AT&T

INTUITY™ AUDIX®
Feature Descriptions

Blank Page

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

xiv

Contents

Contents

About This Book

Purpose

This document is intended to serve as a technical reference for the planning, administration, and operation stages of an AT&T Intuity™ AUDIX® System. It provides a detailed, layered description of all the system features, and is designed to be used for quick reference as questions arise.

Intended Audience

This document presents a thorough Intuity description of all Intuity AUDIX features. It is designed for the following audiences:

- *AUDIX System Administrators* — This document provides feature details and references to other resources (where applicable) which help an administrator customize the Intuity AUDIX System. Also, basic procedures for using each feature are provided, allowing the administrator to answer subscriber questions on feature use.

- *Sales Personnel, Project Managers, Software Specialists, Software Assistants and Design Specialists* — These experts need to understand all the features and functions of an Intuity AUDIX System on a general and technical level, as presented in this document.

- *Telephone company customers or employees, including Local Exchange Carrier (LEC) personnel* — All telephone companies, such as a Regional Bell Operating Company (RBOC) might need this general overview of the Intuity AUDIX System on hand.

- *Services support staff* — Remote personnel at the Technical Service Center (TSC) and the GBCS Design Center also may find this information useful. This document assumes that the reader has a basic understanding of telephony and telecommunications.

How This Document Is Organized

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

Description — Defines the feature and identifies the service it performs for the user or the function it serves for the system.

Points to Remember —Identifies factors to account for when the feature is used.

Applications — Identifies specific customer needs that this Intuity AUDIX feature can address.

Considerations — Expands on points to remember where necessary (only present in some features).

Requirements — Identifies hardware, software, and switch items that each feature requires to function properly.

Feature Operation — Lists the common step-by-step procedures needed to use the feature.

Interactions with Other Features — Lists and discusses the interaction between this feature and both switch features and other Intuity AUDIX features.

This document is not based on a specific definition of a feature. A subjective estimate was made of the usefulness of each aspect of the Intuity AUDIX System to the audiences of this book. Consequently, some feature descriptions are conceptual discussions of broad functions (Voice Mail, Voice Mailbox), while others point out smaller, unique features (Dial Ahead/Through, Priority Outcalling) that might otherwise be overlooked.

Some features are thus actually sub-features of others. This inconsistency of scope is minor, well-documented where appropriate, and subordinate to the utility of having all aspects of the system at the fingertips of the reader.

The first page of each feature section provides summary information.

Conventions Used

The following conventions were used in this document:

- Rounded boxes represent keyboard keys that you press.

    For example, an instruction to press the enter key is shown as

    Press (ENTER).

- Square boxes represent phone pad keys that you press.

    For example, an instruction to press zero on the phone pad is shown as

    Press [0].

- The word "enter" means to type a value and press (ENTER).

    For example, an instruction to type y and press (ENTER) is shown as

    Enter **y** to continue.

- Commands and text you type or enter appear in bold.

- Values, instructions, and prompts that you see on the screen appear as
  follows: `Press any key to continue.`

- Variables that the system supplies or that you must supply appear in *italics.*

    For example, an error message including one of your filenames appears
    as

    `The file` *filename* `is formatted incorrectly`

Trademarks and Service Marks

The following trademarked products are mentioned in this document

Product Name	Company
5ESS™	Registered trademark of AT&T
AT™	Trademark of Hayes Microcomputer Products, Inc.
AUDIX®	Registered trademark of AT&T
BT-542B™	Trademark of BusLogic Inc.
COMSPHERE®	Registered trademark of AT&T Paradyne Corp.
CONVERSANT® Voice Information System	Registered trademark of AT&T
DEFINITY®	Registered trademark of AT&T

