**AUDIX**® **Voice Power**™
**System R3.0**

System and Feature Description

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**Acknowledgment**
This document was prepared by the AT&T Product Documentation Development Department, Denver, CO 80234-2703.

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# About This Document

This document provides an overview of the design, setup, and operation of AUDIX Voice Power R3.0. It also provides a detailed description of system features.

## INTENDED AUDIENCES

This document is intended primarily for the customer using the AUDIX Voice Power system, including the telecommunications manager and system administrator. Secondary audiences include the following from AT&T: field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), and helpline personnel.

## ORGANIZATION OF THIS DOCUMENT

This document is organized as follows:

- Chapter 1, *System Overview*, describes the hardware and software that make up the AUDIX Voice Power system, discusses the user interface, and provides an overview of system operation.

- Chapter 2, *Services and Features*, describes the five services offered by the AUDIX Voice Power system—call answer, voice mail, automated attendant, information service, and message drop— and the major features of each.

- Chapter 3, *Site Preparation*, describes requirements for the AUDIX Voice Power computer and peripherals that must be met and maintained regarding location, space, power, and environmental conditions.

- Chapter 4, *System Administration and Maintenance,* provides an overview of the system administrator's role, including a discussion of the tools available for preventive maintenance of the AUDIX Voice Power system.

- Appendix A, *AUDIX Voice Power Feature Summary,* provides a comprehensive history of the features, capacities, and compatibilities of the product from R1.1 to R3.0

A list of abbreviations used, a glossary, and an index are included following the last chapter.

# HOW TO USE THIS DOCUMENT

Read this document in its entirety for a complete high-level overview of the AUDIX Voice Power system. Refer to the specific document referenced when you would like more detail.

These referenced documents are part of the standard AUDIX Voice Power R3.0 documentation set.



This symbol is used along with the document title and number to refer you to these additional documents.

# CONVENTIONS USED IN THIS DOCUMENT

The following typographic conventions are used in this document:

- Keys on the touch-tone telephone keypad are shown in square boxes. For example, an instruction to press the star key is shown as

    Press ⬚*⬚ .

- Information that is displayed on a terminal screen — including screen displays, field names, prompts, and error messages — is shown in `typewriter-style constant-width` type, as illustrated in the following example:

```
                 System Monitor - Voice Channels

             Calls   Voice     Service    Caller   Dialed
   Channel   Today   Service   Status     Input    Digits

       0       13               *On Hook
       1       12               *On Hook
       2       12               *On Hook
       3       13     CA+VM      Talking
       4       12               *On Hook
       5       13               *On Hook
       6       12               *On Hook
       7       14               *On Hook
       8       12               *On Hook
       9       12               *On Hook
      10       12               *On Hook
      11       13               *On Hook
```

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## RELATED RESOURCES

Always refer to the appropriate document for specific information on planning, installing, administering, or maintaining an AUDIX Voice Power system. The *AUDIX Voice Power System R3.0 Documentation Guide* (585-310-013) provides a complete description of other AUDIX Voice Power R3.0 documents. This guide is included with the AUDIX Voice Power documentation set.

To order additional AT&T documents, call the AT&T Customer Information Center by dialing the toll-free number, 1-800-432-6600. Refer to the document number when making your request.

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# 1. System Overview

This chapter describes the hardware and software that make up the AUDIX Voice Power R3.0 system and provides an overview of system operation.

## INTRODUCTION

The AUDIX Voice Power system is an automated voice messaging system that allows people to send and receive recorded messages over the telephone. The AUDIX Voice Power system also answers and directs calls and provides other features that make it easy to create, send, retrieve, answer, save, and forward spoken messages. Specifically, the AUDIX Voice Power system provides the following five services:

- The *call answer service* takes voice messages for AUDIX Voice Power subscribers who are already on the telephone or away from their desks.

- The *voice mail service* allows AUDIX Voice Power subscribers to retrieve voice messages and send or forward voice messages to other subscribers.

- The *automated attendant service* answers incoming calls with a prerecorded announcement and routes them on the basis of the caller's response to menus and prompts.

- The *message drop service* is an answering service that delivers a prerecorded message and then allows the caller to leave a voice message in response.

- The *information service* is a call-in information facility that delivers a prerecorded message and then disconnects the caller.
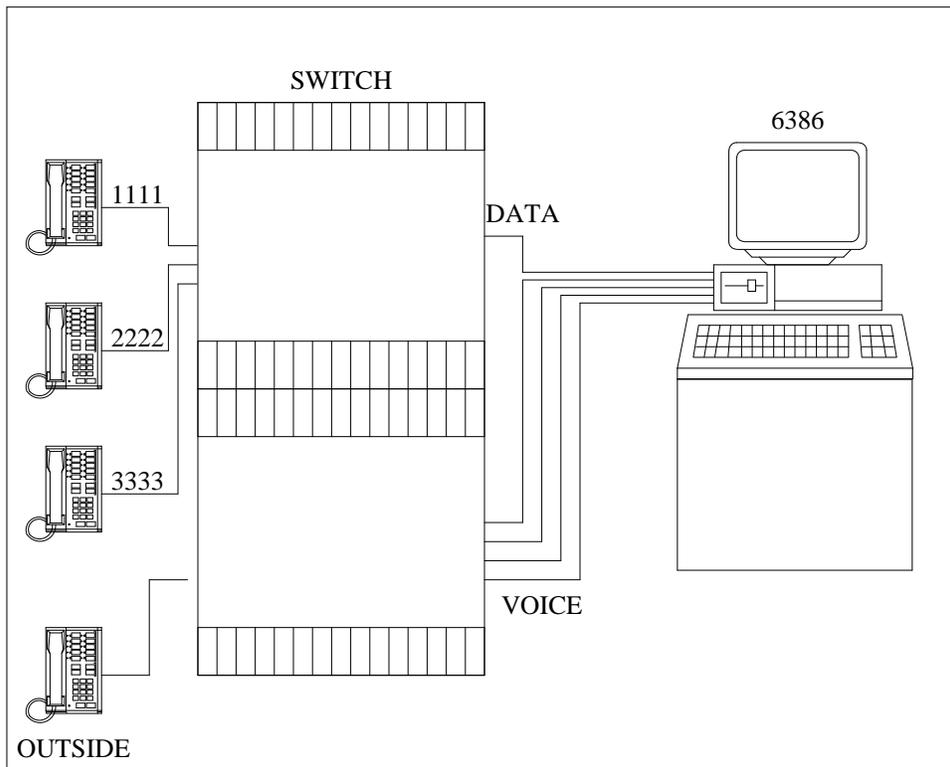
**Figure 1-1.**  The AUDIX Voice Power System Shares Call Processing Information with the PBX

The AUDIX Voice Power system is operated by software running on a dedicated processor integrated with your telephone system.  In an *integrated* system, call processing is expedited because call information is shared between the voice messaging system and the PBX.  Voice and data are transmitted over separate lines, as illustrated in the general diagram shown in Figure 1-1.  Refer to Appendix A, *AUDIX Voice Power Feature Summary*, for a list of the specific switch integrations available for each release of the AUDIX Voice Power system.

The AUDIX Voice Power system R3.0 provides a migration path from AUDIX Voice Power R1.1, 2.0, and 2.1.1. Appendix A, *AUDIX Voice Power Feature Summary,* includes a feature history of the product from R1.1 to R3.0.

# PHYSICAL DESCRIPTION

This section provides information on the hardware and software that make up an AUDIX Voice Power R3.0 system and describes the user interface.

## AUDIX Voice Power Hardware

The AUDIX Voice Power system runs on a desk-top-size AT&T 6386 computer workstation. It requires a minimum of 8Mbytes of RAM.  The 6386 computer is equipped with a Video Display Controller (VDC) 600 board for compatibility with EGA and VGA standards.

Using an 884A adapter, standard analog voice lines are connected from the PBX to another circuit board within the 6386 computer known as the Integrated Voice Processing (IVP) board. The IVP board encodes and decodes speech.  Its telephone interface provides detection for off-hook, touch tone, and ring.  Each of these boards has four ports (thus they are referred to as "IVP*4*" boards) for connecting the analog lines. The system supports up to three IVP4 boards.  This means that an AUDIX Voice Power system can be configured with a maximum of twelve voice channels.  It is to these channels that some combination of the five services offered by the AUDIX Voice Power system are assigned.  The AUDIX Voice Power system knows which service to activate based on the channel on which a call comes in.  The number of channels or lines assigned to a service determines how many simultaneous calls can come into a service at one time.  (For more details on how each service operates, refer to *How the AUDIX Voice Power Services Work* later in this chapter.)

When assigning services, it is not always necessary to dedicate a channel to a single service.  The call answer and voice mail services or the call answer, voice mail, and automated attendant services can be assigned to the same channel.  Use of the channel will fluctuate between those services according to demand.  The AUDIX Voice Power system knows which service to activate based on the information about the call it receives from the PBX.

