Lucent Technologies
Bell Labs Innovations

INTUITY™ Messaging Solutions
Release 4.0
Documentation Guide

Contents

Contents

About This Book

Purpose

This document *INTUITY™ Messaging Solutions Release 4 Documentation Guide*, 585-310-016, provides detailed information about the Lucent INTUITY documentation library. It describes the contents of each book in detail and includes the information you need to purchase these books from the Lucent BCS Publications Fulfillment Center.

➡ **NOTE:**
Pricing information is not included, but is available from the Lucent Technologies Fulfillment Center at 1-800-457-1235.

Intended Audiences

This book is for any one who needs detailed information about the documentation available for Release 4 of the Lucent INTUITY system.

How to Use This Book

See "What's New in Release 4" on page 2 in Chapter 1, "Release 4 Book Descriptions," for a description of how the Lucent INTUITY documentation library has changed in this release. See "Contents of Each Book" on page 3 for a detailed description of the individual publications in the library.

To purchase a publication from the Lucent BCS Publications Fulfillment Center, see Chapter 2, "Ordering Information," for documentation numbers and a complete description of the ordering process.

Release History

This is the second release of this book.

Trademarks and Service Marks

The following trademarked products are mentioned in books in the Lucent Intuity document set:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.

- AUDIX® is a registered trademark of Lucent Technologies™.

- cc:Mail® is a registered trademark of cc:Mail, a subsidiary of Lotus Development Corporation.

- COMSPHERE® is a registered trademark of Lucent Technologies™ Paradyne Corp.

- CONVERSANT® Voice Information System is a registered trademark of Lucent Technologies™.

- DEFINITY® is a registered trademark of Lucent Technologies™.

- DMS-100™ is a trademark of Northern Telecom Limited.

- Dterm™ is a trademark of NEC Telephones, Inc.

- Equinox™ is a trademark of Equinox Systems, Inc.

- 5ESS® is a registered trademark of Lucent Technologies™.

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- Lotus Notes® is a registered trademark of Lotus Development Corporation.

- MEGAPORT™ is a trademark of Equinox Systems, Inc.

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- Meridian™ is a trademark of Northern Telecom Limited.

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- MS® is a registered trademark of Microsoft Corporation.

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- SUPERSET™ is a trademark of Mitel Corporation.

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If the reader comment card has been removed, send your comments to:

Lucent Technologies
Product Documentation
Room 22-2H15
11900 North Pecos Street
Denver, Colorado 80234

You can also fax your comments to the attention of the Lucent INTUITY writing team at the following number:

303-538-1741

Release 4 Book Descriptions

1

Overview

This chapter provides a detailed description of the Release 4 documentation library for the Lucent INTUITY Messaging Solutions product.

Purpose

The document library for Release 4 has changed significantly from that of earlier releases. This chapter details those changes.

What's New in Release 4

In general, the books have been redesigned to be task oriented and to focus on a single audience wherever possible. In certain cases, we also have reduced the number of separate books it takes to perform a job. This section provides highlights of the changes by functional area.

Planning

A separate planning book is not available in this release. Installation planning is now facilitated with the availability of a separate set of worksheets. These worksheets previously existed in the planning, networking, and switch integration books. They have been consolidated and redesigned and are now online. The worksheets can be customized and include built-in help. Planning for upgrades and planning for migrations continue to be covered independently in separate books.

Installation

Instead of having separate books for hardware and software installation, there is a single installation book that covers hardware, software, initial administration, and acceptance testing for the Lucent INTUITY platform and most optional system features, including digital networking. Each hardware platform has an installation book. In most cases, separate feature books are no longer needed to perform the installation. The install book also includes switch administration procedures for integrating the Lucent INTUITY system with the System 75, System 85, DEFINITY, and MERLIN LEGEND switches. A separate switch integration book is no longer needed to perform the installation if integrating the Lucent INTUITY system with any of these switches. Also, a checklist for the installer is now included in this book and is no longer a separate purchase.

Maintenance

Software and hardware maintenance issues are covered in the same document. These documents, one per hardware platform, attempt to be all inclusive for maintenance issues. They also include troubleshooting information, disaster recovery procedures, and ordering information for replacement components.

Administration

All administration information is now included in one book rather than in separate feature books such as fax messaging administration procedures. Removed from the system administrator's book is information on maintenance and on alarms and logs. Release 4 has separate books to cover each of these areas.

Contents of Each Book

This section provides a summary of the contents of each type of documentation in the Lucent INTUITY library. The library includes electronic documents, quick reference materials, and art packages as well as books.

General Information

The following books provide an overview of what the Lucent INTUITY product is, how it works, and what security issues are associated with its use.

- *INTUITY™ Messaging Solutions Release 4 System Description*

    Document number 585-310-235, Issue 1
    January 1997

    Audience: This book is for customers and their system administrators as well as account representatives and project managers. The Technical Service Center (TSC), the Sales and Technical Resource Center (STRC), helpline personnel, remote customer service support personnel, and the training organization might also find this book useful.

    Contents: This book contains a comprehensive description of the Lucent INTUITY Release 4 system, including hardware, software, feature packages, adn administration adn maintenance capabilities.

    An 8-1/2-inch by 11-inch, 250-page book

- *BCS Product Security Handbook*

    Document number 555-025-600, Issue 5
    August 1996

    Audience: This book is for console operators, telecommunications managers, and other telecommunications management personnel with responsibilities for implementing a security policy.

    Contents: This book discusses security risks and measures you can take to help prevent external telecommunication fraud. It includes specific information on the Lucent INTUITY system and other Lucent products.

Planning

The following books aid in planning for the purchase and implementation of an upgrade to your existing Lucent INTUITY system or the migration of a non-INTUITY messaging system to Lucent INTUITY Release 4.

■ *INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning*

Document number 585-310-607, Issue 2
January 1997

Audience: This book is for customers and their system administrators as well as account representatives and project managers. The Technical Service Center (TSC), the Sales and Technical Resource Center (STRC), helpline personnel, remote customer service support personnel, and the training organization might also find this book useful.

Contents: This book contains a high-level description of the process for upgrading from the Lucent INTUITY Release 2 and Release 3 systems to the Lucent INTUITY R4 system, for upgrading an existing Release 4 system to the most current version (for example, from Release 4.0 to Release 4.1), and for upgrading a Release 4 platform (for example, from a MAP/40s to a MAP/40). It describes how users can manage the upgrade and identifies feature differences between releases. It identifies tasks that must be performed before and after the upgrade.

An 8-1/2-inch by 11-inch, 130-page book

■ *INTUITY™ Messaging Solutions Release 4 Planning for Migrations*

Document number 585-310-606, Issue 2
January 1997

Audience: This book is for customers and their system administrators. The Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, remote customer service support personnel, and the training organization might also find this book useful.

Contents: This book contains a high-level description of the process needed for migrating from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power on MERLIN LEGEND (IS II or III) systems to the Lucent INTUITY R4 system. It describes how users can manage the migration and compares the Lucent INTUITY R4 system with the voice messaging system being replaced. It includes system capacities and connectivity, the user interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 238-page book

Installation

The following books contain complete procedures for migrating or upgrading an existing messaging system including data to Lucent INTUITY Release 4.

■ *INTUITY™ Messaging Solutions Release 4 Migration Procedures*

Document number 585-310-167, Issue 2
January 1997

Audience: This book is for the on-site service technician. Remote maintenance center personnel, provisioning project managers, STRC personnel, and helpline personnel might also find this book useful.

Contents: This book contains the procedures and checklists needed for migrating to Lucent INTUITY R4 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. It includes migration error codes and procedures and checklists for migration processes.

An 8-1/2-inch by 11-inch, 434-page book

■ *INTUITY™ Messaging Solutions Release 4 Upgrade Procedures*

Document number 585-310-168, Issue 2
January 1997

Audience: This book is for the on-site service technician. Remote maintenance center personnel, provisioning project managers, STRC personnel, and helpline personnel might also find this book useful.

Contents: This book contains the necessary procedures and a checklist for an upgrade from Lucent INTUITY R2 to Lucent INTUITY R4 or from Lucent INTUITY R3 to Lucent INTUITY R4.

An 8-1/2-inch by 11-inch, 190-page book

The following books contain complete instructions for hardware and software installation, initial administration, and acceptance testing of a new Lucent INTUITY system. They also include complete switch integration instructions for the System 75, System 85, DEFINITY and MERLIN LEGEND switches. The installation documentation also includes a set of planning worksheets on diskette. These planning worksheets are available to internal audiences and are found on the Lucent Technologies BCS IntraWorks home page.

- *INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*

  Document number 585-310-169, Issue 2
  January 1997

  Audience: This book is for on-site technical personnel who are responsible for system installation.

  Contents: This book contains instructions for installing a Release 4 Lucent INTUITY messaging system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, set up, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/40 and MAP/40s platforms and most of the optional features of the Lucent INTUITY system. This includes networking and integration with the MERLIN LEGEND, System 75, System 85, and the DEFINITY G1, G2, and G3 series of switches. Appendices contain an installation checklist, an overview of the user interface, installation troubleshooting help, and supplemental information on switch preadministration, connectivity, and pinouts.