Product Name	Company
Dterm™	Trademark of NEC Telephones, Inc.
Equinox™	Trademark of Equinox Systems, Inc.
Intuity™	Trademark of AT&T
MD110®	Registered trademark of Ericsson, Inc.
MEGAPLEX™	Trademark of Equinox Systems, Inc.
MEGAPORT™	Trademark of Equinox Systems, Inc.
Meridian™	Trademark of Northern Telecom Limited
Microcom Networking Protocol®	Registered trademark of Microcom, Inc.
NEAX™	Trademark of NEC Telephone, Inc.
NEC®	Registered trademark of NEC Telephones, Inc.
Northern Telecom®	Registered trademark of Northern Telecom Limited
ORACLE™	Trademark of Oracle Corporation
Paradyne®	Registered trademark of AT&T
Phillips®	Registered trademark of Phillips Screw Company
Rolm®	Registered trademark of International Business Machines (IBM)
SL-1™	Trademark of Northern Telecom Limited
TMI™	trademark of Texas Micro Systems, Inc.
UNIX®	Registered trademark of UNIX Systems Laboratories, Inc.
VT100™	Trademark of Digital Equipment Corporation

Related Resources

In addition to this document, you may need to reference the following documents:

Documents	Document #
Intuity System Description	585-310-211
Intuity Documentation Guide	585-310-540
Migration to Intuity	585-310-650
Intuity New System Planning	585-310-603
Intuity MAP/40 Hardware Installation	585-310-138
Intuity MAP/40 Installation Checklist	585-310-141
Intuity MAP/100 Hardware Installation	585-310-139
Intuity MAP/100 Installation Checklist	585-310-137
Intuity Software Installation	585-310-140
Intuity Integration with System 75 and DEFINITY Communications System G1and G3	585-310-214
Intuity Integration with System 85 and DEFINITY Communications System G2	585-310-215
Intuity Integration with 5ESS	585-310-219
Intuity Integration with DMS-100	585-310-220
Intuity Integration with 1AESS	585-310-221
Intuity Integration with NEAX	585-310-216
Intuity AUDIX Digital Networking Administration	585-310-533
AMIS Analog Networking	585-300-512
Intuity Intro Voice Response	585-310-716
Intuity AUDIX Announcement Customization-American English	585-310-535
Intuity AUDIX Announcement Customization- British English	585-310-536
Intuity AUDIX Announcement Customization- Latin Spanish	585-310-537
Intuity AUDIX Announcement Customization-French Canadian	585-310-538

Documents	Document #
Intuity Platform Administration and Maintenance	585-310-534
Intuity AUDIX Administration	585-310-539
AUDIX Administration and Data Acquisition Package	585-302-502
A Portable Guide to Voice Messaging	585-300-701
Voice Messaging Quick Reference	585-300-702
Multiple Personal Greetings Quick Reference	585-300-705
Voice Messaging Wallet Card	585-300-704
Outcalling Quick Reference	585-310-721
Voice Messaging Business Card Stickers	585-304-705
Voice Messaging Subscriber Artwork Package	585-310-724

How to Make Comments About This Document

A reader comment card is behind the title page of this document. While we have tried to make this document fit your needs, we are interested in your suggestions for improving it and urge you to complete and return a reader comment card.

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

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

Please include the name and order number of this document.

System Security and Toll Fraud

Telecommunications fraud (or toll fraud) is the unauthorized use of another company's telecommunications service. This type of fraud has been in existence since the 1950's when AT&T first introduced Direct Distance Dialing (DDD).

Twenty years later, Remote Access became a target of individuals seeking unauthorized network access. Now, with the added capabilities of Voice Mail and Automated Attendant services, customer premises equipment-based toll fraud has expanded as a new type of communications abuse. With its subculture of "hackers" and "phreakers," telecommunications fraud has rapidly become a highly profitable criminal activity.

Protecting Your Voice Messaging System

Now more than ever, it is imperative that you take steps to secure your voice messaging system. Securing your system means protecting both standard voice messaging and automated attendant applications.

Voice Messaging

There are two types of voice messaging fraud. The first type occurs when a hacker takes over a mailbox and uses it to communicate with other hackers. This can be expensive if access is gained to the voice messaging system via an 800 number. In this situation, a hacker typically hacks the mailbox password and changes it along with the greeting.

Once thieves transfer to dial tone, they may dial a Trunk Access Code (TAC), Feature Access Code (FAC), or extension number, which is the second type of abuse. If the system is not properly secured, thieves can make fraudulent long distance calls or request a company employee to transfer them to a long distance number.