As shown in Figure 1-1, nonvoice digital information, such as the number of the extension dialed and the call-identification information, is sent and received over a separate data communications line between the 6386 computer and the PBX.  For AT&T PBXs, integration of this information between the PBX and the AUDIX Voice Power system is accomplished by a proprietary communications protocol. For the System 75, DEFINITY G1 and G3 PBX, integration requires the addition of a Digital Communications Protocol (DCP) board.  For non-AT&T PBXs, a switch integration device (SID) is used to create an integrated environment.  The SID is a combination of hardware and software unique to your particular PBX.  It passes calling/called party information to the 6386 computer from the PBX in a language that the AUDIX Voice Power system understands.

Figures 1-2 through 1-4 illustrate component connectivity for AT&T and non-AT&T switches.

| | |
|---|---|
| **NOTE** | These are general drawings and may not reflect the exact configuration of an actual system. |

All of the system software, as well as the voice messages, subscriber information, and automated attendant information is stored on a hard disk. The AUDIX Voice Power hard disk drive is an ESDI device. One or two 300-Mbyte drives can be used.

The AUDIX Voice Power system also includes a floppy disk drive and a remote maintenance modem. A printer to generate hard copy of usage and diagnostic reports is optional.
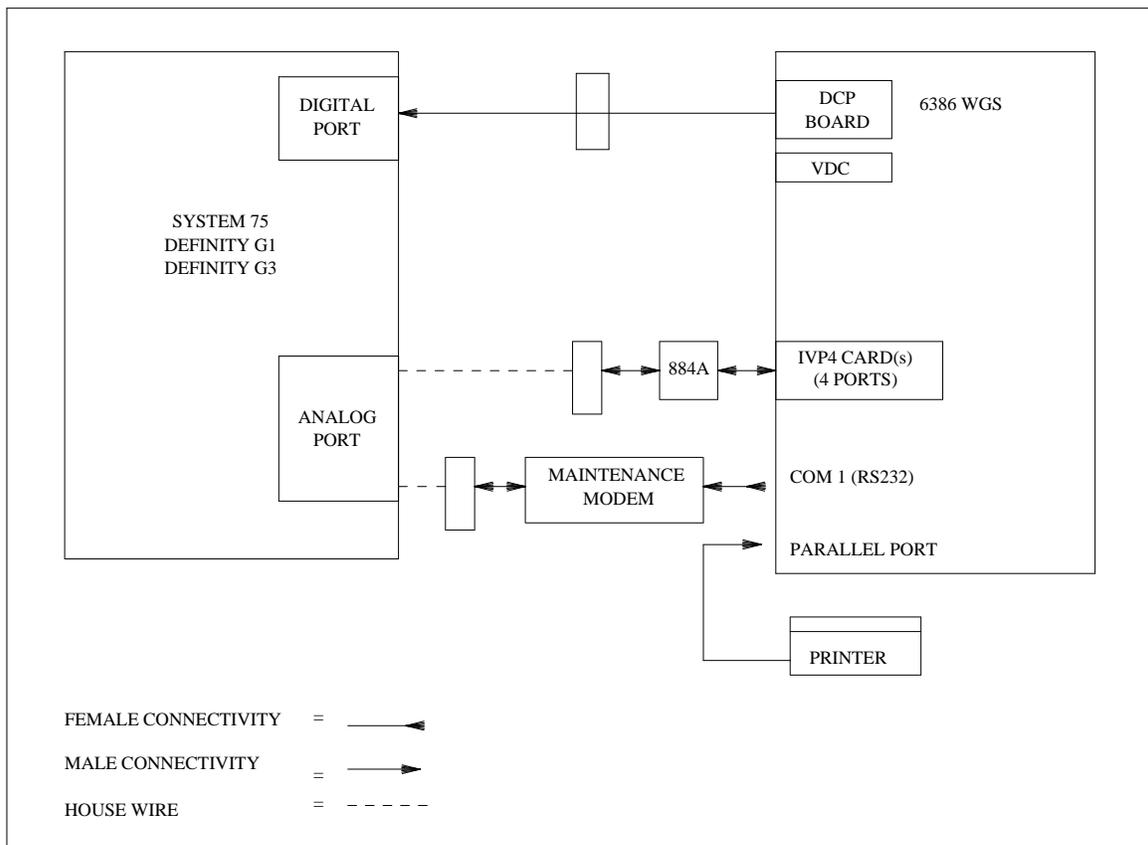


**Figure 1-2.** General Connectivity Diagram for System 75, DEFINITY G1, and DEFINITY G3
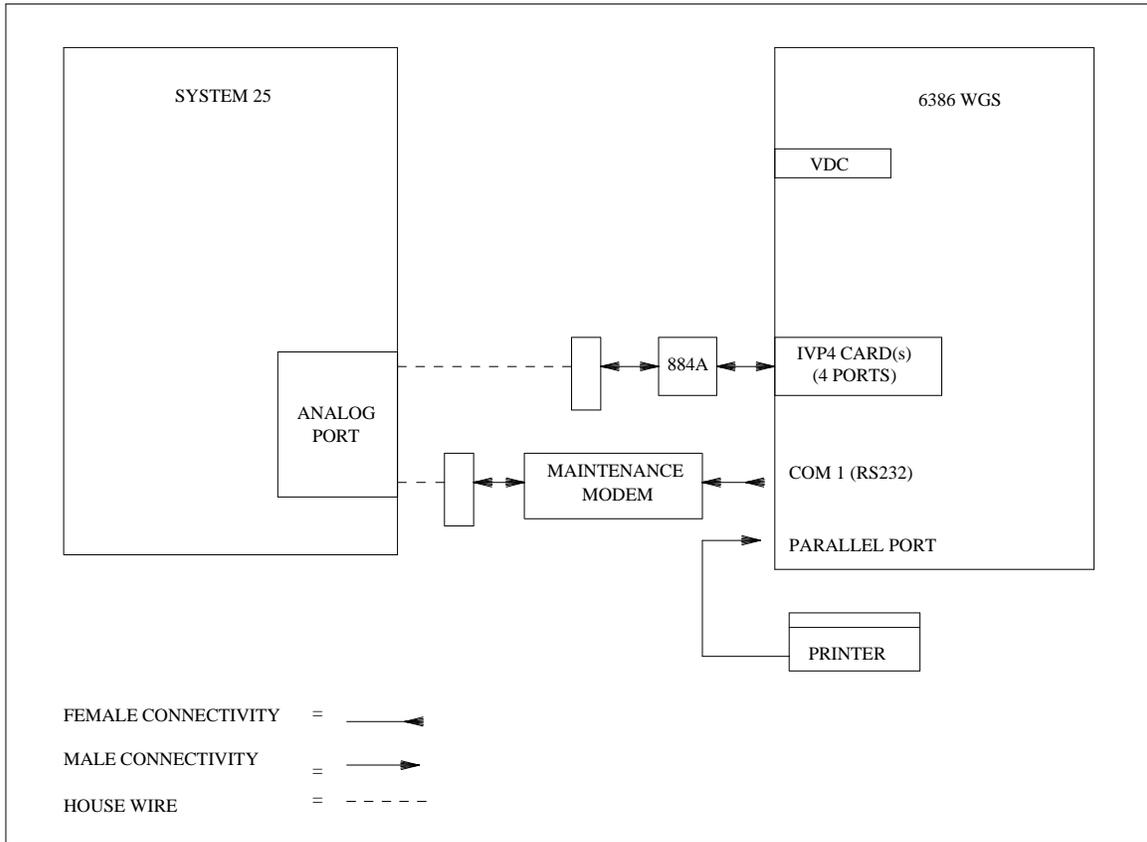
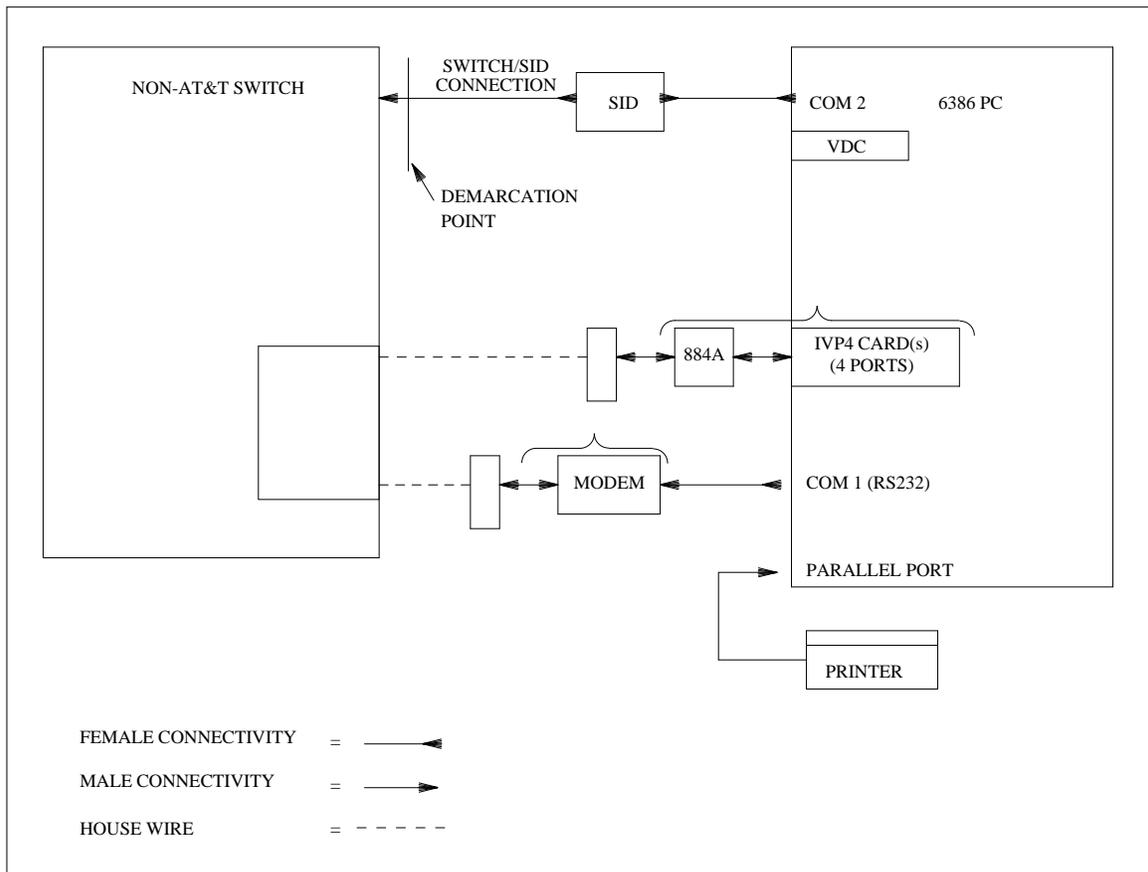**Figure 1-3.** General Connectivity Diagram for System 25