  An 8-1/2-inch by 11-inch, 350-page book

- *INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*

  Document number 585-310-173, Issue 2
  July 1996

  Audience: This book is for on-site technical personnel who are responsible for system installation.

  Contents: This book contains instructions for installing a Release 4 Lucent INTUITY messaging system that has been assembled, loaded, and tested (ALT) at the Lucent Technologies factory. It includes procedures for unpacking, set up, configuration, initial administration, acceptance testing, and cut to service. These procedures apply to the MAP/100 platform and most of the optional features of the Lucent INTUITY system. This includes networking and integration with the MERLIN LEGEND, System 75, System 85, and the DEFINITY G1, G2, and G3 series of switches. Appendices contain an installation checklist, an overview of the user interface, installation troubleshooting help, and supplemental information on switch preadministration, connectivity, and pinouts.

  An 8-1/2-inch by 11-inch, 370 page book

- *INTUITY™ Messaging Solutions Release 4 System Installation Worksheets*

  Online - no order number
  July 1996

  Audience: These worksheets are for the on-site service technician. Software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel might also find these worksheets useful.

  Contents: These worksheets cover the installation of the hardware and software, switch integration, and networking. They are designed to be completed by the project manager or software specialist to provide the installation technicians with the specific inputs they need to configure and test the new system.

  Multiple online worksheets

Maintenance

The following books contain procedures for common maintenance, troubleshooting, and disaster recovery for the Lucent INTUITY system on a MAP/40, 40s, or 100 platform.

- *INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance*

  Document number 585-310-171, Issue 2
  July 1996

  Audience: This book is for the on-site service technician. System administrators, field support, helpline personnel, and remote maintenance center personnel might also find this book useful.

  Contents: This book contains information for troubleshooting and diagnosing problems associated with the MAP/40 and MAP/40s hardware and software. It includes component replacement and common system procedures. Installation procedures for base system software, Lucent INTUITY system software, UNIX Multi-User software, and RFUs are also included as part of recovery procedures. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a non-ALT system, and checklists for disaster recovery.

  An 8-1/2-inch by 11-inch, 450-page book

■ *INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*

Document number 585-310-174, Issue 2
July 1996

Audience: This book is for the on-site service technician. System administrators, field support, helpline personnel, and remote maintenance center personnel might also find this book useful.

Contents: This book contains information for troubleshooting and diagnosing problems associated with the MAP/100 hardware and software. It includes component replacement and common system procedures. Installation procedures for base system software, Lucent INTUITY system software, UNIX Multi-User software, and RFUs are also included as part of recovery procedures. Appendices contain a system configuration description, a list of component ordering numbers, a checklist for building a non-ALT system, and checklists for disaster recovery.

An 8-1/2-inch by 11-inch, 500-page book

Switch Integration

The Lucent INTUITY system can be integrated with Lucent Technologies switches as well as some switches of other telecommunications manufacturers. The following books contain complete procedures for administering those switches to work with the Lucent INTUITY system.

■ *INTUITY™ Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

Document number 585-310-214, Issue 4
December 1995

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) for integration with a Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent INTUITY system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the Lucent INTUITY system; procedures for administering a distributed communications system (DCS) switch network with a Lucent INTUITY system; procedures for administering the Lucent INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 322-page book

- *INTUITY™ Integration with System 85 and DEFINITY Communications System Generic 2*

  Document number 585-310-215, Issue 2
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch for integration with a Lucent INTUITY system. It includes a description of the switch integration process; a list of requirements, including the switches supported by the Lucent INTUITY system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering DEFINITY Generic 2 or System 85 switches for integration with the Lucent INTUITY system; procedures for administering a distributed communications system (DCS) switch network with a Lucent INTUITY system; procedures for administering the Lucent INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

  An 8-1/2-inch by 11-inch, 174-page book

- *INTUITY™ Integration with MERLIN LEGEND Communications Systems*

  Document number 585-310-231, Issue 2
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a MERLIN LEGEND switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, prerequisite information, administration planning information, software installation procedures, Lucent INTUITY system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the Lucent INTUITY system.

  An 8-1/2-inch by 11-inch, 200 page book

■ *INTUITY™ Integration with 5ESS*

Document number 585-310-219, Issue 1
June 1994

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a 5ESS switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, planning information and worksheets, 5ESS switch requirements and administration, hardware installation, programming the 3A translator, administering the Lucent INTUITY system, 5ESS switch alarms, and procedures for installing the 5ESS switch software package on a Lucent INTUITY system.

An 8-1/2-inch by 11-inch, 134-page book

■ *INTUITY™ Integration with DMS-100*

Document number 585-310-223, Issue 1
July 1994

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a DMS-100 switch for integration with a Lucent INTUITY system. It includes an overview of the integration process, planning information, DMS-100 switch requirements and administration, procedures for setting the 202T modem, hardware installation, administering the Lucent INTUITY system, DMS-100 switch alarms, and procedures for installing the DMS-100 switch software package on a Lucent INTUITY system.

An 8-1/2-inch by 11-inch, 112-page book

- *INTUITY™ Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

  Document number 585-310-221, Issue 1
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 214 page book

- *INTUITY™ Integration with Mitel*

  Document number 585-310-222, Issue 1
  December 1995

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

  Contents: This book contains the procedures needed to administer a Mitel SX-2000 Digital, SX-100, and SX-200 switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information, hardware and software installation procedures, Lucent INTUITY system administration procedures, Mitel switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 204 page book

- *INTUITY™ Integration with NEC NEAX*

  Document number 585-310-219, Issue 1
  July 1994

  Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 192 page book

■   *INTUITY™ Integration with ROLM 8000, 9000, 9571*

Document number *585-310-220*, Issue 2
December 1995

Audience: This book is for system administrators, on-site technicians, and remote maintenance center personnel supporting the Lucent INTUITY system.

Contents: This book contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX for integration with a Lucent INTUITY system. It includes prerequisite information, switch integration device (SID) hardware and software descriptions, installation and administration planning information and worksheets, hardware and software installation procedures, Lucent INTUITY system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 256 page book

System Administration

The following books contain the information and procedures you need to administer users and operate the Lucent INTUITY system on a routine basis.

■ *INTUITY™ Messaging Solutions Release 4 Administration*

Document number 585-310-564, Issue 2
January 1997

Audience: This book is for the Lucent INTUITY system administrator.

Contents: This book contains system functionality overviews, planning considerations, and recommendations and instructions for administering AUDIX, fax mail, e-mail, the Lucent INTUITY platform, and integrating with Lotus Notes/cc:mail. It includes procedures for the administration of system features, users, automated attendants and bulletin boards, fax print destinations, trusted servers, and the applications programming interface for Message Manager. It also includes administration checklists and a feature/screen roadmap, and information on reports, alarms, logs, audits, and customizing announcements.

An 8-1/2-inch by 11-inch, 510-page book

■ *INTUITY™ Messaging Solutions Release 4 Alarm and Log Messages*

Document number 585-310-566, Issue 2
January 1997

Audience: This book is for the Lucent INTUITY system administrator.

Contents: This book lists and describes the administrator's log and alarm messages. It also includes repair actions for those problems that can be resolved without the intervention of the remote maintenance center.

An 8-1/2-inch by 11-inch, 280-page book

- *AUDIX Administration and Data Acquisition Package*

  Document number 585-302-502, Issue 13
  July 1996

  Audience: This book is for AUDIX administrators who use standardized reports and application programmers who develop customized reports.

  Contents: This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It includes the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data. This book applies to INTUITY AUDIX R2, R3.2, R3.3, and R4 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1 through R3.2.

  An 8-1/2-inch by 11-inch, 382-page book

- *Intuity™ Call Accounting System User's Guide*

  Document number 585-310-728, Issue 1
  November 1994

  Audience: This book is for administrators who use this call accounting system as well as on-site technicians and remote maintenance center personnel who support this system.

  Contents: This book contains the procedures needed to administer an INTUITY Call Accounting System. It includes: planning, installation, and administration information.

  An 8-1/2-inch by 11-inch, 248-page book

- *Intuity™ Call Accounting System Quick Reference*

  Document number 585-310-729, Issue 1 or later
  November 1994

  Audience: This fold-out card is for the experienced user of the call accounting system.

  Contents: This quick reference card contains an abbreviated summary of commands for operating the call accounting system.

  An 8-1/2-inch by 11-inch, tri-folded

■ *INTUITY™ Messaging Solutions Release 4 Digital Networking*

Document number 585-310-567, Issue 2
July 1996

Audience: This book is for customer telecommunications analysts and administrators. Provisioning project managers, design specialists, and other sales channels may also find this book useful for planning, administration, and troubleshooting.

Contents: This book contains a description of digital networking, explains the different types of networking, provides procedures for administering networking and remote users, describes the traffic reports, and provides troubleshooting procedures. Switch administration procedures and planning worksheets also are included.

An 8-1/2-inch by 11-inch, 320-page book

■ *AMIS Analog Networking*

Document number 585-300-512, Issue 6 or later
December 1995

Audience: This book is for customer telecommunications analysts and administrators. Provisioning project managers, design specialists, and other sales channels may also find this book useful for planning, administration, and troubleshooting.

