and test (ALT) personnel
Prerequisites	Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. Customers should be familiar with the Northern Telecom SL-1 switch or contact their switch vendor.
Specifications	8.5" by 11" comb-bound book. 150 pages.

How to Use The Document

The document provides additional information you need to know when integrating an SL-1 switch with an AUDIX Voice Power system R3.0. Use this document as additional information with the following documents:

- *6386/33 and 6386/25 Voice Processing Hardware Installation (585-310-111)*
- *AUDIX Voice Power System R3.0 Software Installation (585-310-115)*

Document Summary and Contents

The document contains installation and administration instructions for integrating a Northern Telecom SL-1 switch with an AUDIX Voice Power system RR3.0. The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Prerequisites*, explains each AUDIX Voice Power system configuration and includes a component connectivity diagram to show you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Device Basics*, explains the basic components of the SID and how to use the system forms or screens. The chapter contains SID hardware component descriptions and illustrations, menu, edit, and action form explanations, and provides basic help functions.
- Chapter 3, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing SID and switch integration worksheets that you use throughout the document as you complete the integration.
- Chapter 4, *Hardware Installation*, describes the installation of the SID, cables to the switch, and cables to the AUDIX Voice Power system. This chapter only contains information for installing the hardware components required for the integration.
- Chapter 5, *Software Installation*, contains instructions for installing the AUDIX Voice Power system software required to integrate with the Northern Telecom SL-1.
- Chapter 6, *AUDIX Voice Power R3.0 Switch Parameters*, contains instructions for administering an AUDIX Voice Power system R3.0 to integrate with the switch. The chapter includes instructions for setting the message waiting lamp parameters, setting the switch interface parameters, and associating the application and the switch interface.
- Chapter 7, *Northern Telecom SL-1 Switch Administration*, contains information and instructions for administering an SL-1 switch to work with an AUDIX Voice Power system.
- Chapter 8, *Switch Integration Device Administration*, contains information and instructions for administering the SID to work with an AUDIX Voice Power system.
- Chapter 9, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests.
- Chapter 10, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with the cut-to-service procedures.
- The document also includes a list of abbreviations, a glossary, and an index to help you quickly find information.

Title: *AUDIX® Voice Power™ System Release 3.0 Switch Integration Toolkit*

Select Code	585-310-208
Audience	Developers for Voice Processing Co-marketers (VPCs) and Master Voice Processing Co-marketers (MVPCs)
Prerequisites	Familiarity with a UNIX® editor, such as vi, software development concepts and structures including the C compiler, shell programming, tsm scripts development, CONVERSANT® Intro R1.0, and knowledge of the switch for which the package is being developed
Specifications	8.5" by 11" comb-bound book. 104 pages.

How to Use The Document

Read Chapter 1, *Switch Integration Basics*, and Chapter 3, *Development Process*, as an introduction to switch integrations. Use Chapter 2, *Installing the Toolkit*, to install the Toolkit software on your development machine. Read Chapters 5 through 10, in order, to develop and install the package, referencing Chapter 4, *Development Structures* and Appendix A, *Development Aids* as necessary.

Document Summary and Contents

The following list briefly describes the contents of each chapter in the document.

- Chapter 1, *Switch Integration Basics*, introduces switch integration concepts.
- Chapter 2, *Installing the Toolkit*, explains how to install the toolkit from a diskette onto your development environment.
- Chapter 3, *Development Process*, outlines the steps of developing a switch integration package. The remaining chapters in the document provide detailed instructions for each step.
- Chapter 4, *Development Structures*, covers several models for developing sections of code specific to switch integrations.
- Chapter 5, *Call Information Options*, details the switch integration options for exchanging data between the switch and the application.
- Chapter 6, *Message-Waiting Options*, explains the options for controlling message-waiting indicators.
- Chapter 7, *Transfer Options*, details blind, semi-intelligent, and intelligent transfers and how the transfers apply to switch integration.
- Chapter 8, *Disconnect Options*, specifies how the switch notifies the application that a caller has hung up.
- Chapter 9, *Miscellaneous Options*, describes four additional switch integration options: leave-word-calling, message-waiting refresh, in-service notification, and day/night service change.
- Chapter 10, *Installing Your Switch Integration Package*, explains how to transfer your switch integration package to a diskette and then install the package on a run-time environment.
- Appendix A, *Development Aids*, contains worksheets and a checklist to help you develop a switch integration package.
- The document also contains a list of abbreviations, a glossary and an index to help you quickly find information.

□ Maintenance Documents

Title: *AUDIX® Voice Power™ System Release 3.0 Maintenance*

Select Code	585-310-113
Audience	Primary audience: Customer personnel (system administrator) who perform basic troubleshooting activities before problem escalation and Technical Service Center (TSC) Tier 3 personnel who remotely maintain and diagnose AUDIX Voice Power system problems Secondary audience: AT&T Tier 1 technicians
Prerequisites	No special skills or knowledge are required to use the document.
Specifications	8.5" by 11" comb-bound book. 134 pages.

How to Use The Document

The *Troubleshooting Strategy* section of Chapter 1, *Maintenance Overview*, explains how to troubleshoot a problem and remedy the problem using the tools in the document.