**Figure 1-4.** General Connectivity Diagram for Non-AT&T Switches
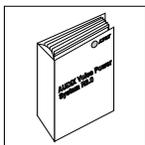
For more information on specific switch integrations, refer to the appropriate switch integration document provided as part of the AUDIX Voice Power R3.0 documentation set.

## AUDIX Voice Power System Software

AUDIX Voice Power system software includes the UNIX® System V R3.2.2 operating system, Integrated Voice Processing System Software (IVPSS) R3.0, a switch integration package, and the AUDIX Voice Power application software R3.0.

The UNIX operating system controls the computer resources such as file systems, program execution, and peripheral equipment.  It also provides the foundation for the other AUDIX Voice Power programs and an interface for system administration.

IVPSS is the base software package for voice processing applications.  Together with the switch integration software, it contains the digital communications device drivers that allow the 6386 to communicate with the PBX.  (Device drivers are small programs containing the information necessary to activate and use pieces of the hardware.)

AUDIX Voice Power application software contains the functionality for the five services offered by the AUDIX Voice Power system.  This software calls up the device drivers within IVPSS and the switch integration software, which in turn tell UNIX how to operate the various pieces of hardware based on the service desired.

## The User Interface

Subscribers and callers interface to the AUDIX Voice Power system via a touch-tone telephone set.  The telephone-based interface consists of voiced menus and detailed voice prompts designed to guide the subscriber or caller through the various options presented. After a prompt is voiced, the system pauses briefly for touch-tone input.  If there is no input, the system repeats the prompt or menu.  If there is still no input, the system voices a closing message and either disconnects or transfers the call to the attendant.

Generally, it is not necessary to listen to the entire menu or prompt before providing touch-tone input.  The system will stop reciting the current prompt or menu and respond with the function selected providing the caller has entered valid input.  If the input entered is not valid, the system responds by informing the caller that an invalid option has been selected or that it does not understand the entry and to try again.  The AUDIX Voice Power system can be set up so that the caller can transfer to a live attendant position at any time by pressing ⬚ 0 .

The AUDIX Voice Power system also has a computer-based interface for system administration.  Refer to Chapter 4, *Administration and Maintenance*, for more information on the administration interface.

# HOW THE AUDIX VOICE POWER SERVICES WORK

This section provides an overview of the operation of each of the five services offered by the AUDIX Voice Power system.

## The Call Answer Service

The call answer service is accessed when a dialed extension is busy or not answered.  The call coverage assignment within the switch forwards the call to the data link.  The data link sends the extension number called and information about the call (that is, whether the call is an inside call from another AUDIX Voice Power subscriber or from outside) to the switch integration software inside the 6386 computer.

When the computer receives this data, it identifies and locates a free voice channel assigned to the call answer service and communicates this information back to the switch over the data link.  The switch then transfers the call to the identified analog voice channel.  When the 6386 computer is contacted over this channel, the AUDIX Voice Power system opens the appropriate mailbox and plays the subscriber's prerecorded greeting.  When the caller hangs up, the AUDIX Voice Power system then closes the mailbox and sends a signal via the voice line to light the message waiting lamp (MWL). The voice line is then made available for another call to the call answer service.

The call answer service can also be assigned to the same channel with the voice mail service or with the voice mail and the automated attendant services.  In these situations, AUDIX Voice Power activates the call answer service for any call that the switch identifies to it as being covered (a *covered* call is any call that the switch call coverage path directs to the AUDIX Voice Power system when the number called is busy or does not answer). When the caller hangs up, the voice line is then made available for any call that comes in to the call answer service or any other service sharing the channel.

## The Voice Mail Service

The functionality of the voice mail service is similar to that of the call answer service.  However, since voice mail is used only by subscribers, the data link is dialed directly by a subscriber rather than accessed via the call coverage service.  As in the call answer service, the switch integration software within the 6386 computer is alerted over the data link and receives the caller's extension.  It then locates a free voice channel and identifies it to the switch.  The switch then transfers the call to the identified analog voice line. Because the data link is dialed directly and not accessed via the call coverage service, the AUDIX Voice Power system knows to activate the voice mail service and play the voice mail service greeting. When the subscriber listens to his or her messages and hangs up, the 6386 computer signals to turn off the MWL. The voice line is then made available for another call to the voice mail service.

The voice mail service can also be assigned to the same channel with the call answer service or with the call answer and the automated attendant services.  If sharing a channel with just the call answer service, AUDIX Voice Power activates the voice mail service for any call that the switch identifies to it as being direct (a *direct* call is any call that is placed directly to the AUDIX Voice Power computer).  When the subscriber listens to his or her messages and hangs up, the 6386 computer signals to turn off the MWL. The voice line is then made available for another call to the voice mail or the call answer service.

If sharing a channel with both the call answer and the automated attendant services, AUDIX Voice Power activates the voice mail service for only those calls that the switch identifies to it as being inside and direct. When the subscriber listens to his or her messages and hangs up, the 6386 computer signals to turn off the MWL. The voice line is then made available for any call that comes in to the voice mail service or any other service sharing the channel.

## The Automated Attendant Service

The automated attendant service can also be set up to operate in two ways.

One or more channels can be dedicated to its use. When any call comes in over one of these dedicated channels, the AUDIX Voice Power system activates the automated attendant service and the caller hears the touch-tone gate or main menu. When the caller hangs up or transfers to another extension, the voice line is made available for another call to the automated attendant service.

The automated attendant service can also share one or more channels with the call answer and voice mail services. In this situation, the switch uses the data link to tell the AUDIX Voice Power system whether the call is an inside or outside call and whether or not it is covered.

If a call is an outside direct call, the AUDIX Voice Power system activates the automated attendant service. When the caller hangs up or is transferred to another extension, the voice line is made available for the next call that comes in for the automated attendant service or any other service sharing the channel.

## The Message Drop and Information Services

The message drop and information services are similar in their operation. Each requires a dedicated channel and neither uses the data link between the AUDIX Voice Power system and the switch. When a call comes into either of these dedicated lines, the AUDIX Voice Power software activates the desired service. With each of these services, the line is made available for another call to the same service when the caller hangs up.

# 2.  Services and Features
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The AUDIX Voice Power system offers five services:  call answer, voice mail, automated attendant, message drop, and the information service.

This chapter describes those five services and the major features associated with each.  Refer to Appendix A, *AUDIX Voice Power Feature Summary,* for a comprehensive feature listing.