Contents: This book contains procedures for administering the Lucent INTUITY system for AMIS Analog Networking. It includes an overview and feature description, and procedures for administering AMIS Analog Networking on Lucent INTUITY AUDIX R2, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2, R3, R3.1, and R3.2 systems.

An 8-1/2-inch by 11-inch, 256-page book

System Use

The following materials are available to assist individuals with learning and using the Lucent INTUITY system.

■ *INTUITY™ Messaging Solutions Release 4 User Handout Artwork*

Document number 585-310-744, Issue 1
June 1996

Audience: This artwork is for those customers who prefer to print their own end-user documents.

Contents: This package contains camera-ready artwork from the following user documents. Customers may use this artwork to customize and reproduce their own version of each document.

— *Multimedia Messaging Quick Reference* (4 velox sheets)

— *Voice Messaging Quick Reference* (2 velox sheets)

— *Multiple Personal Greetings Quick Reference* (2 velox sheets)

— *Voice Messaging Wallet Card* (1 sheet)

— Voice Messaging Tips and Highlights (2 sheets)

— *More Tips for Multimedia Messaging* (1 sheet)

— *Voice Messaging Outcalling Quick Reference* (1 sheet)

— *Dual Language Greetings* (1 sheet)

— *Voice Messaging with a TDD* (4 sheets)

— *Sending Messages to Remote Users and Non-Users of Your System* (2 sheets)

— *The New AUDIX System: It's Different* (7 sheets) and *The New AUDIX System Is Coming* (2 sheets) — for customers migrating to a a Lucent INTUITY system from an AUDIX R1 system

— *The New AUDIX System: It's Different* (7 sheets) and *The New AUDIX System Is Coming* (2 sheets) — for customers migrating to a Lucent INTUITY AUDIX R4 system from an AUDIX Voice Power system

— *The New AUDIX System: It's Different* (5 sheets) — for customers upgrading to a Lucent INTUITY AUDIX R4 system from a Lucent INTUITY AUDIX R3.2 system

— *The New AUDIX System: It's Different* (2 sheets) — for customers upgrading to a Lucent INTUITY AUDIX R4 system from an INTUITY AUDIX R3.3 system

— *The New AUDIX System*: *It's Different* (5)sheets — for customers upgrading to a Lucent INTUITY AUDIX R4 system from a DEFINITY AUDIX system.

- *A Portable Guide to Voice Messaging*

  Document number 585-300-701, Issue 3
  November 1994

  Audience: This book is for the end user of the Lucent INTUITY system.

  Contents: This pocket-sized book provides the user with concise yet comprehensive task-oriented information for using the voice mail and call answer features of INTUITY AUDIX and DEFINITY AUDIX most effectively.

  ➡ **NOTE:**
  This guide does not contain information about Lucent INTUITY FAX Messaging.

  A 3-1/4-inch by 6-1/4-inch, 36-page pocket guide

- *INTUITY™ Release 4 Multimedia Messaging User Guide*

  Document number 585-310-748, Issue 2
  July 1996

  Audience: This book is for the end user of the Lucent INTUITY system.

  Contents: This book provides the user with concise yet comprehensive task-oriented information for using the voice mail, call answer, and multimedia features of Lucent INTUITY R4 most effectively.

- *Voice Messaging Quick Reference*

  Document number 585-300-702, Issue 3
  November 1993

  Audience: This book is for the end user of the Lucent INTUITY system.

  Contents: This concise quick reference summarizes the most commonly used subscriber features for INTUITY AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick-reference guides.

  ➡ **NOTE:**
  This guide does not contain information about fax and integrated e-mail messaging.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *INTUITY™ Release 4 Multimedia Messaging Quick Reference*

  Document number 585-310-751, Issue 1
  July 1996

  Audience: This guide is for the end user of the Lucent INTUITY system.

Contents: This concise quick reference summarizes the most commonly used user features, *including multimedia features*, for INTUITY AUDIX. One package includes 150 quick-reference guides.

➡ **NOTE:**
For integrated e-mail messaging, customers will also need the Lotus Integrated Messaging User's Guide.

An 11-inch by 17-inch, two-sided sheet (folded to 11 inches by 4-1/4 inches)

■ *Multiple Personal Greetings Quick Reference*

Document number 585-300-705, Issue 5
November 1994

Audience: This guide is for the end user of the Lucent INTUITY system.

Contents: This concise reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick-reference guides.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

■ *Voice Messaging Wallet Card*

Document number 585-300-704, Issue 2
November 1993

Audience: This card is for the experienced end user of the Lucent INTUITY system.

Contents: This wallet card contains a summary of commands and a "memory jogger" for the user's entry-level menu of task choices. One package includes 150 wallet cards.

■ *Voice Messaging Outcalling Quick Reference*

Document number 585-300-706, Issue 1
September 1994

Audience: This guide is for the end user of the Lucent INTUITY system.

Contents: This concise reference summarizes the use of the outcalling feature. One package includes 150 quick-reference guides.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

Ordering Information

2

Overview

This chapter describes the process for purchasing the publications listed in this book from the Lucent Technologies Publications Center.

➡ **NOTE:**
   Pricing information is not included, but is available from the Lucent Technologies Publications Center at 1-800-457-1235.

Purpose

Each Lucent Technologies system is shipped with a basic set of documentation. This chapter describes how to order supplemental copies of any Lucent INTUITY Release 4 publication you may need.

How to Place an Order

You can place an order by mail, telephone, or fax.

To Order by Mail

To order by mail, send your order to:

Lucent Technologies Publications Center
P.O. Box 4100
Crawfordsville, IN 47933

To Order by Telephone

To order by telephone, call one of the following numbers between 8:00 a.m. and 8:00 p.m. EST:

- Within the United States: 800-457-1235
- Outside the United States: 317-361-5353

To Order by Fax

To order by fax, call the following number:

1-800-457-1764

> **NOTE:**
> Your fax order *must* include a purchase order number. Check or credit card payments cannot be accepted when you order by fax.

What to Include with Your Order

In addition to the document titles and numbers of the publications you want to purchase (see "Release 4 Document Titles and Numbers" on page 22), you also must include full payment. If you are a Lucent Technologies employee, you must also supply the organizational information listed below for your initial order. The center will then issue you a customer number to use for subsequent orders.

Method of Payment

Your order must include one of the following methods of payment for the full amount:

- A check or money order made payable to "Lucent Technologies"

- A valid VISA, American Express, or MasterCard charge card number and expiration date

- A purchase order number

    ➡ **NOTE:**
    Purchase orders are subject to credit approval.

If You are a Lucent Technologies Employee

Employees of Lucent Technologies must include the following with their initial orders:

- Your 9-digit organization/department code, such as ZNY*XXXXXX*

- Your 6-digit location code, such as IN*XXXX*

- Your 8-digit FML account number, such as 634*XXXXX*

- Your project number, if applicable

Release 4 Document Titles and Numbers

When placing an order from the Lucent Technologies BCS Publications Fulfillment Center, you must supply the document number shown beside the title of each book.

Table 2-1.   The Lucent INTUITY Release 4 Document Library

Title	Document No.	Issue No.
General Information		
INTUITY™ Messaging Solutions Release 4 Documentation Guide	585-310-016	2
INTUITY™ Messaging Solutions Release 4 System Description	585-310-235	1
BCS Product Security Handbook	555-025-600	5
Planning		
INTUITY™ Messaging Solutions Release 4 Planning for Migrations	585-310-606	2
INTUITY™ Messaging Solutions Release 4 Change Description and Upgrade Planning	585-310-607	2
Installation		
INTUITY™ Messaging Solutions Release 4 Migration Procedures	585-310-167	2
INTUITY™ Messaging Solutions Release 4 Upgrade Procedures	585-310-168	2
INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation	585-310-169	2
INTUITY™ Messaging Solutions Release 4 System Installation Worksheets	585-310-170	1
INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation	585-310-173	2
Maintenance		
INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s Maintenance	585-310-171	2
INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance	585-310-174	2

Table 2-**1.** **The Lucent** INTUITY **Release 4 Document Library —** *Continued*

Title	Document No.	Issue No.
Switch Integration		
INTUITY™ *Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*	585-310-214	4
INTUITY™ *Integration with System 85 and DEFINITY Communications System Generic 2*	585-310-215	2
INTUITY™ *Integration with 5ESS*	585-310-219	1
INTUITY™ *Integration with MERLIN LEGEND Communications Systems*	585-310-231	2
INTUITY™ *Integration with DMS-100*	585-310-223	1
INTUITY™ *Integration with Mitel*	585-310-222	1
INTUITY™ *Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*	585-310-221	2
INTUITY™ *Integration with NEC NEAX*	585-310-216	2
INTUITY™ *Integration with ROLM 8000, 9000, 9571*	585-310-220	2
System Administration		
INTUITY™ *Messaging Solutions Release 4 Administration*	585-310-564	2
INTUITY™ *Messaging Solutions Release 4 Alarm and Log Messages*	585-310-566	2
AUDIX Administration and Data Acquisition Package	585-302-502	13
INTUITY™ *Call Accounting System User's Guide*	585-310-728	1
INTUITY™ *Call Accounting System Quick Reference*	585-310-729	1
INTUITY™ *Messaging Solutions Release 4 Digital Networking*	585-310-567	2
AMIS Analog Networking	585-300-512	6
System Use		
INTUITY™ *Messaging Solutions Release 4 User Handout Artwork*	585-310-744	1
A Portable Guide to Voice Messaging	585-300-701	3
INTUITY™ *Release 4 Multimedia Messaging User Guide*	585-310-748	2
Voice Messaging Quick Reference	585-300-702	3
Voice Messaging Wallet Card	585-300-704	2

Table 2-1. The Lucent INTUITY Release 4 Document Library — *Continued*

Title	Document No.	Issue No.
INTUITY™ Release 4 Multimedia Messaging Quick Reference	585-310-751	1
Multiple Personal Greetings Quick Reference	585-300-705	5
Voice Messaging Outcalling Quick Reference	585-300-706	1

Returns or Order Discrepancies

Sometimes errors can occur in an order or you may want to return a publication. Follow the guidelines below.