Automated Attendant

Auto Attendants are used by many companies to augment or replace a switch-board operator. When an Auto Attendant answers, the caller is generally given several options. A typical greeting is: "Hello, you've reached XYZ Bank. Please enter **1** for Auto Loans, **2** for Home Mortgages. If you know the number of the person you are calling, please enter that now."

In some switches, 9 accesses dial tone. In some poorly-designed automated attendants, when asked to enter an extension, the hacker enters 9180 or 9011. If the system is not properly configured, the Auto Attendant passes the call back to the PBX. The PBX reacts to 9 as a request for a dial tone. The 180 becomes the first numbers of a 1-809 call to the Dominican Republic. The 011 is treated as the first digits of an international call. The hacker then enters the remaining digits of the phone number and the call is completed. You, the PBX owner, pay for it.

To minimize the risk of toll fraud abuse to your Intuity AUDIX system, you can take preventative action using the proper:

■ Switch administration

■ AUDIX administration

■ Subscriber password guidelines

■ Tools to detect toll fraud

Switch Administration

To minimize the risk of unauthorized people using AUDIX to make toll calls, administer your switch in any of the following ways:

Method	Tool
Restrict outward dialing on the AUDIX ports	Class of Restrictions (COR) on G1, G3, and System 75 or Class of Service (COS) on G2 and System 85
Assign low Facilities Restriction Levels (FRLs) for the AUDIX ports	COR (G1, G3, System 75) or COS (G2, System85)
Block subscriber use of Trunk Access Codes	Miscellaneous Trunk Restrictions feature(G2, System 85 only)
Restrict toll areas for the AUDIX ports	HNPA[*] ARS[†] FNPA[‡], and RHNPA[**] tables (G1,G3i/s, System 75), ARS Analysis and Routing Pattern tables (G3r), or ARS or Tenant Services feature (G2, System 85)
Create lists of restricted numbers	Toll Analysis form(G1, G3, System 75 only)
Define restrictions for outcalling ports separately from those of incoming voice ports	COR (G1, G3, System 75) or COS(G2, System 85)
Place AMIS analog networking ports (these are the same as the outcalling ports) in their own ACD group.Then restrict all of the incoming (non-AMIS) voice ports from outcalling.	COS, ACD, and Call Coverage features (G2, System 85 only)

*. HNPA stands for Home Numbering Plan Area.
†. ARS stands for Automatic Route Selection
‡. FNPA stands for Foreign Numbering Plan Area
**. RHNPA stands for Remote Home Numbering Plan Area

For more information on these security steps, see Chapter 5, "Voice Messaging Systems" in *GBCS Products Security Handbook*,"Security and Toll Fraud," in *Intuity AUDIX Administration* (585-310-539), or the appropriate switch integration document, either *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3* (585-310-214) or *Intuity Integration with System 85 and DEFINITY Communications System Generic 2* (585-310-215).

AUDIX Administration

To minimize the risk of unauthorized people using AUDIX to make toll calls, you can administer AUDIX in any of the following ways:

Method	Tool
Turn off the Outcalling feature	System Parameters Outcalling form
Specify a maximum number of outcalling digits	System Parameters Outcalling form
Limit the individuals who can use the Outcalling feature	Class of Service form (or the COS page of the Subscriber form)
Protect voice mailboxes by:	
— Removing unused voice mailboxes	Subscriber form
— Setting a low limit (less than 5) for consecutive unsuccessful login attempts. When the limit is exceeded, AUDIX locks the mailbox.	System Parameters Features form
— Setting a minimum password length of 5 or more digits. This length *should always* exceed the number of digits in an extension number.	System Parameters Features form
Turn on the Enhanced Call Transfer feature if call transferring is necessary. Enhanced Call Transfer checks to be sure that the digits entered for a transfer is a valid switch extension.	System Parameters Features form
In an automated attendant, turn off permission for call transfers using * **T**.	Page 3 of the Subscriber form

In addition to these measures, you should change the *sa* and *vm* login passwords on a monthly basis. Changing the password helps prevent an unauthorized person from logging into your system and changing permissions, passwords, and feature activation.