**COMMANDS USED WHILE LISTENING**

| | |
|---|---|
| 0 | LISTEN/REPLAY |
| 1 | REPLY/FORWARD |
| 2 | REWIND |
| 3 | PLAY/PAUSE |
| 5 | BACK UP |
| 6 | ADVANCE |
| # | SKIP |
| 3 | PAUSE & CONTINUE |
| 2 2 | REWIND & REPLAY PREVIOUS MESSAGE HEADER |
| 2 3 | PLAY CURRENT MESSAGE HEADER |

**BASIC COMMANDS**

| | | |
|---|---|---|
| * | A | ALTERNATE ADDRESSING |
| * | D | DELETE |
| * | L | LIST ADDRESSING |
| * | R | RESTART |
| * | T | TRANSFER OUT |
| | O | OPERATOR |
| * * | X | EXIT AUDIX |

**MAJOR ACTIVITIES**

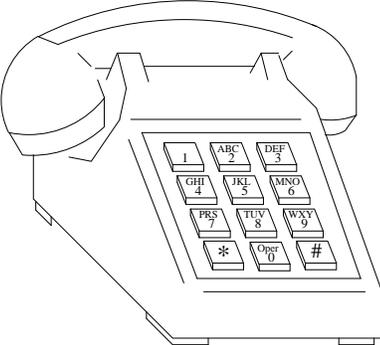| | |
|---|---|
| 1 | RECORD MESSAGES |
| 2 | LISTEN/RESPOND |
| 3 | ADMINISTER NAME OR GREETING |
| 5 | CHANGE PASSWORD/ ADMINISTER LISTS |
| 6 | ADMINISTER OUTCALLING |

**Figure 2-1.**  AUDIX Voice Power Services and Features are Easily Accessed from Any Touch-Tone Telephone Set

# THE CALL ANSWER SERVICE

When an AUDIX Voice Power subscriber is unavailable to answer calls, the call answer service records his or her messages.  The call answer service answers calls from rotary or touch-tone telephone sets and can be set up to work in an integrated or nonintegrated environment.

In an integrated call-answer environment, incoming calls are automatically forwarded to the call answer service after a predetermined number of rings.  There is some flexibility to this arrangement depending on switch administration.  For many subscribers, the AUDIX Voice Power system may be the only point of call coverage desired.  Others may prefer that calls route first to one or more alternate answering points (a secretary or message center, for example) and return to them only if the call would otherwise be unanswered.  In an integrated environment, the AUDIX Voice Power system also offers the option of distinguishing between how outside and inside calls are answered.  Internal calls, for example, can be answered by the call answer service and external calls sent to a point of live coverage.

In a nonintegrated call-answer environment, callers must input the extension of the person they are trying to reach.  The nonintegrated call answer service is used if you want all calls to be answered by an attendant and then directed either to a subscriber's telephone or directly to his or her voice mailbox.

| NOTE | The nonintegrated mode can also be used to continue call answer service should the link between AUDIX Voice Power system and the PBX fail. |

When the call answer service answers the call, the caller hears the subscriber's prerecorded greeting or name (if the subscriber has not recorded a greeting or a name, only the extension is heard).  AUDIX Voice Power subscribers can either use the standard system greeting for their call answer message or record one or two personalized, informational greetings. The primary personalized greeting can be used for a general message, and a more specific or specialized greeting recorded as an alternate.  It is easy to record and store these greetings as well as to tell the AUDIX Voice Power system which one to play when answering calls.  When recording or changing a greeting, subscribers can play it back and modify it as many times as they like before approving it for use.

Once the caller hears the subscriber's greeting, he or she is presented with simple instructions for each of the following call-answer options:

- Leaving a message

- Transferring to another extension

- Transferring to an attendant

AUDIX Voice Power subscribers can use the system attendant, but they are also able to specify a personal operator to answer their calls in the event a caller elects to transfer to an attendant. Callers can transfer from the call answer service to any extension on the PBX as many times as they find necessary, either before or after leaving a message.

Should a caller attempt to leave a message for a subscriber whose voice mailbox is already full, he or she can be given the option of transferring to a general mailbox.  Once in the general mailbox, the caller can leave a message that will be forwarded to the subscriber by the system administrator.

# THE VOICE MAIL SERVICE

Subscribers to the AUDIX Voice Power system are assigned individual voice mailboxes.  All voice mailboxes are password protected.  Passwords are chosen by the subscriber and entered into the 6386 computer by the system administrator.  To protect subscriber security, passwords cannot be viewed on any of the administrative computer screens nor can they be restored if forgotten (rather, the subscriber must choose a new password.)  Before gaining access to their voice mailboxes, subscribers are given four attempts to enter the correct password.  If unable to do so, the AUDIX Voice Power system voices a messages suggesting they contact the system administrator and then disconnects the call.

The voice mail service can be integrated or nonintegrated.

| NOTE | Integrated voice mail service is not available with the System 75 R1V1 PBX. |
|------|------------------------------------------------------------------------------|

In a nonintegrated environment, subscribers must enter their password and their extension to gain access to their voice mailbox.  In an integrated environment, subscribers calling from their own telephones need enter only their password since the calling number is automatically passed to the AUDIX Voice Power system from the PBX.

| NOTE | The nonintegrated mode can also be used to continue voice mail service should the link between the AUDIX Voice Power system and the PBX fail. |
|------|--------------------------------------------------------------------------------------------------------------------------------------------|

Upon accessing the voice mailbox, subscribers are presented with simple instructions for each of the following voice mail options:

- Sending messages to other subscribers

- Listening to received messages

- Forwarding received messages with comments attached

- Replying to messages

As with recording their name or a personalized greeting, subscribers have the option of playing back any message they have recorded and changing it as many times as desired before sending it.

Subscribers send or forward messages to other subscribers by using the keypad on the telephone set to enter either the addressee's extension or name.  To address a message by name, subscribers need enter only the first three or four letters to have AUDIX Voice Power locate the recipient.  If it finds more than one match for those letters, the system will voice back the names and ask the subscriber to select the appropriate one.

To ensure that the message is being directed to the right subscriber, the AUDIX Voice Power system voices back the name of the addressee and gives the subscriber a chance for final approval before sending the message out. (If the addressee's name is not recorded on the system, only his or her extension is voiced back.)

Subscribers can set up personal mailing lists to use to send the same message to multiple subscribers. Organizational mailing lists can be set up and managed by a single person, but used by everyone. An AUDIX Voice Power mailing list can include up to 250 subscribers. There is no limit other than disk space to the number of mailing lists allowed. Mailing lists are easily reviewed and changed, although only the owner or creator of a list has permission to modify the original.

Messages received are automatically prefaced with the date and time of delivery. If the message is from another AUDIX Voice Power subscriber, that subscriber's name (if recorded) and extension is also automatically included in the message header.

The AUDIX Voice Power system features playback controls for use during the message-retrieval process. These controls allow the subscriber to

- Replay a message from the beginning

- Skip backward or forward in four-second increments

- Skip to the next message

The system lets you forward a received message to one or more subscribers with comments, reply to it immediately (if the message is from another subscriber), or store it for future action. When you log on to the system, it tells you the number of messages that are waiting for your action. This number includes new messages as well as any that are stored.

The AUDIX Voice Power system can also notify subscribers when they have new messages waiting by lighting a small lamp (MWL) on their telephone sets. Subscribers can also specify a telephone number for the AUDIX Voice Power system to call when they receive new messages. These calls can be directed to any number inside or outside of your organization, including a pager.

The voice mail service is easy for subscribers to use when calling from a remote location. Multiple subscribers can access their individual mailboxes during a single call into the AUDIX Voice Power system. Subscribers can log into their voice mailbox before or after leaving a message for another subscriber without hanging up. Subscribers can also direct the AUDIX Voice Power system to hang up while they stay on the line if they want to use the line for an additional call to another telephone number.

# THE AUTOMATED ATTENDANT SERVICE

The automated attendant service automatically answers and routes calls based on the caller's response to a voice menu.  The automated attendant service can be integrated or nonintegrated.

In a nonintegrated environment, the AUDIX Voice Power system plays the touch-tone gate or main menu for all calls coming in over channels assigned to the automated attendant service.  (A touch-tone gate can be provided at the beginning of the announcement to allow callers from rotary telephone sets to transfer to a live attendant position or a general mailbox.)  To bypass the automated attendant and access their voice mailboxes, subscribers press ⎡ * ⎤ ⎡ 7 ⎤.

In an integrated environment, the automated attendant service is assigned to a channel by itself or one that it also shares with the call answer and voice mail services.  Called/calling information transmitted over the digital link from the PBX tells the AUDIX Voice Power system when to activate the automated attendant service.

The automated attendant service is multilevel, with one main menu and up to 99 sublevels.  Menus can be nested, making it possible for the automated attendant to deliver new information based on the caller's selection at the previous level. The announcements a caller hears are programmable to change by the time of day or day of the week.