Handling Publication Returns

To return a publication for credit or to determine if that is a viable option, first contact the Publications Center at one of the numbers below:

- Within the United States: 800-457-1235
- Outside the United States: 317-361-5353

Handling Order Discrepancies

Report any discrepancies in a publication order within 30 days of shipment. Contact the Publications Center at one of the numbers above.

Release 3.0 Book Descriptions

3

This chapter lists the title, document number, and issue number for each book in the INTUITY R3.0 document library. When ordering books from the Lucent Technologies Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue of the book. A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
INTUITY System Description	585-310-211	1, or later
Planning		
INTUITY New System Planning for Release 3.0	585-310-605	1, or later
INTUITY R3.0 Planning for Migrations and Upgrades	585-310-651	1, or later
Installation		
INTUITY Upgrade and Migration Procedures	585-310-162	1, or later
INTUITY MAP/5 Hardware Installation INTUITY MAP/5 Hardware Installation Addendum INTUITY MAP/5 Hardware Installation Addendum #2	585-310-146 585-310-146 ADD 585-310-146 ADD2	1, or later 1, or later 1, or later
INTUITY MAP/40 Hardware Installation INTUITY MAP/40 Hardware Installation Addendum INTUITY MAP/40 Hardware Installation Addendum #2	585-310-138 585-310-138 ADD 585-310-138 ADD2	1, or later 1, or later 1, or later

Title	Document Number	Issue #
INTUITY MAP/100 Hardware Installation	585-310-139	1, or later
INTUITY MAP/100 Hardware Installation Addendum	585-310-139 ADD	1, or later
INTUITY MAP/100 Hardware Installation Addendum #2	585-310-139 ADD2	1, or later
INTUITY Installation Checklist	585-310-161	1, or later
INTUITY Software Installation for Release 3.0	585-310-160	1, or later
Switch Integration		
INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	3, or later
INTUITY Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	1, or later
INTUITY Integration with 5ESS	585-310-219	1, or later
INTUITY Integration with DMS-100	585-310-223	1, or later
INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	1, or later
INTUITY Integration with NEAX	585-310-216	1, or later
INTUITY Integration with ROLM 8000,9000,9571	585-310-220	1, or later
INTUITY Integration with MERLIN LEGEND	585-310-231	1, or later
System Administration		
INTUITY Platform Administration and Maintenance for Release 3.0	585-310-557	1, or later
INTUITY AUDIX R3.3 Administration and Feature Operations	585-310-552	2, or later
INTUITY FAX Messaging Administration	585-310-558	1, or later
INTUITY Intro Voice Response	585-310-718	1, or later
INTUITY Call Accounting System User Guide	585-310-728	1, or later
INTUITY Call Accounting System Quick Reference	585-310-729	1, or later
INTUITY Message Manager Release 2.0 User's Guide	585-310-731	1, or later
AUDIX Administration and Data Acquisition Package	585-302-502	12, or later
INTUITY AUDIX Digital Networking Administration	585-310-533	1, or later
AMIS Analog Networking	585-300-512	5, or later
System Use		
INTUITY Voice/FAX Messaging User Guide	585-310-733	1, or later
INTUITY Voice/FAX Messaging Quick Reference	585-310-734	1, or later
Voice Messaging Wallet Card	585-300-704	2, or later

Title	Document Number	Issue #
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Voice Messaging Outcalling Quick Reference	585-300-706	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
INTUITY AUDIX R3.3 Voice Messaging Subscriber Artwork Package	585-310-735	1, or later

■ *INTUITY System Description*

Document number 585-310-211, Issue 1 or later
February 1994

This book contains a technical description of the INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the INTUITY system and its components and features.

An 8-1/2-inch by 11-inch, 100-page book

■ *INTUITY New System Planning for Release 3.0*

Document number 585-310-605, Issue 1 or later
April 1995

This book provides a guide for planning a new INTUITY system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system; system features and options; networking; switch and platform needs; implementation; and discussions of system security, related products, and personnel and training issues. This book also contains worksheets used during installation.

An 8-1/2-inch by 11-inch, 420-page book

■ *INTUITY R3.0 Planning for Migrations and Upgrades*

Document number 585-310-651, Issue 1 or later
April 1995

This book contains a high-level description of the process needed for migrating to the INTUITY system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems, or for upgrading from the INTUITY AUDIX R2.0 and R3.2 systems to the INTUITY AUDIX R3.3 system. It describes how users can manage the migration or upgrade and compares the INTUITY AUDIX system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 170-page book

■ *INTUITY Upgrade and Migration Procedures*

Document number 585-310-162, Issue 1 or later
April 1995

This book contains the procedures and a checklist necessary to upgrade from INTUITY R1.0 to INTUITY R3.0 or from INTUITY R2.0 to INTUITY R3.0. It also contains the procedures and checklists needed for migrating to INTUITY R3.0 from the following systems: DEFINITY AUDIX, AUDIX R1, DEFINITY AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. This document is primarily intended for the Lucent on-site service technician. Other audiences include: field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), and helpline personnel. Includes: procedures and checklists for upgrade and migration processes; and migration error codes.

An 8-1/2-inch by 11-inch, 400-page book

■ *INTUITY MAP/5 Hardware Installation*

Document number 585-310-146, Issue 1 or later
June 1994

This book must be used with *INTUITY MAP/5 Hardware Installation Addendum* (585-310-146 ADD) and *INTUITY MAP/5 Hardware Installation Addendum #2* (585-310-146 ADD2). This book contains procedures necessary to install the MAP/5 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

■ *INTUITY MAP/5 Hardware Installation Addendum*

Document number 585-310-146 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *INTUITY MAP/5 Hardware Installation* (585-310-146). It also contains a cover memo listing the chapters to be replaced and the reasons for the replacement.

An 8-1/2-inch by 11-inch, 65-page addendum

■ *INTUITY MAP/5 Hardware Installation Addendum #2*

Document number 585-310-146 ADD2, Issue 1 or later
April 1995

This addendum contains replacement chapters for *INTUITY MAP/5 Hardware Installation* (585-310-146). It also contains a cover memo listing the chapters to be replaced and the reasons for the replacement.

An 8-1/2-inch by 11-inch, 45-page addendum

■ *INTUITY MAP/40 Hardware Installation*

Document number 585-310-138, Issue 1 or later
February 1994

This book must be used with *INTUITY MAP/40 Hardware Installation Addendum* (585-310-138 ADD) and *INTUITY MAP/40 Hardware Installation Addendum #2* (585-310-138 ADD2). This book contains procedures necessary to install the MAP/40 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

■ *INTUITY MAP/40 Hardware Installation Addendum*

Document number 585-310-138 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *INTUITY MAP/40 Hardware Installation* (585-310-138). It also contains a cover memo listing the chapters to be replaced and the reasons for the replacement.

An 8-1/2-inch by 11-inch, 100-page addendum

■ *INTUITY MAP/40 Hardware Installation Addendum #2*

Document number 585-310-138 ADD2, Issue 1 or later
April 1995

This addendum contains replacement chapters for *INTUITY MAP/40 Hardware Installation* (585-310-138). It also contains a cover memo listing the chapters to be replaced and the reasons for the replacement.

An 8-1/2-inch by 11-inch, 45-page addendum

- *INTUITY MAP/100 Hardware Installation*

  Document number 585-310-139, Issue 1 or later
  February 1994

  This book must be used with *INTUITY MAP/100 Hardware Installation Addendum* (585-310-139 ADD) or *INTUITY MAP/100 Hardware Installation Addendum #2* (585-310-139 ADD2). This book contains procedures necessary to install the MAP/100 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

  An 8-1/2-inch by 11-inch, 310 page book

- *INTUITY MAP/100 Hardware Installation Addendum*

  Document number 585-310-139 ADD, Issue 1 or later
  November 1994

  This addendum contains replacement chapters for *INTUITY MAP/100 Hardware Installation* (585-310-139). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

  An 8-1/2-inch by 11-inch, 100-page addendum

- *INTUITY MAP/100 Hardware Installation Addendum #2*

  Document number 585-310-139 ADD2, Issue 1 or later
  April 1995

  This addendum contains replacement chapters for *INTUITY MAP/100 Hardware Installation* (585-310-139). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

  An 8-1/2-inch by 11-inch, 50-page addendum

- *INTUITY Installation Checklist*

  Document number 585-310-161, Issue 1 or later
  April 1995

  This document contains a series of checklists for installing the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

  An 8-1/2-inch by 11-inch, 12-page stapled book

- *INTUITY Software Installation for Release 3.0*

  Document number 585-310-160, Issue 1 or later
  April 1995

  This book describes how to accept the new INTUITY system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping; and procedures for the administration and acceptance testing of the software platform, the INTUITY AUDIX system, INTUITY FAX Messaging, TCP/IP networking, and feature and package options.