Document Summary and Contents

The document contains routine maintenance and troubleshooting procedures for an AUDIX Voice Power system Release 3.0. The document allows you to quickly find information about how, when, and why to perform specific troubleshooting tasks.

- Chapter 1, *Maintenance Overview*, provides a troubleshooting strategy and general connectivity diagrams for isolating problems.
- Chapter 2, *Trouble and Failure Indications*, lists common problems symptoms and provides explanations and possible solutions for each problem.
- Chapter 3, *System Message Listings*, lists event messages generated by the system which may signal a system problem or show status information.
- Chapter 4, *Common Maintenance Procedures*, provides step-by-step instructions for performing maintenance procedures such as rebooting the system or changing the state of voice channels.
- Appendix A, *Price Element Codes*, lists all Price Element Codes (PECs) for the AUDIX Voice Power R3.0 product.
- The document also contains a list of abbreviations, a glossary, and an index to help you quickly find the information.

□ Administration Documents

Title: *AUDIX® Voice Power™ System Release 3.0 Administration*

Select Code	585-310-532
Audience	The AUDIX Voice Power system administrator
Prerequisites	No special skills or knowledge are required to use the document. AT&T offers training for the AUDIX Voice Power system administrator and strongly recommends that the administrator complete the course.
Specifications	8.5" by 11" three-hole drilled pages placed in a three-ring binder. 312 pages.

How to Use the Document

For a new installation, AT&T recommends that you read Chapter 1, *AUDIX Voice Power Basics*, Chapter 2, *Security*, and perform the activities in Chapter 3, *Getting Started*, immediately after installation. When you are ready to begin customizing your system, read Chapter 4, *System Administration Planning*. You can perform the activities in Chapters 5 through 9 in any order, but AT&T recommends that you perform the tasks in Chapter 5, *Call-Answer Administration*, and Chapter 6, *Automated Attendant Administration* first.

Document Summary and Contents

The document tells you how to administer the AUDIX Voice Power system R3.0 from preliminary through ongoing administration. The document allows you to quickly find information about how, when, and why to perform specific tasks. The following lists briefly describes the contents of each chapter in the document.

- Chapter 1, *AUDIX Voice Power Basics*, explains the AUDIX Voice Power system's computer-based and phone-based interfaces.
- Chapter 2, *Security*, provides details on AUDIX Voice Power system security issues and procedures.
- Chapter 3, *Getting Started*, describes tasks the AUDIX Voice Power system administrator must perform after system installation.
- Chapter 4, *System Administration Planning*, explains some planning issues to consider before beginning the feature administration of the AUDIX Voice Power system, such as selecting service administrators, selecting a speaker, and determining the administration order.
- Chapter 5, *Call-Answer Administration*, contains procedures for administering the call-answer feature of the AUDIX Voice Power system. The feature receives messages for subscribers when they are on the phone or away from their desks.
- Chapter 6, *Automated Attendant Administration*, describes the start-to-finish procedure of administering the automated attendant feature. The feature directs callers through a series of menu selections to reach a desired department, extension, or attendant.
- Chapter 7, *Voice Mail Administration*, details the the voice mail feature of the AUDIX Voice Power system. The feature allows subscribers to send messages to other subscribers, listen to received messages, forward messages received with comments attached, reply to messages, and many other services.
- Chapter 8, *Information Service Administration*, explains how to administer the information service feature of an AUDIX Voice Power system. The feature provides a customer-oriented, call-in information facility.
- Chapter 9, *Message Drop Administration*, provides the administration steps necessary for the message drop feature of the AUDIX Voice Power system. The feature operates as an answering service by presenting a message to the caller and allowing the caller to leave a response.
- Chapter 10, *Subscriber Administration*, focuses on ongoing subscriber administration, such as the subscriber profile, outcalling parameters, and subscriber feedback.
- Chapter 11, *Ongoing Preventive Maintenance*, contains a checklist of daily, weekly, and monthly maintenance tasks for the AUDIX Voice Power system administrator.
- Chapter 12, *Reports*, explains the reports available on the AUDIX Voice Power system, such as the phone line usage report and the logged errors report.
- Chapter 13, *System Tuning*, provides technical information for fine tuning the AUDIX Voice Power system.
- Appendix A, *Job Aids*, contains several paper-based tools to help the AUDIX Voice Power system administrator use and evaluate the system. The appendix includes items such as an operator quick reference sheet and a subscriber questionnaire.
- The document also contains a list of abbreviations, a glossary, and an index to help you quickly find information.

❑ Subscriber Documents

Title: *AUDIX® Voice Power™ System Release 3.0 Portable User's Guide*

Select Code	585-310-711
Audience	AUDIX Voice Power system R3.0 subscribers
Prerequisites	None
Specifications	3-3/4" by 6-1/2" saddle-stitched booklet.

How to Use the Document

Subscribers can reference the document to find instructions for using the AUDIX Voice Power system R3.0 features. The document provides step-by-step instructions for each feature of the system.

Document Contents

The following list briefly describes the contents of each section in the document.