The caller responds to the automated attendant menu by using the keypad on his or her touch-tone telephone set.  The automated attendant service routes calls on the basis of a single digit or a full extension number.  From the automated attendant service, callers can be transferred to a live agent, an extension, a voice mailbox, or an announcement mailbox.

The AUDIX Voice Power system features a general mailbox that can be used as an automated attendant time-out action.  This means that callers who do not enter any touch-tone responses to one of the voiced prompts within a predetermined length of time are automatically transferred to a mailbox with the opportunity to leave a message.  This option is useful when an operator is not available to provide personal assistance to the caller.

The automated attendant service also recognizes the fax calling tone of certain autodialing fax machines and automatically transfers those calls to an extension equipped to receive fax messages.

## THE MESSAGE DROP SERVICE

The message drop service is nonintegrated. No call information from the PBX is required for its operation. Calls for the message drop service come in over a dedicated line. Callers to a predefined number or extension automatically hear a prerecorded message and are given the opportunity to leave a voice message in response.

## THE INFORMATION SERVICE

The information service is a nonintegrated call-in information facility. The caller dials a predefined telephone number or extension. Since calls for the information service come in over a dedicated line, the AUDIX Voice Power system knows to activate that service, playing a prerecorded message and then disconnecting the caller. There is no option for the caller to leave a message.

# 3. Site Preparation

The equipment room in which the AUDIX Voice Power computer and its peripherals are housed must meet certain requirements regarding location, space, power, and environmental conditions. This chapter details those requirements.

## LOCATION REQUIREMENTS

The AUDIX Voice Power computer and its peripherals must not be located in or near any of the following:

- Locations susceptible to flooding

- Areas where equipment might be subjected to excessive vibrations or struck by moving equipment such as hand trucks or transporters

- Areas with an explosive or flammable atmosphere

- Photocopiers or FAX machines

- Radio transmitters with a field strength in excess of 0.05V per meter, measured at the proposed equipment location

- Commutator motors rated at more than 1/4HP (187W), industrial RF heating equipment, or welders

| NOTE | Small tools with universal motors or motors without commutators, whether synchronous or asynchronous, are not included in this restriction. |

At least one permanent telephone must be installed in the equipment room (two telephones are required for initial testing). The room should be secure with limited access.

# SPACE REQUIREMENTS

The AUDIX Voice Power computer and peripherals require a relatively small amount of space.  However, the equipment room must be large enough to accommodate installation and cabling of the system as well as provide a comfortable work environment for administration.

Table 3-1 lists the AUDIX Voice Power components and their dimensions.

**Table 3-1.**  Dimensions of AUDIX Voice Power Components

| Hardware Component | Dimensions (h x w x d) |
|---|---|
| 6386/33 floor model | 25" x 8" x 28" |
| 6386/25 desk model | 6" x 21" x 19" |
| Monitor | 15" x 14" x 13" |
| Hayes® OPTIMA™ 2400 maintenance modem | 1" x 5-1/2" x 9-1/2" |
| Switch integration device (SID) | 3-1/4" x 10-3/4" x 11" |

| NOTE | The monitor for the 6386/25 computer can be set up to sit on top of the computer case. |
|---|---|

Component-to-component connections may dictate how you choose to organize the equipment room.
Table 3-2 details the various AUDIX Voice Power connections and their distance limitations.

**Table 3-2.** AUDIX Voice Power Component Connection Lengths

| Connection | Cable Length | Distance Limitation |
|---|---|---|
| DCP to System 75/G1/G3 | 7 ft | 4000 ft (1220m) on 26-gauge wire or 5000 ft (1524 m) on 24-gauge wire |
| IVP4 to PBX<br><br>System 75/G1/G3 analog port boards<br> TN742, TN769<br><br><br> TN746 | 16 ft | PBX dependent<br><br><br>13,000 ft (1962 m) on 26-gauge wire to 20,000 ft (6100 m) on 24-gauge wire<br><br>2000 ft (610 m) on 26-gauge wire to 3100 ft (945 m) on 24-gauge wire |
| Serial port #2 to SID | 10 ft | see RS-232C limit below |
| Serial port #1 to maintenance modem | | see RS-232C limit below |
| Monitor to PC | 5 ft | |
| RS-232C cable | | EIA specification recommends 50-ft (15-m) limit |

# POWER REQUIREMENTS

Table 3-3 details the power requirements for each AUDIX Voice Power component.

| NOTE | In areas with volatile power (brown-outs or frequent power surges), surge protection and power backup must also be provided. |
|------|------|

**Table 3-3.**  Power Requirements for AUDIX Voice Power Components

| Component | Power Cord Length | Power Requirement |
|-----------|-------------------|-------------------|
| 6386/33 or 6386/25 | 6 ft | A grounded, nonswitched outlet providing a 15- or 20-A circuit for the dedicated use of the AUDIX Voice Power computer (115 VAC, standard three-prong outlet) |
| Monitor | 6 ft | Powered by the 6386 computer |
| Maintenance modem | 6-1/2 ft | 115 VAC, standard three-prong outlet |
| SID | 6 ft | 115 VAC, standard three-prong outlet |

# ENVIRONMENTAL REQUIREMENTS

The AUDIX Voice Power computer and peripherals must be set up in a clean environment that is moisture proof and as dust-free as possible. All equipment must be protected from excessive sunlight, heat, cold, static electricity, magnetic fields, vibration, and grime. Table 3-4 details the specific environmental factors that must be met and maintained.

**Table 3-4.** AUDIX Voice Power Environmental Requirements

| Environmental Factor | Limits |
| --- | --- |
| Altitude | 200 ft (60 m) below sea level<br>10,000 ft (3050 m) above sea level |
| Temperature | 65 to 85°F (18 to 29°C) operating temperature |
| Humidity | 10 to 80 percent (noncondensing)<br>79°F (26°C) maximum wet-bulb temperature |
| Air quality | No cigarette smoke, corrosive gasses such as sulfur and chlorine, or excessive dust, lint, carbon particles, paper fiber and metallic particles  (these last contaminants are produced by photocopiers and FAX machines) |
| Sound level | Not to exceed 90 dB |

The equipment room should have its own independent thermostat that controls both heating and cooling. Air should not be blown directly at the AUDIX Voice Power computer; this may interfere with the normal computer air-flow pattern.  Personnel and external equipment (such as terminals and other computers) also affect air cooling planned for an AUDIX Voice Power system and should be a consideration.

**WARNING**   AUDIX Voice Power equipment can operate at temperatures or humidity outside of the recommended range for no more than 72 hours or a total of 15 days per year.  While in operation, AUDIX Voice Power equipment must not be exposed to a gradient temperature of more than 68°F (20°C) per hour.  Conditions that do not meet these limits may reduce system life or impede system operation.

# FCC REQUIREMENTS

The Federal Communications Commission (FCC) has applied the following classification statement to the AUDIX Voice Power system:

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

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

For more information on site preparation and operating requirements, refer to *AUDIX Voice Power System R3.0 Planning* (585-310-602).

# 4.  System Administration and Maintenance

This chapter provides an overview of the system administration process, including routine preventive maintenance of the AUDIX Voice Power R3.0 system.

## SYSTEM ADMINISTRATION

The AUDIX Voice Power system requires a dedicated administrator.  The administrator is assigned a special set of privileges and responsibilities that provides total control over the system.  The system administrator participates in setting up the initial parameters for system operation and monitoring and adjusting those parameters as necessary to conform to the ongoing needs of the organization.

The system administrator is also responsible for customizing prompts and menus, setting up individual subscriber profiles, training new users, routine system maintenance, troubleshooting and diagnostics, system security, and routine administrative tasks.  AT&T provides a comprehensive training course for administrators to help them plan, implement, and operate an AUDIX Voice Power system.

Some organizations may choose to also assign an administrator to each of the five AUDIX Voice Power services.  These service administrators assist the system administrator in addition to their regular job duties.  The special permissions they are given relate to the specific service to which they are assigned.