  An 8-1/2-inch by 11-inch, 420-page book

- *INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

  Document number 585-310-214, Issue 3 or later
  November 1994

  This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the INTUITY system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the INTUITY system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the INTUITY system; procedures for administering a Distributed Communications System (DCS) switch network with an INTUITY system; procedures for administering the INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

  An 8-1/2-inch by 11-inch, 328-page book

- *INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*

  Document number 585-310-215, Issue 1 or later
  February 1994

  This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

  An 8-1/2-inch by 11-inch, 150-page book

- *INTUITY Integration with 5ESS*

  Document number 585-310-219, Issue 1 or later
  June 1994

  This book contains the procedures needed to administer a 5ESS switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the INTUITY system, alarms, and installing 5ESS switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 134-page book

- *INTUITY Integration with DMS-100*

  Document number 585-310-223, Issue 1 or later
  July 1994

  This book contains the procedures needed to install and administer a DMS-100 switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation,   administering the INTUITY system, alarms, and installing DMS-100 switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 112-page book

- *INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

  Document number 585-310-221, Issue 1 or later
  November 1994

  This book contains the procedures needed to install and administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 180 page book

■ *INTUITY Integration with NEAX*

Document number 585-310-216, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 200 page book

■ *INTUITY Integration with ROLM 8000, 9000, 9751*

Document number 585-310-220, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a ROLM 8000, 9000, or 9751 CBX to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

■ *INTUITY Integration with MERLIN LEGEND*

Document number 585-310-231, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a MERLIN LEGEND switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview of the integration, prerequisite information, administration planning information, software installation procedures, INTUITY system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the INTUITY system.

An 8-1/2-inch by 11-inch, 150 page book

- *INTUITY Platform Administration and Maintenance for Release 3.0*

  Document number 585-310-557, Issue 1 or later
  April 1995

  This book contains procedures for administering, maintaining, and troubleshooting the INTUITY system. It is intended for the system administrator, Lucent on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures.

  An 8-1/2-inch by 11-inch, 675-page book

- *INTUITY AUDIX R3.3 Administration and Feature Operations*

  Document number 585-310-552, Issue 2 or later
  April 1995

  This book contains procedures and strategies for administering the INTUITY AUDIX system. It is intended for the INTUITY AUDIX system administrator. Includes: system feature administration, subscriber administration, automated attendant administration, traffic reports, alarms, logs, audits, announcement customization, user administration, and system features operation.

  An 8-1/2 inch by 11-inch, 536-page book.

- *INTUITY FAX Messaging Administration*

  Document number 585-310-558, Issue 1 or later
  April 1995

  This book contains procedures and strategies for administering the INTUITY FAX Messaging application. It is intended for the INTUITY AUDIX system administrator. Includes: administering and monitoring fax messages, preventative maintenance, and system security.

  An 8-1/2 inch by 11-inch, 96-page book.

■ *INTUITY Intro Voice Response*

Document number 585-310-718, Issue 1 or later
March 1994

This book contains procedures needed to create an INTUITY Intro Voice Response application. It is intended for application developers or on-site technicians installing INTUITY Intro software onto an existing INTUITY system. Includes: information for developing an application using INTUITY Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the INTUITY system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing INTUITY Intro software.

An 8-1/2-inch by 11-inch, 200-page book

■ *INTUITY Call Accounting System User Guide*

Document number 585-310-728, Issue 1 or later
November 1994

This book contains the procedures needed to administer an INTUITY Call Accounting System. It is intended for system administrators, on-site technicians, and system consultants. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 248-page book

■ *INTUITY Call Accounting System Quick Reference*

Document number 585-310-729, Issue 1 or later
November 1994

This quick reference card contains a summary of commands for the seasoned CAS user.

An 8-1/2-inch by 11-inch, trim-folded

■ *INTUITY Message Manager Release 2.0 User's Guide*

Document number 585-310-731, Issue 1 or later
April 1995

This document is designed to help new users install and operate the INTUITY Message Manager application at their personal computers. Includes: installing the INTUITY Message Manager software on a PC or a network server; listening to voice messages or viewing fax messages; creating voice, fax, or voice/fax messages; storing addresses or other information in a Personal Card File on a PC; archiving messages; monitoring multiple mailboxes; and troubleshooting problems. This book applies to INTUITY AUDIX R3.2, INTUITY AUDIX R3.3, DEFINITY AUDIX R3.1, and DEFINITY AUDIX R3.2.

A 6-1/4-inch by 8-1/2-inch, 140-page book

- *AUDIX Administration and Data Acquisition Package*

  Document number 585-302-502, Issue 12 or later
  April 1995

  This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to INTUITY AUDIX R2.0 and R3.2 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.1. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

  An 8-1/2-inch by 11-inch, 382-page book

- *INTUITY AUDIX Digital Networking Administration*

  Document number 585-310-533, Issue 1 or later
  February 1994

  This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of INTUITY AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information on using networking reports.

  An 8-1/2-inch by 11-inch, 252-page book

- *AMIS Analog Networking*

  Document number 585-300-512, Issue 5 or later
  September 1994

  This book contains procedures for administering the INTUITY system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on INTUITY AUDIX R2.0 and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, and R3.1 systems.

  An 8-1/2-inch by 11-inch, 248-page book

- *INTUITY Voice/FAX Messaging User Guide*

  Document number 585-310-733, Issue 1 or later
  April 1995

  This guide contains subscriber procedures for users of INTUITY AUDIX R3.0 and INTUITY FAX Messaging.

  An 8-1/2-inch by 6-1/4-inch, 56-page book

- *INTUITY Voice/FAX Messaging Quick Reference*

  Document number 585-310-734, Issue 1 or later
  April 1995

  A pamphlet-size graphic reference to common subscriber features for users of INTUITY AUDIX R3.0 and INTUITY FAX Messaging. One package includes 150 pamphlets.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Wallet Card*

  Document number 585-300-704, Issue 2 or later
  November 1993

  This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.

- *Multiple Personal Greetings Quick Reference*

  Document number 585-300-705, Issue 5 or later
  November 1994

  This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Outcalling Quick Reference*

  Document number 585-300-706, Issue 1 or later
  September 1994

  This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Business Card Stickers*

  Document number 585-304-705, Issue 2 or later
  November 1993

  This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

  Each sticker is 1-1/2 inches by 3 inches

- *INTUITY AUDIX R3.3 Voice Messaging Subscriber Artwork Package*

  Document number 585-310-735, Issue 1 or later
  April 1995

  This package contains camera-ready artwork from several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

  - *Voice Messaging Quick Reference* (2 velox sheets)

  - *INTUITY Voice/FAX Messaging Quick Reference* (2 velox sheets)

  - *Multiple Personal Greetings Quick Reference* (2 velox sheets)

  - *Voice Messaging Wallet Card* (1 sheet)

  - *Voice Messaging Tips and Highlights* (2 sheets)

  - *Voice Messaging Outcalling Quick Reference* (1 sheet)

  - *Dual Language Greetings* (1 sheet)

  - *Voice Messaging with a TDD* (4 sheets)

  - *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*

  - *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) — for customers migrating to an INTUITY AUDIX system from an AUDIX R1 system

  - *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) — for customers migrating to an INTUITY AUDIX system from an AUDIX Voice Power system

  - *The New AUDIX System: It's Different* (2 sheets) — for customers upgrading to an INTUITY AUDIX R3.3 system from an INTUITY AUDIX R2.0 system

  - *The New AUDIX System: It's Different* (2 sheets) — for customers upgrading to an INTUITY AUDIX R3.3 system from an INTUITY AUDIX R3.2 system

Release 2.0 Book Descriptions

4

This chapter lists the title, document number, and issue number for each book in the INTUITY R2.0 document library. When ordering books from the Lucent Technologies Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue of the book. A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
INTUITY System Description	585-310-211	1, or later
Planning		
INTUITY New System Planning for Release 2.0	585-310-604	1, or later
INTUITY R2.0 Planning for Migrations and Upgrades	585-310-650	2, or later
Installation		
INTUITY Upgrade and Migration Procedures for Release 2.0	585-310-158	1, or later
INTUITY MAP/5 Hardware Installation *INTUITY MAP/5 Hardware Installation Addendum*	585-310-146 585-310-146 ADD	1, or later 1, or later
INTUITY MAP/5 Installation Checklist	585-310-154	1, or later
INTUITY MAP/40 Hardware Installation *INTUITY MAP/40 Hardware Installation Addendum*	585-310-138 585-310-138 ADD	1, or later 1, or later
INTUITY MAP/40 Installation Checklist	585-310-155	1, or later