For more information on these security steps, see Chapter 5, Voice Messaging Systems" in GBCS Products Security Handbook (555-025-600),*"Security and Toll Fraud," in Intuity AUDIX Administration* (585-310-539), or any other chapter in the AUDIX Administration document that describes how to use the relevant form(s).

Subscriber Password Guidelines

To minimize the risk of unauthorized people accessing AUDIX subscriber mail-boxes and using them for toll fraud, educate subscribers to use the following guidelines for AUDIX passwords.

- Establish a password as soon as the AUDIX extension is assigned.

- Avoid using these types of passwords:

    — Trivial passwords such as "111" or "123."

    — Ascending or descending digits (for example, 1234 or 4321)

    — Same digits (for example, 0000)

    — Digits corresponding to the subscriber's name or initials (for example, 5646 for John)

    — Current year (for example, 1993)

    — Same number as extension (for example, extension 3455, password 3455)

    — Reverse extension (for example, extension 3455, password 5543)

    — Numbers that identify the owner (for example, social security, employee id, room number, or department)

- Use as many digits as possible, with at least 5.

- Do not post, share, print, or write down passwords.

- Do not put the password on a programmable function key or speed-dial key.

- Change the password periodically (at least once per quarter).

Tools to Detect AUDIX Toll Fraud

The following reports and monitoring tools are available on AT&T switches to help you detect toll fraud.

Call Detail Recording
: Call Detail Recording is a switch monitoring feature that, when activated for the incoming trunk groups, shows the calls into your AUDIX ports.A series of short holding times may indicate repeated attempts to enter voice mailbox passwords.

Call Traffic Report
: The Call Traffic Report provides hourly port usage data and counts the number of calls originated by each port. An unusually high volume of calls, especially after hours or on the weekend, may indicate toll fraud.

Trunk Group Report (G1, G3, and System 75 only)
: The Trunk Group Report tracks call traffic on trunk groups at hourly intervals. Unusually high usage may indicate toll fraud.

ARS Measurement Selection
: ARS Measurement Selection monitors up to 20 routing patterns for traffic flow and usage.

Automatic Circuit Assurance
: Automatic Circuit Assurance detects a number of short holding time calls or a single long holding time call which may indicate hacker activity. Long holding times on Trunk-to-Trunk calls can be a warning sign.

Busy Verification
: Busy Verification lets you monitor a call in progress on a specified trunk group.

For more information on these tools, see the appropriate switch documentation, Chapter 5, "Voice Messaging Systems" in *GBCS Products Security Handbook*, or Chapter 1,"Security and Toll Fraud," in *Intuity AUDIX Administration* (585-310-539).

In addition to the switch reporting/monitoring tools, you can use the AUDIX traffic reports, the AUDIX Administration Log, and the AUDIX Activity Log to monitor usage and investigate possible break-in attempts. See *Intuity AUDIX Administration*.

AT&T's Statement of Direction

The telecommunications industry is faced with a significant and growing problem of theft of customer services. To aid in combating these crimes, AT&T intends to strengthen relationships with its customers and its support of law enforcement officials in apprehending and successfully prosecuting those responsible.

No telecommunications system can be entirely free from risk of unauthorized use. But diligent attention to system management and to security can reduce that risk considerably. Often, a tradeoff is required between reduced risk and ease of use and flexibility. Customers who use and administer their systems make this

tradeoff decision. They know best how to tailor the system to meet their unique needs and, necessarily, are in the best position to protect the system from unauthorized use. Because the customer has ultimate control over the configuration and use of AT&T services and products it purchases, the customer properly bears responsibility for fraudulent uses of those services and products.

To help customers use and manage their systems in light of the tradeoff decisions they make and to ensure the greatest security possible, AT&T commits to the following:

- AT&T products and services will offer the widest range of options available in the industry to help customers secure their communications systems in ways consistent with their telecommunications needs.

- AT&T is committed to develop and offer services that, for a fee, reduce or eliminate customer liability for PBX toll fraud, provided the customer implements prescribed security requirements in its telecommunications systems.

- AT&T's product and service literature, marketing information and contractual documents will address, wherever practical, the security features of our offerings and their limitations, and the responsibility our customers have for preventing fraudulent use of their AT&T products and services.