The administrators interface with the AUDIX Voice Power system over a touch-tone telephone set and the 6386 computer.  The AUDIX Voice Power computer interface consists primarily of text, menu, and fill-in-the-blank forms windows, shown in Figures 4-1 through 4-3, respectively.  Text windows are used to present information.  Menu windows are used to make selections and move into additional windows.  Forms windows are used to enter data.  Administrators interact with forms and menu windows using arrow keys for cursor movement, function keys to command the AUDIX Voice Power system to perform specific actions, and alphanumeric keys to enter data.  Online help provides a quick way to access brief explanations of fields, options, and commands.
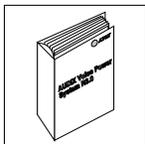


For more information on the duties of the system administrator, refer to *AUDIX Voice Power System R3.0 Administration* (585-310-532).

```
          Voice System Administration Help
───────────────────────────────────────────────────

  Use the PREVPAGE and NEXT PAGE function keys to move
  through this help window.  Press the CANCEL function
  key to close this window.

  The Voice System Administration menu lists the five
  primary types of administration.

  OPTIONS
  Application Package Administration-  Access
  administration forms for applications installed
  under the Voice System.
```

**Figure 4-1.**  An AUDIX Voice Power Text Window

```
           Voice System Administration
───────────────────────────────────────────────────

     Application Package Administration
     Configuration Management
     Reports
     Switch Interfaces
     System Monitor
```

**Figure 4-2.**  An AUDIX Voice Power Menu Window

```
                Subscriber Administration
───────────────────────────────────────────────────
                               Extension:   _____
                                    Name:   _____
                                Password:   _____
                 Name Addressing Identifier:   _____
  TT Equivalent of Name Addressing Identifier:   _____
                      Mode of Addressing:   _____
                            Mailbox Size:   _____ min
                        Personal Operator:   _____
                                Comments:   _____

                          Class Of Service:   _____


            Custom Class of Service Parameters
  Does the Subscriber Have Switch Call Coverage?:   _____
      If No Call Coverage, Enter Maximum Rings:   _____
                        Coverage Service:   _____
                        Outcalling Allowed?:   _____
```

**Figure 4-3.**  An AUDIX Voice Power Forms Window

# MAINTENANCE

The system administrator is responsible for routine preventive maintenance of the AUDIX Voice Power system. To ensure the most efficient operation of the system, there are certain tasks that must be done daily, weekly, and monthly. The 6386 computer aids the administrator with these tasks by gathering information on the status of the system and making it available in a series of status and usage reports.

The system also runs an automatic audit each night. This audit compares the speech and administrative databases. If changes were made to the administrative database during the day, it verifies that the corresponding changes were also made to the speech database. If, for example, the system administrator deleted one or more subscribers, this audit ensures that the appropriate extensions have been removed from all mailing lists.

The AUDIX Voice Power system also includes a 24-hour maintenance mailbox. By addressing voice mail to extension [9] [9] [9] [8], subscribers can report any problems encountered while using the AUDIX Voice Power system.

The AUDIX Voice Power system includes diagnostic software to assist in troubleshooting and correcting minor problems. The Power-On Self Test (POST) is a set of internal diagnostics that the 6386 computer runs each time it is powered on or reset. POST checks the CPU, keyboard, video display, memory, and most peripheral devices. If it detects a problem, POST identifies where the fault is.

Should the system administrator encounter a problem that he or she cannot resolve, a remote maintenance modem installed with the system enables AT&T service technicians to log in and correct the problem from an AT&T service center. If necessary, additional help is available from AT&T according to the service path established when the system was purchased.

The remainder of this section focuses on the reports provided by the AUDIX Voice Power system to assist the system administrator with routine maintenance.

For more information on maintenance and troubleshooting, refer to *AUDIX Voice Power System R3.0 Maintenance* (585-310-113).

# REPORTS

There are three categories of reports:

- AUDIX Voice Power reports
- Event log
- System monitor

## AUDIX Voice Power Reports

AUDIX Voice Power reports include the following:

- Phone Line Usage Report
- Mailbox Usage Report
- Subscribers Over Mailbox Limit Report
- Subscriber List Report
- Most Recent Audit Report

For more information on reports, refer to *AUDIX Voice Power System R3.0 Administration* (585-310-532).

## The Phone Line Usage Report

The Phone Line Usage Report (Figure 4-4) provides information on channel activity from startup of the system until the report is manually cleared.  Examining this report regularly makes it possible to establish normal usage patterns and then spot discrepancies from those patterns that might point to needed changes in channel assignment.

```
                          Phone Line Usage Report

                           Phone Line Usage Report
                        Starting Mon Apr 27 11:32:48 1992
                          Ending Mon May 4 10:46:25 1992

    Channel 0 -  assigned call_answer

                          Call        Voice       MWL        Channel
                         Answer        Mail      Update       Totals
    Calls
       Total              530          324                     854
       Abandoned           90            0                      90
       Av Length(s)        27           74                      45(avg)

    Occupancy (%)           5            6           1           12

    Messages
       Sent               154          173                     327
       Accessed                        832                     832
       Deleted                         215                     215

    Transfers
       Completed           11            3                      14
       Busy/No Answer       0            0                       0
       Incomplete           0            0                       0

    Attendant Transfers
       Completed            2            0                       2
       Busy/No Answer       0            0                       0
       Incomplete           0            0                       0

    MWL Updates                                     0            0

    Logins                              304                     304

    Outcalls               274           24                     298
```

**Figure 4-4.**  The Phone Line Usage Report

## *The Mailbox Usage Report*

The Mailbox Usage Report (Figure 4-5) provides a message profile for each subscriber to the AUDIX Voice Power system.  It shows the exact message data that exists at the day and time the report is generated. The end of the report summarizes the total number of messages and the time they consume and the remaining amount of disk space on the system for speech.  Periodic monitoring of this report can help ensure that subscribers do not exceed their mailbox limits.

```
                        Mailbox Usage Report

                       Mailbox Usage Report
                      Mon Apr 27 11:28:10 1992

     Mailbox   Mailbox size (sec)   Messages        Time (secs)
      1000            60               2               92**OVER**
      1111           1500              26              49
      1234           1500              19              485
      3318           1200              33              1094*WARNING*
      3334           1500              1               2
      3390           1500              4               113
      3855            60               1               87**OVER**
      4316           1200              20              782
      6809           1500              1               20
      6859           1200              5               86
      9999         (Unlimited)         2               12
       MD          (Unlimited)         1               11


     Totals                           115             2833


     Voice Disk Space Usage:
     slice /dev/rdsk/0s4  5946 free blocks of 6230 available (95% free)
```

**Figure 4-5.**  The Mailbox Usage Report

## The Subscribers Over Mailbox Limit Report

The Subscribers Over Mailbox Limit Report (Figure 4-6) provides a list of all the mailbox extensions that have exceeded the mailbox size limits assigned to them at the day and time the report is generated. Periodic monitoring of this report can help ensure that mailbox size corresponds to subscriber needs.

```
              Subscribers Over Mailbox Limit Report

               Subscribers Over Mailbox Limit Report
                       Mon Apr 27 11:28:41 1992

       Mailbox   Mailbox size (sec)   Messages   Time(seconds)

          1000            60               2              92
          2831           300              13             321
          2832           300              13             309
          3855            60               1              87
          4287          1500              50            1544
          5754          1500              54            1546
          6053          1500              54            1514
          6646          1500              50            1508
          6673          1500              48            1529
          6685          1500              50            1537
         84977           600              14             629
          8888           300              13             335

         Totals                         362           10951
```

**Figure 4-6.**  The Subscriber Over Mailbox Limit Report

## The Subscriber List Report

The Subscriber List Report (Figure 4-7) makes it possible to view on screen or print a hard copy of the entire subscriber database including key information from the subscriber's profile.

```
                            Subscriber List

                                    Voiced    Addr.     Mail Box
      Ext.        Name      Name Addr. ID   Name?    Mode   Size (min)

      4708   Tom Tracey      Tracey          Yes     Name        10
      5045   Kelly Addams    Addams          Yes     Ext          5
      6875   William French  French          Yes     Name         7

      Total Number of Subscribers:   3
```

**Figure 4-7.**  The Subscriber List Report

## The Most Recent Audit Report

The AUDIX Voice Power system runs an audit automatically whenever the voice system is stopped or the system rebooted.  The Most Recent Audit Report records the results of the latest system audit (old results are overwritten each time the audit is run).  This report detects and identifies any discrepancies that may exist between the speech and the subscriber databases.  Although it is a rare occurrence, such discrepancies can interfere with message retrieval.  Thus, it is important to check the Most Recent Audit Report every time the voice system is stopped or the system rebooted. The results of this report are written to a file for ease of access.