Title	Document Number	Issue #
INTUITY MAP/100 Hardware Installation	585-310-139	1, or later
INTUITY MAP/100 Hardware Installation Addendum	585-310-139 ADD	1, or later
INTUITY MAP/100 Installation Checklist	585-310-156	1, or later
INTUITY Software Installation for Release 2.0	585-310-157	1, or later
Switch Integration		
INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	2, or later
INTUITY Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	1, or later
INTUITY Integration with 5ESS	585-310-219	1, or later
INTUITY Integration with DMS-100	585-310-223	1, or later
INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	1, or later
INTUITY Integration with NEAX	585-310-216	1, or later
INTUITY Integration with ROLM 8000,9000,9571	585-310-220	1, or later
INTUITY Integration with MERLIN LEGEND	585-310-231	1, or later
System Administration		
INTUITY Platform Administration and Maintenance for Release 2.0	585-310-554	1, or later
INTUITY Intro Voice Response	585-310-718	1, or later
INTUITY Call Accounting System User Guide	585-310-728	1, or later
INTUITY Call Accounting System Quick Reference	585-310-729	1, or later
INTUITY Message Manager User's Guide	585-310-725	1, or later
INTUITY Message Manager Subscriber Artwork Package	585-310-726	1, or later
INTUITY AUDIX R3.2 Administration and Feature Operations	585-310-552	1, or later
AUDIX Administration and Data Acquisition Package (ADAP)	585-302-502	11, or later
INTUITY AUDIX Digital Networking Administration	585-310-533	1, or later
AMIS Analog Networking	585-300-512	5, or later
System Use		
A Portable Guide to Voice Messaging	585-300-701	3, or later
Voice Messaging Quick Reference	585-300-702	3, or later

Title	Document Number	Issue #
Voice Messaging Wallet Card	585-300-704	2, or later
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Voice Messaging Outcalling Quick Reference	585-300-706	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
INTUITY AUDIX R3.2 Voice Messaging Subscriber Artwork Package	585-310-730	1, or later

■ INTUITY *System Description*

Document number 585-310-211, Issue 1 or later
February 1994

This book contains a technical description of the INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the INTUITY system and its components and features.

An 8-1/2-inch by 11-inch, 100-page book

■ INTUITY *New System Planning for Release 2.0*

Document number 585-310-604, Issue 1 or later
January 1995

This book provides a guide for planning a new INTUITY system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system; system features and options; networking; switch and platform needs; implementation; and discussions of system security, related products, and personnel and training issues. This book also contains worksheets used during installation.

An 8-1/2-inch by 11-inch, 400-page book

■ INTUITY *R2.0 Planning for Migrations and Upgrades*

Document number 585-310-650, Issue 2 or later
November 1994

This book contains a high-level description of the process needed for migrating to the INTUITY system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems, or for upgrading from the INTUITY AUDIX R2.0 system to the INTUITY AUDIX R3.2 system. It describes how users can manage the migration or upgrade and compares the INTUITY AUDIX system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 140-page book

■ *INTUITY Upgrade and Migration Procedures for Release 2.0*

Document number 585-310-158, Issue 1 or later
November 1994

This book contains the procedures and a checklist necessary to upgrade from INTUITY R1.0 to INTUITY R2.0. Migration procedures and checklists are also provided for migration from the following systems to an INTUITY R2.0: DEFINITY AUDIX, AUDIX R1, DEFINITY AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. The document is primarily intended for the on-site service technician. Other audiences include: field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and the training organization. Includes: overview of upgrade process, installing fixes to an INTUITY R1 prior to the upgrade, performing the upgrade, upgrade log information, migration procedures, and migration error codes.

An 8-1/2-inch by 11-inch, 300-page book

■ *INTUITY MAP/5 Hardware Installation*

Document number 585-310-146, Issue 1 or later
June 1994

This book must be used with *INTUITY MAP/5 Hardware Installation Addendum* (585-310-146 ADD). This book contains procedures necessary to install the MAP/5 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

■ *INTUITY MAP/5 Hardware Installation Addendum*

Document number 585-310-146 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *INTUITY MAP/5 Hardware Installation* (585-310-146). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

An 8-1/2-inch by 11-inch, 65-page addendum

■ *INTUITY MAP/5 Installation Checklist*

Document number 585-310-154, Issue 1 or later
November 1994

This document contains a series of checklists for installing the INTUITY system on a MAP/5 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

8-1/2-inch by 11-inch, 12-page stapled book

■ *INTUITY MAP/40 Hardware Installation*

Document number 585-310-138, Issue 1 or later
February 1994

This book must be used with *INTUITY MAP/40 Hardware Installation Addendum* (585-310-138 ADD). This book contains procedures necessary to install the MAP/40 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

■ *INTUITY MAP/40 Hardware Installation Addendum*

Document number 585-310-138 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *INTUITY MAP/40 Hardware Installation* (585-310-138). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

An 8-1/2-inch by 11-inch, 100-page addendum

■ *INTUITY MAP/40 Installation Checklist*

Document number 585-310-155, Issue 1 or later
November 1994

This document contains a series of checklists for installing the INTUITY system on a MAP/40 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 30-page book

- *INTUITY MAP/100 Hardware Installation*

  Document number 585-310-139, Issue 1 or later
  February 1994

  This book must be used with *INTUITY MAP/100 Hardware Installation Addendum* (585-310-139 ADD). This book contains procedures necessary to install the MAP/100 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

  An 8-1/2-inch by 11-inch, 310 page book

- *INTUITY MAP/100 Hardware Installation Addendum*

  Document number 585-310-139 ADD, Issue 1 or later
  November 1994

  This addendum contains replacement chapters for *INTUITY MAP/100 Hardware Installation* (585-310-139). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

  An 8-1/2-inch by 11-inch, 100-page addendum

- *INTUITY MAP/100 Installation Checklist*

  Document number 585-310-156, Issue 1 or later
  November 1994

  This document contains a series of checklists for installing the INTUITY system on a MAP/100 platform. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

  An 8-1/2-inch by 11-inch, 30-page book

■ *INTUITY Software Installation for Release 2.0*

Document number 585-310-157, Issue 1 or later
November 1994

This book describes how to accept the new INTUITY system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping, as well as procedures for the administration and acceptance testing of the software platform, the INTUITY AUDIX system, and feature and package options.

An 8-1/2-inch by 11-inch, 400-page book

■ *INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

Document number 585-310-214, Issue 2 or later
November 1994

This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the INTUITY system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the INTUITY system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the INTUITY system; procedures for administering a Distributed Communications System (DCS) switch network with an INTUITY system; procedures for administering the INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 328-page book

■ *INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*

Document number 585-310-215, Issue 1 or later
February 1994

This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 150-page book

- *INTUITY Integration with 5ESS*

  Document number 585-310-219, Issue 1 or later
  June 1994

  This book contains the procedures needed to administer a 5ESS switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the INTUITY system, alarms, and installing 5ESS switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 134-page book

- *INTUITY Integration with DMS-100*

  Document number 585-310-223, Issue 1 or later
  July 1994

  This book contains the procedures needed to install and administer a DMS-100 switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the INTUITY system, alarms, and installing DMS-100 switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 112-page book

- *INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

  Document number 585-310-221, Issue 1 or later
  November 1994

  This book contains the procedures needed to install and administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 180 page book

■   *INTUITY Integration with NEAX*

Document number 585-310-216, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 200 page book

■   *INTUITY Integration with ROLM 8000, 9000, 9751*

Document number 585-310-220, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a ROLM 8000, 9000, or 9751 CBX to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

■   *INTUITY Integration with MERLIN LEGEND*

Document number 585-310-231, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a MERLIN LEGEND switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview of the integration, prerequisite information, administration planning information, software installation procedures, INTUITY system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the INTUITY system.

An 8-1/2-inch by 11-inch, 150 page book

- *INTUITY Platform Administration and Maintenance for Release 2.0*

  Document number 585-310-554, Issue 1 or later
  November 1994

  This book contains procedures for administering, maintaining, and troubleshooting the INTUITY system. It is intended for the system administrator, on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures.

  An 8-1/2-inch by 11-inch, 650-page book

- *INTUITY Intro Voice Response*

  Document number 585-310-718, Issue 1 or later
  March 1994

  This book contains procedures needed to create an INTUITY Intro Voice Response application. It is intended for application developers or on-site technicians installing INTUITY Intro software onto an existing INTUITY system. Includes: information for developing an application using INTUITY Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the INTUITY system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing INTUITY Intro software.

  An 8-1/2-inch by 11-inch, 200-page book

- *INTUITY Call Accounting System User Guide*

  Document number 585-310-728, Issue 1 or later
  November 1994

  This book contains the procedures needed to administer an INTUITY Call Accounting System. It is intended for system administrators, on-site technicians, and system consultants. Includes: planning, installation, and administration information.

  An 8-1/2-inch by 11-inch, 248-page book

- *INTUITY Call Accounting System Quick Reference*

  Document number 585-310-729, Issue 1 or later
  November 1994

  This quick reference card contains a summary of commands for the seasoned CAS user.