- Basics
 - Product overview
 - Services
 - Terms
 - Logging in
 - Activity menu
 - Changing password
 - Recording name
 - Leaving the system (transferring, **x)

- Retrieving messages
 - From your phone
 - From another phone
 - Playback controls
 - Forwarding a message, with comment or without comment
 - Replying to a message
- Recording messages
 - Addressing Options
- Addressing
 - By extension
 - By name
 - By mailing Lists
 - Reviewing the list of recipients
- Creating Mailing Lists
- Customizing greetings
 - Listen
 - Record
 - Select
- Outcalling (optional)
 - Changing the outcalling number
 - On/off
 - Listening to messages when called
 - Listening to instructions
- Troubleshooting
 - Overflow general mailbox
 - Maintenance mailbox

Title: *AUDIX® Voice Power™ System Release 3.0 Quick Reference*

Select Code	585-310-712
Audience	All AUDIX Voice Power system R3.0 subscribers
Prerequisites	none
Specifications	3.5" by 8.5" folded booklet.

How to Use the Document

The quick reference provides a brief summary of commands that subscribers can use with the system. Subscribers can refer to the quick reference before referencing the *AUDIX® Voice Power™ System Release 3.0 Portable User's Guide*.

Document Contents

The following list briefly describes the contents of the document:

- Logging in
- Main menu
- Retrieving messages
- Responding to messages
- Playback controls
- Recording messages
- Addressing messages
- Changing greeting
- Transferring by name

Title: *AUDIX® Voice Power™ System Release 3.0 Quick Reference Artwork Package*

Select Code	585-310-713
Audience	The AUDIX Voice Power system R3.0 administrator
Prerequisites	none
Specifications	The document masters and instructions are packaged in an 8-1/2" by 14" envelope.

How to Use the Document

Use the artwork package to customize and/or print copies of the *AUDIX Voice Power Quick Reference*, the *AUDIX Voice Power Wallet Card*, and the *AUDIX Voice Power Outcalling Page*. The artwork package contains instructions for creating your own custom document by using the document masters. The master can then be sent to a commercial printshop or copied on your in-house copier.

Document Contents

The following list briefly describes the contents of the artwork package.

- A set of instructions for using the artwork
- A set of camera-ready (printshop or copier ready) artwork

Title: *AUDIX® Voice Power™ System Release 3.0 Wallet Card*

Select Code	585-310-714
Audience	All AUDIX Voice Power system R3.0 subscribers
Prerequisites	none
Specifications	3-1/2" by 2-1/4" single fold card.

How to Use the Document

The card contains a brief list of options and commands for the AUDIX Voice Power system R3.0. Subscribers can carry the card with them at all times and reference the card when they need a command or option.

Document Summary and Contents

The following list describes the contents of the card.

- Instructions for using the main menu
- Instructions and options for transferring by name or number
- Instructions for disconnecting from the system
- A list of playback controls

Title: *AUDIX® Voice Power™ System Release 3.0 Business Card Sticker*

Select Code	585-310-715
Audience	Anyone who regularly calls AUDIX Voice Power system R3.0 subscribers.
Prerequisites	none
Specifications	1-1/2" by 3" sticker.

How to Use the Document

Subscribers can give the stickers to people who call the them on a regular basis, such as customers or vendors. The sticker provides the basics for using the AUDIX Voice Power system.

Document Summary and Contents

The following list describes the contents of the sticker.

- A brief introduction to the system
- How to transfer to an attendant
- How to skip the system greeting
- How to end a message
- How to replay a message
- How to delete a message and record another
- How to get help from the system.

3. Document Ordering Information

You can order the publications described in this document by mailing the *Order Form* located on the last page of this document or by calling the AT&T Customer Information Center. AT&T requires that a check, money order, purchase order number, or charge card number (VISA, American Express, or MasterCard) accompany all orders. Make checks and money orders payable to AT&T. Subject to your company's credit approval, AT&T accepts a purchase order if your order exceeds \$50.00.

Use the following address or toll-free phone number to order your documents:

Mail to: AT&T Customer Information Center (CIC)
P.O. Box 19901
Indianapolis, IN 46219

or call: 800-432-6600 (between 7:00 a.m. and 6:00 p.m. EST)
From Canada: 800-255-1242

AT&T employees can order publications by supplying a nine-digit organization number, such as N53828080. Alternatively, AT&T employees can supply the following items:

- a nine-digit organization code, such as ZNYXXXXXX
- a six-digit location code, such as INXXXX
- an eight-digit FML account number, such as 634XXXXXX

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

- an organization number, such as BLOXXXXX0
- a six-digit location code, such as INXXXX
- a ten-digit work project number (WPN)

If your AT&T location is eligible to have a purchase order established by CIC, you only need to supply the above information once for the purchase order unless the information needs to be updated. For later publication orders, reference the original purchase order number.

Each order includes a packing slip that lists the publications you ordered. If CIC cannot ship any of the publications, the *Remarks* section on the packing slip lists the reasons. The packing slip shows any back-ordered items in the *QTY B/O* section. When you place an order by phone, ask if the publication is available and in stock. By inquiring, you can take another action if the publication is not in stock.