The following is a sample of a Most Recent Audit Report showing no errors found:

```
'fix' option chosen
Auditing Database Files ...
Audit is complete

Auditing Message Speech File...
starting dio 0
starting dio 1
starting vrop
getting list of phrases in talkfile 46
collecting data from the VM database
READING MAIL...
READING NAMES and GREETINGS...
No extraneous phrases in speech DB
terminating vrop, dio0, and dio1
Audit is complete

'fix' option chosen
Auditing Custom Prompt and Automated Attendant Speech File...
starting dio 0
starting dio 1
starting vrop
getting list of phrases in talkfile 47
collecting data from the VM database
READING AUTOATTENDANT FILES...
READING PROMPT FILE...
No extraneous phrases in speech DB
terminating vrop, dio0, and dio1
Audit is complete
```

## Event Log

The Event Log (Figure 4-8) provides a record of event messages.  Event messages inform of system status and alert to critical errors that can interrupt system service.  When an interruption in system service is perceived, a check of the Event Log can provide important information to assist the AT&T services representative with a diagnosis of the problem.

```
                        Event Log Report
                         Event Log Report

   Priority   Time           Sender   Msg_id   Target

   MAJOR       Mar 7 14:51   MTC       717      No target
   Msg: MTC reports diag started on (tr) card 0

   STATUS      Mar 7 14:51   MTC       701      No target
   Msg: MTC reports card 4 is now in state FOOS.
```

**Figure 4-8.**  The Event Log Report

## System Monitor

The system monitor (Figure 4-9) is a dynamic report screen that shows activity on the AUDIX Voice Power system channels as that activity takes place.  When any given channel is in use, its service assignment is indicated on the screen.  It also shows the current status of the channels, and thus can be used to verify that the channels are working properly.  The system monitor also shows the number of calls made to a particular channel that day.  This statistic is automatically cleared and compiled anew beginning at midnight.  Status information provided by the System Monitor is automatically updated every five seconds.

```
               System Monitor - Voice Channels
              Calls   Voice    Service    Caller   Dialed
     Channel  Today   Service  Status     Input    Digits

        0      13               *On Hook
        1      12               *On Hook
        2      12               *On Hook
        3      13     CA+VM     Talking
        4      12               *On Hook
        5      13               *On Hook
        6      12               *On Hook
        7      14               *On Hook
        8      12               *On Hook
        9      12               *On Hook
       10      12               *On Hook
       11      13               *On Hook
```

**Figure 4-9.**  The System Monitor

# A.  AUDIX Voice Power Feature Summary

This appendix includes a series of tables summarizing the history of the features, capacities, and compatibilities of the AUDIX Voice Power product from R1.1 to R3.0.

| NOTE | There are no actual feature differences between R2.1 and R2.1.1.  The difference between the two releases is that R2.1 runs on IVPSS R1.2 and R2.1.1 runs on IVPSS R2.0. |
|------|------|

The following abbreviations are used in this appendix:

AD   *AUDIX Voice Power System R3.0 Administration*

BS   *AUDIX Voice Power System R3.0 Business Card Sticker*

OP   *Outcalling* page from the *AUDIX Voice Power System R3.0 Artwork*

PG   *AUDIX Voice Power System R3.0 Portable User's Guide*

SW   The switch integration document included with the AUDIX Voice Power System R3.0 document set

AA   The automated attendant service

CA   The call answer service

VM   The voice mail service

IS   The information service

MD   The message drop service

**Table A-1.** AUDIX Voice Power Features R1.1 to R3.0

| FEATURE | R1.1 | R2.0 | R2.1 | R2.1.1 | R3.0 | R3.0 Ref. |
|---|---|---|---|---|---|---|
| AA independent day and night menus | | X | X | X | X | AD |
| AA holiday specification | | X | X | X | X | AD |
| AA multilevel (99 submenus) | | X | X | X | X | AD |
| AA action/object workspace | | X | X | X | X | AD |
| AA day and night touch-tone gate | | | X | X | X | AD |
| AA day and night timeout action | | | X | X | X | AD |
| AA direct dial of extension | X | X | X | X | X | AD |
| AA FAX transfer | | | X | X | X | AD |
| AA general mailbox for timeouts | | | X | X | X | AD |
| AA prompt for extension | X | X | X | X | X | AD |
| AA temporary closure | | | X | X | X | AD |
| AA toggle between name/extension addressing | | | X | X | X | AD |
| AA toggle to voice mail activity menu | X | X | X | X | X | PG |
| AA skip to main menu | | X | X | X | X | AD |
| AA skip to last/previous menu | | X | X | X | X | AD |
| AA disconnect on exit code | | X | X | X | X | AD |
| CA toggle to voice mail activity menu | X | X | X | X | X | PG |
| CA transfer to general mailbox | X | X | X | X | X | AD |
| CA transfer to system operator | | | X | X | X | AD |
| CA transfer to subscribers | X | X | X | X | X | AD |
| CA transfer to nonsubscriber | X | X | X | X | X | AD |
| CA transfer to personal operator | | X | X | X | X | AD |
| CA skip personal greeting | X | X | X | X | X | BS |
| CA toggle between name/extension addressing | | | X | X | X | AD |
| CA disconnect on exit code | X | X | X | X | X | PG |
| VM password protection | X | X | X | X | X | AD |
| VM message retrieval inside | X | X | X | X | X | PG |
| VM message retrieval outside | X | X | X | X | X | PG |
| VM send message to subscriber | X | X | X | X | X | PG |
| VM send message to list of subscribers | | X | X | X | X | PG |
| VM send message to all subscribers (broadcast) | | X | X | X | X | AD |
| VM forward message with comment | | X | X | X | X | PG |
| VM reply to message (attach original) | | X | X | X | X | PG |
| VM reply to message (w/o original) | | X | X | X | X | PG |
| VM create/edit list of subscribers | | X | X | X | X | PG |
| VM rewind/replay message | X | X | X | X | X | PG |
| VM pause/resume playback | X | X | X | X | X | PG |
| VM skip forward in message by four seconds | X | X | X | X | X | PG |
| VM skip backward in message by four seconds | X | X | X | X | X | PG |

*(continued)*

**TABLE A-2.** AUDIX Voice Power Features (*continued*)

| FEATURE | R1.1 | R2.0 | R2.1 | R2.1.1 | R3.0 | R3.0 Ref |
|---|---|---|---|---|---|---|
| VM skip to next message | X | X | X | X | X | PG |
| VM delete message | X | X | X | X | X | PG |
| VM record name | X | X | X | X | X | PG |
| VM record primary personal greeting | X | X | X | X | X | PG |
| VM record alternate personal greeting | | | X | X | X | PG |
| VM toggle between name/extension addressing | | | X | X | X | PG |
| VM transfer to subscribers | X | X | X | X | X | PG |
| VM transfer to nonsubscribers | X | X | X | X | X | AD |
| VM disconnect on exit code | | | X | X | X | PG |
| information service | X | X | X | X | X | AD |
| IS automatic disconnect after announcement | X | X | X | X | X | AD |
| message drop mailbox | X | X | X | X | X | AD |
| MD unlimited mailbox size | X | X | X | X | X | AD |
| maintenance mailbox | | | X | X | X | AD |
| class of service for subscribers | | | X | X | X | AD |
| maximum message length | | | | | X | AD |
| maximum mailbox size system wide | X | X | X | X | | AD |
| mailbox size for subscriber | | | X | X | X | AD |
| coverage service for subscriber | | | X | X | X | AD |
| mode of addressing for subscriber | | | X | X | X | AD |
| system-wide mode of addressing | | | X | X | X | AD |
| customizable prompts | X | X | X | X | X | AD |
| service administrators | X | X | X | X | X | AD |
| administrator record subscriber names | | | X | X | X | AD |
| outcalling system administrator enable/disable | | X | X | X | X | AD |
| outcalling system wide enable/disable | | X | X | X | X | AD |
| outcalling individual subscriber enable/disable | | X | X | X | X | AD |
| outcalling to extension | | X | X | X | X | OP |
| outcalling to local exchange | | X | X | X | X | AD |
| outcalling to long distance exchange | | X | X | X | X | AD |
| outcalling to pager exchange | | X | X | X | X | OP |
| reports | X | X | X | X | X | AD |
| message waiting lamp (MWL) control | X | X | X | X | X | SW |

**Table A-2.** AUDIX Voice Power Capacities R1.1 to R3.0

| CAPACITY | R1.1 | R2.0 | R2.1 | R2.1.1 | R3.0 |
|---|---|---|---|---|---|
| 300 subscribers | X | X | X | X | X |
| 12 channels | X | X | X | X | X |
| 4 Mbyte RAM (req'd.) | X | X | X | | |
| 8 Mbyte RAM (req'd.) | | | | X | X |

**Table A-3.** AUDIX Voice Power Compatibilities R1.1 to R3.0

| COMPATIBILITY | R1.1 | R2.0 | R2.1 | R2.1.1 | R3.0 |
|---|---|---|---|---|---|
| UNIX R3.2.1 | X | | | | |
| UNIX R3.2.2 | | X | X | X | X |
| IVPSS R1.0 | X | | | | |
| IVPSS R1.1 | | X | | | |
| IVPSS R1.2 | | | X | | |
| IVPSS R2.0 | | | | X | |
| IVPSS R3.0 | | | | | X |
| System 75 integration | X | X | X | X | X |
| DEFINITY® Generic 1 compatibility | X | X | X | X | X |
| S25 integration | X | X | X | X | X |
| Merlin® integration | | | X | X | |
| G3 integration | X | X | X | X | X |
| NEAX® integration | | | | X | X |
| SL-1® integration | | | | X | X |
| Mitel® integration | | | | | X |
| Rolm integration | | | | | X |
| AUDIX Voice Power Lodging R1.0 | | X | | | |
| AUDIX Voice Power Lodging R1.1 | | | | X | |
| AUDIX Voice Power Lodging R3.0 | | | | | X |
| CONVERSANT® Intro R1.0 | | | | X | |
| CONVERSANT VIS R3.0 | | | | X | |
| Fax Attendant R1.0 | | X | | | |
| Fax Attendant R2.1.1 | | | | X | |