  An 8-1/2-inch by 11-inch, tri-folded quick reference

■ *INTUITY Message Manager User's Guide*

Document number 585-310-725, Issue 1 or later
August 1994

This document is designed to help new users install and operate the INTUITY Message Manager application at their personal computers. Includes: installing the INTUITY Message Manager software on a PC, listening to and creating voice messages at the desktop, using the visual interface to access basic and advanced voice-messaging features such as personal greetings and mailing lists, archiving messages, monitoring multiple mailboxes, and troubleshooting problems. This book applies to INTUITY AUDIX R3.2 and DEFINITY AUDIX R3.1. Related materials includes *INTUITY Message Manager Subscriber Artwork Package* (585-310-726).

A 6-1/4-inch by 8-1/2-inch, 62-page book

■ *INTUITY Message Manager Subscriber Artwork Package*

Document number 585-310-726, Issue 1 or later
August 1994

This package contains camera-ready artwork that may be used to produce multiple copies (printed or photocopied) of *INTUITY Message Manager User's Guide* (585-310-725). The reproduced document may be trimmed to its final 6-1/4 X 8-1/2 inch size.

■ *INTUITY AUDIX R3.2 Administration and Feature Operations*

Document number 585-310-552, Issue 1 or later
November 1994

This book contains procedures and strategies for administering the INTUITY AUDIX system. It is intended for the system administrator. Includes: system feature administration, subscriber administration, automated attendant administration, traffic reports, alarms, logs, audits, announcement customization, user administration, and system features operation.

An 8-1/2 inch by 11-inch, 400-page book.

- *AUDIX Administration and Data Acquisition Package*

  Document number 585-302-502, Issue 12 or later
  April 1995

  This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to INTUITY AUDIX R2.0 and R3.2 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.1. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

  An 8-1/2-inch by 11-inch, 382-page book

- *INTUITY AUDIX Digital Networking Administration*

  Document number 585-310-533, Issue 1 or later
  February 1994

  This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of INTUITY AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information on using networking reports.

  An 8-1/2-inch by 11-inch, 252-page book

- *AMIS Analog Networking*

  Document number 585-300-512, Issue 5 or later
  September 1994

  This book contains procedures for administering the INTUITY system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on INTUITY AUDIX R2.0 and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, and R3.1 systems.

  An 8-1/2-inch by 11-inch, 248-page book

- *A Portable Guide to Voice Messaging*

  Document number 585-300-701, Issue 3 or later
  November 1994

  This pocket-sized guide provides the subscriber with concise yet comprehensive task-oriented information for effectively using the voice mail and call answer INTUITY AUDIX features.

  A 3-1/4-inch by 6-1/4-inch, 24-page pocket guide

- *Voice Messaging Quick Reference*

  Document number 585-300-702, Issue 3 or later
  November 1993

  This concise quick reference summarizes the most commonly used AUDIX subscriber features. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Wallet Card*

  Document number 585-300-704, Issue 2 or later
  November 1993

  This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.

- *Multiple Personal Greetings Quick Reference*

  Document number 585-300-705, Issue 5 or later
  November 1994

  This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Outcalling Quick Reference*

  Document number 585-300-706, Issue 1 or later
  September 1994

  This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Business Card Stickers*

  Document number 585-304-705, Issue 2 or later
  November 1993

  This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

  Each sticker is 1-1/2 inches by 3 inches

- INTUITY *AUDIX R3.2 Voice Messaging Subscriber Artwork Package*

  Document number 585-310-730, Issue 1 or later
  November 1994

  This package contains camera-ready artwork from several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

  - *Voice Messaging Quick Reference* (2 velox sheets)
  - *Multiple Personal Greetings Quick Reference* (2 velox sheets)
  - *Voice Messaging Wallet Card* (1 sheet)
  - *Voice Messaging Tips and Highlights* (2 sheets)
  - *Voice Messaging Outcalling Quick Reference* (1 sheet)
  - *Dual Language Greetings* (1 sheet)
  - *Voice Messaging with a TDD* (4 sheets)
  - *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*
  - *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) - for customers migrating to an INTUITY AUDIX system from an AUDIX R1 system
  - *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) - for customers migrating to an INTUITY AUDIX system from an AUDIX Voice Power system
  - *The New AUDIX System: It's Different* (2 sheets) - for customers upgrading to an INTUITY AUDIX R3.2 system from an INTUITY AUDIX R2.0 system

Release 1.0 Book Descriptions

5

This chapter lists the title, document number, and issue number for each book in the INTUITY R1.0 document library. When ordering books from the Lucent Technologies Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue of the book. A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
INTUITY System Description	585-310-211	1, or later
INTUITY AUDIX Feature Descriptions	585-310-212	1, or later
Planning		
INTUITY New System Planning	585-310-603	1, or later
INTUITY R2.0 Planning for Migrations and Upgrades	585-310-650	2, or later
Installation		
INTUITY MAP/5 Hardware Installation	585-310-146	1, or later
INTUITY MAP/5 Installation Checklist	585-310-147	1, or later
INTUITY MAP/40 Hardware Installation	585-310-138	1, or later
INTUITY MAP/40 Installation Checklist	585-310-141	1, or later
INTUITY MAP/100 Hardware Installation	585-310-139	1, or later
INTUITY MAP/100 Installation Checklist	585-310-137	1, or later

Title	Document Number	Issue #
INTUITY Software Installation	585-310-140	1, or later
INTUITY Release 1.0 Release Notes	585-310-405	4, or later
Switch Integration		
INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	2, or later
INTUITY Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	1, or later
INTUITY Integration with 5ESS	585-310-219	1, or later
INTUITY Integration with DMS-100	585-310-223	1, or later
INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	1, or later
INTUITY Integration with NEAX	585-310-216	1, or later
INTUITY Integration with ROLM 8000,9000,9571	585-310-220	1, or later
System Administration		
INTUITY Platform Administration and Maintenance for Release 2.0	585-310-554	1, or later
INTUITY Intro Voice Response	585-310-718	1, or later
INTUITY AUDIX Administration	585-310-539	1, or later
AUDIX Administration and Data Acquisition Package (ADAP)	585-302-502	11, or later
INTUITY AUDIX Digital Networking Administration	585-310-533	1, or later
AMIS Analog Networking	585-300-512	5, or later
INTUITY AUDIX Announcement Customization — American English	585-310-535	1, or later
INTUITY AUDIX Announcement Customization — British English	585-310-536	1, or later
INTUITY AUDIX Announcement Customization — Latin Spanish	585-310-537	1, or later
INTUITY AUDIX Announcement Customization — French Canadian	585-310-538	1, or later
System Use		
A Portable Guide to Voice Messaging	585-300-701	3, or later
Voice Messaging Quick Reference	585-300-702	3, or later
Voice Messaging Wallet Card	585-300-704	2, or later

Title	Document Number	Issue #
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Outcalling Quick Reference	585-310-721	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
Voice Messaging Subscriber Artwork Package	585-310-724	1, or later

■ *INTUITY System Description*

Document number 585-310-211, Issue 1 or later
February 1994

This book contains a technical description of the INTUITY system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the INTUITY system and its components and features.

An 8-1/2-inch by 11-inch, 100-page book

■ *INTUITY AUDIX Feature Descriptions*

Document number 585-310-212, Issue 1 or later
February 1994

This book contains a detailed description of user, administration, and system features available in the INTUITY AUDIX system. Includes: description, applications, requirements, considerations, feature operation (including flow charts for user interactions), interactions with switch features, and interactions with other INTUITY AUDIX features. Feature summaries are included in appendixes.

An 8-1/2-inch by 11-inch, 340-page book

■ *INTUITY New System Planning*

Document number 585-310-603, Issue 1 or later
February 1994

This book provides a guide for planning a new INTUITY system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system, system features and options, networking, switch needs, platform needs, and implementation, as well as discussions of system security, related products, and personnel and training issues.

An 8-1/2-inch by 11-inch, 360-page book

■ *INTUITY R2.0 Planning for Migrations and Upgrades*

Document number 585-310-650, Issue 2 or later
November 1994

This book contains a high-level description of the process needed for migrating to the INTUITY system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems, or for upgrading from the INTUITY AUDIX R2.0 system to the INTUITY AUDIX R3.2 system. It describes how users can manage the migration and compares the INTUITY AUDIX system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 140-page book

- *INTUITY MAP/5 Hardware Installation*

  Document number 585-310-146, Issue 1 or later
  June 1994

  This book contains procedures necessary to install the MAP/5 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

  An 8-1/2-inch by 11-inch, 280-page book

- *INTUITY MAP/5 Installation Checklist*

  Document number 585-310-147, Issue 1 or later
  June 1994

  This document contains a series of checklists for installing the INTUITY system on a MAP/5 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

  8-1/2-inch by 11-inch, 12-page stapled book

- *INTUITY MAP/40 Hardware Installation*

  Document number 585-310-138, Issue 1 or later
  February 1994

  This book contains procedures necessary to install the MAP/40 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

  An 8-1/2-inch by 11-inch, 280-page book

- *INTUITY MAP/40 Installation Checklist*

    Document number 585-310-141, Issue 1 or later
    February 1994

    This document contains a series of checklists for installing the INTUITY system on a MAP/40 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

    An 8-1/2-inch by 11-inch, 30-page book

- *INTUITY MAP/100 Hardware Installation*

    Document number 585-310-139, Issue 1 or later
    February 1994

    This book contains procedures necessary to install the MAP/100 platform hardware and to configure the INTUITY system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

    An 8-1/2-inch by 11-inch, 310 page book

- *INTUITY MAP/100 Installation Checklist*

    Document number 585-310-137, Issue 1 or later
    February 1994

    This document contains a series of checklists for installing the INTUITY system on a MAP/100 platform. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

    An 8-1/2-inch by 11-inch, 30-page book

- *INTUITY Software Installation*

  Document number 585-310-140, Issue 1 or later
  February 1994

  This book describes how to accept the new INTUITY system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping, as well as procedures for the administration and acceptance testing of the software platform, the INTUITY AUDIX system, and feature and package options.

  An 8-1/2-inch by 11-inch, 280-page book

- *INTUITY Release 1.0 Release Notes*

  Document number 585-310-405, Issue 4 or later
  June 1994

  These notes include additions, deletions, and corrections to specified information in the INTUITY Release 1.0 documentation library. The Release Notes are intended for customers, provisioning project managers, on-site service technicians, and field support. Includes: planning, customer administration, installation and maintenance, Remote Field Update (RFU) installation, MAP/40 software installation checklist, and updated modem installation procedures. These notes are recommended if you are ordering *INTUITY Software Installation* (585-310-140), *INTUITY MAP/40 Hardware Installation* (585-310-138), *INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3* (585-310-214), or *INTUITY Platform Administration and Maintenance* (585-310-534).

  An 8-1/2-inch by 11-inch, 120-page shrink wrap

- *INTUITY Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

  Document number 585-310-214, Issue 2 or later
  November 1994

  This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the INTUITY system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the INTUITY system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the INTUITY system; procedures for administering a Distributed Communications System (DCS) switch network with an INTUITY system; procedures for administering the INTUITY system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

  An 8-1/2-inch by 11-inch, 328-page book

- *INTUITY Integration with System 85 and DEFINITY Communications System Generic 2*

  Document number 585-310-215, Issue 1 or later
  February 1994

  This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

  An 8-1/2-inch by 11-inch, 150-page book

- *INTUITY Integration with 5ESS*

  Document number 585-310-219, Issue 1 or later
  June 1994

  This book contains the procedures needed to install and administer a 5ESS switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the INTUITY system, alarms, and installing 5ESS switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 134-page book

- *INTUITY Integration with DMS-100*

  Document number 585-310-223, Issue 1 or later
  July 1994

  This book contains the procedures needed to install and administer a DMS-100 switch with an INTUITY system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation,   administering the INTUITY system, alarms, and installing DMS-100 switch software package on an INTUITY system.

  An 8-1/2-inch by 11-inch, 112-page book

- *INTUITY Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

  Document number 585-310-221, Issue 1 or later
  November 1994

  This book contains the procedures needed to install and administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 180 page book

- *INTUITY Integration with NEAX*

  Document number 585-310-216, Issue 1 or later
  November 1994

  This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 200 page book

- *INTUITY Integration with ROLM 8000, 9000, 9751*

  Document number 585-310-220, Issue 1 or later
  November 1994

  This book contains the procedures needed to install and administer a ROLM 8000, 9000, or 9751 CBX to integrate with an INTUITY system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, INTUITY system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

  An 8-1/2-inch by 11-inch, 180 page book

- *INTUITY Platform Administration and Maintenance for Release 2.0*

  Document number 585-310-554, Issue 1 or later
  November 1994

  This book contains procedures for administering, maintaining, and troubleshooting the INTUITY system. It is intended for the system administrator, on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures. This book supports both Release 1.0 and Release 2.0 of the platform for the INTUITY system.

  An 8-1/2-inch by 11-inch, 650-page book

- *INTUITY Intro Voice Response*

  Document number 585-310-718, Issue 1 or later
  March 1994

  This book contains procedures needed to create an INTUITY Intro Voice Response application. It is intended for application developers or on-site technicians installing INTUITY Intro software onto an existing INTUITY system. Includes: information for developing an application using INTUITY Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the INTUITY system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing INTUITY Intro software.

  An 8-1/2-inch by 11-inch, 200-page book

- *INTUITY AUDIX Administration*

  Document number 585-310-539, Issue 1 or later
  February 1994

  This book contains procedures and strategies for administering the INTUITY AUDIX system. It is intended for the system administrator. Includes: system feature administration, subscriber administration, automated-attendant administration, traffic reports, alarms, logs, and audits.

  An 8-1/2-inch by 11-inch, 330-page book

- *AUDIX Administration and Data Acquisition Package*

  Document number 585-302-502, Issue 12 or later
  April 1995

  This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to INTUITY AUDIX R2.0 and R3.2 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.1. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

  An 8-1/2-inch by 11-inch, 382-page book

- *INTUITY AUDIX Digital Networking Administration*

  Document number 585-310-533, Issue 1 or later
  February 1994

  This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of INTUITY AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information on using networking reports.

  An 8-1/2-inch by 11-inch, 252-page book

- *AMIS Analog Networking*

  Document number 585-300-512, Issue 5 or later
  September 1994

  This book contains procedures for administering the INTUITY system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on INTUITY AUDIX R2.0 and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, and R3.1 systems.

  An 8-1/2-inch by 11-inch, 248-page book

- *INTUITY AUDIX Announcement Customization — American English*

  Document number 585-310-535, Issue 1 or later
  February 1994

  This book contains detailed procedures for customizing announcements in the American English announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

  An 8-1/2-inch by 11-inch, 250-page book

- *INTUITY AUDIX Announcement Customization — British English*

  Document number 585-310-536, Issue 1 or later
  February 1994

  This book contains detailed procedures for customizing announcements in the British English announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

  An 8-1/2-inch by 11-inch, 250-page book

- *INTUITY AUDIX Announcement Customization — Latin Spanish*

  Document number 585-310-537, Issue 1 or later
  February 1994

  This book contains detailed procedures for customizing announcements in the Latin Spanish announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

  An 8-1/2-inch by 11-inch, 250-page book

- *INTUITY AUDIX Announcement Customization — French Canadian*

  Document number 585-310-538, Issue 1 or later
  February 1994

  This book contains detailed procedures for customizing announcements in the French Canadian announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

  An 8-1/2-inch by 11-inch, 250-page book

- *A Portable Guide to Voice Messaging*

  Document number 585-300-701, Issue 3 or later
  November 1994

  This pocket-sized guide provides the subscriber with concise yet comprehensive task-oriented information for effectively using the voice mail and call answer INTUITY AUDIX features.

  A 3-1/4-inch by 6-1/4-inch, 24-page pocket guide

- *Voice Messaging Quick Reference*

  Document number 585-300-702, Issue 3 or later
  November 1993

  This concise quick reference summarizes the most commonly used AUDIX subscriber features. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Wallet Card*

  Document number 585-300-704, Issue 2 or later
  November 1993

  This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.

- *Multiple Personal Greetings Quick Reference*

  Document number 585-300-705, Issue 5 or later
  November 1993

  This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

  An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

■ *Outcalling Quick Reference*

Document number 585-310-721, Issue 1 or later
November 1993

This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

■ *Voice Messaging Business Card Stickers*

Document number 585-304-705, Issue 2 or later
November 1993

This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

Each sticker is 1-1/2 inches by 3 inches

■ *Voice Messaging Subscriber Artwork Package*

Document number 585-310-724, Issue 1 or later
November 1993

This package contains camera-ready artwork from several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

   ■ *Voice Messaging Quick Reference* (2 velox sheets)

   ■ *Multiple Personal Greetings Quick Reference* (2 velox sheets)

   ■ *Voice Messaging Wallet Card* (1 sheet)

   ■ *Voice Messaging Tips and Highlights* (2 sheets)

   ■ *Outcalling Quick Reference* (1 sheet)

   ■ *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*

   ■ *The New AUDIX System: It's Different* and *The New AUDIX System Is Coming* (2 sheets each) - for customers migrating to an INTUITY AUDIX system from an AUDIX R1 system

We'd like your opinion.

Lucent welcomes your feedback on this document. Your comments can be of great value in helping us improve our documentation.

INTUITY Messaging Solutions Release 4 Documentation Guide
585-310-016, Issue 2, December 1996, Comcode 107889222

1. Please rate the effectiveness of this document in the following areas:

	Excellent	Good	Fair	Poor
Ease of Finding Information				
Clarity				
Completeness				
Accuracy				
Organization				
Appearance				
Examples				
Illustrations				
Overall Satisfaction				

2. Please check the ways you feel we could improve this document:

❒ Improve the overview/introduction ❒ Make it more concise
❒ Improve the table of contents ❒ Add more step-by-step procedures/tutorials
❒ Improve the organization ❒ Add more troubleshooting information
❒ Add more figures ❒ Make it less technical
❒ Add more examples ❒ Add more/better quick reference aids
❒ Add more detail ❒ Improve the index

Please add details about your concern._____
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