# Abbreviations

| | |
|---|---|
| **AT&T** | American Telegraph and Telephone |
| **AUDIX** | Audio Information Exchange |
| **DCP** | Digital Communications Protocol |
| **EIA** | Electronic Industries Association |
| **IVPSS** | Integrated Voice Processing system software |
| **MWL** | message-waiting lamp |
| **PBX** | private branch exchange |
| **POST** | power-on self test |
| **RAM** | random access memory |
| **SID** | switch integration device |
| **TSC** | technical support center |
| **TSS** | technical support services |
| **VDC** | video display controller |
| **WGS** | work group system |

# Glossary

| | |
|---|---|
| **address** | Subscriber identification by name or extension number indicating to whom the AUDIX Voice Power system is to deliver a message. |
| **administration** | The process of setting up and maintaining the AUDIX Voice Power system to work as desired. The administration process includes a number of tasks, such as changing AUDIX Voice Power parameters (parameter administration) or registering subscribers (subscriber administration). |
| **analog** | Describes a signaling method in which data is transmitted as a continuous signal. In telecommunications, an analog channel usually refers to a voice-grade telephone line. |
| **AUDIX Voice Power** | A voice messaging system designed by AT&T. AUDIX Voice Power supplies subscribers with electronic mailboxes that act like private answering machines and take messages for subscribers when they are unavailable. |
| **automated attendant** | An AUDIX Voice Power service that directs callers through a series of menu selections to reach a desired department, extension, or operator. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to connect to their desired destination. |
| **boot (or reboot)** | To bring up a system by loading programs from disk to main memory (part of system initialization). |
| **broadcast messaging** | An AUDIX Voice Power feature that enables the system administrator and other designated users to send the same voice mail message to all subscribers at the same time. |
| **call answer** | An AUDIX Voice Power service that allows the AUDIX Voice Power system to answer a call and record a message when a subscriber is not available to answer his or her telephone. |
| **channel** | A telecommunications transmission path for voice and/or data. |
| **configuration** | A set or arrangement of hardware and software components selected for a system, including internal options and peripheral equipment. |
| **computer-based** | Refers to the administrative process of using the AUDIX Voice Power system from the computer or a terminal. |
| **covered call** | A call that is redirected from a busy or unanswered extension after a specified number of rings and sent along a designated coverage path, for example, to the AUDIX Voice Power computer. |
| **coverage path** | An ordered sequence of points to which calls to a busy or unanswered extension are redirected. For example, a typical coverage path for a subscriber would include the AUDIX Voice Power system. |
| **custom prompt** | The parts of AUDIX Voice Power's prompts, messages, and speech that can be customized; you can change the call answer greeting, for example, to include your organization's name. |

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| **database** | A collection of file systems and files in disk memory that store the voice and nonvoice or program information necessary for AUDIX Voice Power and PBX operation. |
| **data link** | A connection that enables nonvoice data messages to pass between AUDIX Voice Power and another system, for example, a PBX. |
| **digital** | The representation of information in discrete elements such as off and on or 0 or 1. |
| **digital communications protocol (DCP)** | An AT&T proprietary 64-kbps digital data transmission code with a 160-kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel. AUDIX Voice Power uses DCP to communicate to the System 75, DEFINITY G1, and DEFINITY G3 PBXs. |
| **direct call** | A call made directly to the AUDIX Voice Power computer, usually for voice mail retrieval. |
| **event log** | A list of system events (that is, deviations from normal system operations) kept in a software file on disk. |
| **extension number** | A 1- to 7-digit telephone number that routes a call to a subscriber or some other location at a company. |
| **window** | An area on the computer screen in which you are currently working. *Form* windows are used to enter information into the computer from the keyboard, much like using a paper form and a pencil. *Menu* windows present lists of items to choose from, such as submenus or fill-in-the-blank items. *Text* windows provide on-screen information. |
| **Generic 1** | A release of the System 75-based software AT&T DEFINITY Generic 1 Communications System (usually referred to as "G1)." |
| **Generic 3** | A release of the System 75-based software AT&T DEFINITY Generic 3 Communications System (usually referred to as "G3"). |
| **hard disk drive** | A permanently mounted (fixed) disk drive. |
| **information service** | An AUDIX Voice Power service that plays a message for callers to a designated extension and then disconnects. |
| **integrated system** | A communications system in which call information is shared between the voice messaging system and the PBX. Call information tells the voice messaging system what type of call is coming in (coverage or direct), where the caller is calling from (extension or outside), and what extension the caller is calling. |
| **interface** | A means of communication. A computer-based interface involves menus and prompts; this is how the computer communicates with the user. The PBX interface is a link between AUDIX Voice Power and the PBX over which data is transmitted; this is how the AUDIX Voice Power computer and the PBX communicate. |
| **mailing list** | An AUDIX Voice Power feature that allows you to group up to 250 individual subscriber extensions so you can send one message to several people easily. |
| **menu** | A list of options from which you can make a selection. AUDIX Voice Power menus can be computer- or telephone-based. |
| **message drop** | An AUDIX Voice Power service that allows a caller to dial a designated extension, listen to a prerecorded message, and leave a voice message in response. |

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| **message-waiting lamp (MWL)** | A small light on a subscriber's telephone that flashes when the subscriber has messages. |
| **outcalling** | An AUDIX Voice Power feature that allows subscribers to request the AUDIX Voice Power system to call to inform them when new messages are received. |
| **outside call** | A call into the company telephone system from outside your PBX. |
| **parameter** | A variable for which you can enter a value.  The typical form window contains two or more parameters.  A line where you can enter a value for the parameter may follow the parameter description. |
| **peripherals** | External hardware components connected to the AUDIX Voice Power computer, such as the voice terminals, printers, and display terminals. |
| **personal operator** | An AUDIX Voice Power feature that allows a subscriber to assign another subscriber to answer his or her telephone. This feature ensures that personal assistance is always available to the caller. |
| **port** | A connection between two devices that allows information to travel through the connection to a desired location.  For example, a PBX port connects to an AUDIX Voice Power voice port to allow a subscriber on a voice terminal to leave a message on the hard disk of the AUDIX Voice Power computer. |
| **preventive maintenance** | Tasks that an AUDIX Voice Power administrator performs on a regular basis to ensure problem-free operation of the system. |
| **private branch exchange (PBX)** | An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels.  Also called a *switch*. |
| **prompts** | A request by the AUDIX Voice Power system for information.  A telephone-based prompt is voiced and requests touch-tone input.  A computer-based prompt is shown on the computer screen and requests keyboard input. |
| **service administrator** | A person assigned to administer a specific AUDIX Voice Power service as an assistant to the system administrator. |
| **service path** | A procedure that specifies who to contact when you cannot fix AUDIX Voice Power problems.  If you do not know the service path for your site, contact you AT&T account representative. |
| **subscriber** | A person to whom the AUDIX Voice Power administrator assigns the ability to access the call answer and voice mail services. |
| **switch** | See **private branch exchange (PBX)**. |
| **system administrator** | A person at the customer site responsible for setting up and maintaining the AUDIX Voice Power system. |
| **system prompt** | AUDIX Voice Power messages that lead callers and subscribers through the various options associated with the AUDIX Voice power services. |
| **telephone-based** | Refers to the process of using the AUDIX Voice Power system from a touch-tone telephone. |

**touch-tone gate**      An AUDIX Voice Power feature that allows callers from rotary telephone sets (or those who want to speak to an operator immediately) to exit from the automated attendant service while allowing callers from touch-tone telephone sets to proceed through the "gate" to sublevels of the main menu.

**troubleshooting**      The process of identifying and correcting system errors.

**voice mail**      An AUDIX Voice Power service similar to a *verbal letter* that you can send to one or more subscribers.  The AUDIX Voice Power system acts as an electronic post office that delivers spoken messages.

**voice mailbox**      An electronic location on the AUDIX Voice Power computer hard disk that stores digitally encoded voice messages.

**voice message**      A message that the AUDIX Voice Power system records and stores and a subscriber can play back at any time.

**voicing**      The process of (1) speaking a messages into the AUDIX Voice Power system while recording, or (2) having the system play back a message or prompt to a subscriber.

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