- AT&T sales and service people will be the best informed in the industry on how to help customers manage their systems securely. In their continuing contacts with customers, they will provide the latest information on how to do that most effectively.

- AT&T will train its sales, installation and maintenance, and technical support people to focus customers on known toll fraud risks; to describe mechanisms that reduce those risks; to discuss the tradeoffs between enhanced security and diminished ease of use and flexibility; and to ensure that customers understand their role in the decision-making process and their corresponding financial responsibility for fraudulent use of their telecommunications system.

- AT&T will provide education programs for customers and our own people to keep them apprised of emerging technologies, trends, and options in the area of telecommunications fraud.

- As new fraudulent schemes develop, we will promptly initiate ways to impede those schemes, share our learning with our customers, and work with law enforcement officials to identify and prosecute fraudulent users whenever possible.

We are committed to meeting and exceeding our customers' expectations, and to providing services and products that are easy to use and are of high value. This fundamental principle drives our renewed assault on the fraudulent use by third parties of our customers' communications services and products.

AT&T Security Offerings

AT&T has developed a variety of offerings to assist in maximizing the security of your system. These offerings include:

- Security Audit Service of your installed systems

- Fraud Intervention Service

- Individualized Learning Program, a self-paced text that uses diagrams of system administration screens to help customers design security into their systems. The program also includes a videotape and the GBCS Products Security Handbook.

- Call Accounting package that calls you when preset types and thresholds of calls are established.

- Remote Port Security Device that makes it difficult for computer hackers to access the remote maintenance ports

- Software that can identify the exact digits passed throughout the Voice Mail system.

For more information about these services, see the *GBCS Products Security Handbook*.

AT&T Toll Fraud Crisis Intervention

If you suspect you are being victimized by toll fraud or theft of service and need technical support or assistance, call the AT&T GBCS Technical Service Center (TSC) immediately.

DEFINITY/System 75/85 PBX Repair	800 242-2121
AUDIX Help Line	800 562-8349

⇒ NOTE:

These services are available 24 hours a day, 365 days a year. Consultation charges may apply.

AT&T Corporate Security

Whether or not immediate support is required, please report all toll fraud incidents perpetrated on AT&T services to AT&T Corporate Security. In addition to recording the incident, AT&T Corporate Security is available for consultation on product issues, investigation support, law enforcement, and education programs.

Feature Descriptions

Activity Log

The Activity Log displays subscriber-reported problems with message-waiting indicators (MWIs) and the delivery of messages. It maintains a history of subscriber activity in the AUDIX system. Since administrators can use the log to track activity by subscriber extension and by specific time, they can often resolve reported problems before filing trouble reports with AT&T.

Who controls it:	The system administrator and voice messaging administrator access the activity log and specify data collection through the Intuity Audix administration terminal.
Who can access it:	Only the system administrator or voice messaging administrator can access the activity log through the administration terminal interface.
Related administration screens:	System Parameters Activity Log; Activity Log

Points to Remember

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

Applications

The Activity Log helps system administrators diagnose user-perceived problems such as MWI delays and delayed deliveries due to full mailboxes.

Feature Operation

It is recommended that you enable the Activity Log so you will have the required information at the time problems are reported.

You will use two different screens when working with the Activity Log: the System-parameters Activity-log screen and the Activity Log screen.

Setting Up the Activity Log

Use the **change/display system-parameters activity log** command to:

- Enable/disable the Activity Log. The default is n (the Activity Log is disabled).

- Instruct the Activity Log to record MWI updates. The default is n (the Activity Log will *not* record MWI updates).

- Set a maximum number of Activity Log entries. The maximum allowable value is 99,999. The default is 10,000. If you have a large number of subscribers and you wish to keep a history of activity for several days, make this number large.

- Clear all entries in the Activity Log. The default is n. If you enter y, all entries in the Activity Log will be cleared immediately. However, this value always reverts to n after you exit the screen.

➡ NOTE:

If you instruct the Activity Log to record MWI updates, the number of records generated will increase significantly and could degrade system performance. It is recommended that this field not be enabled on a regular basis, but only as necessary.

Activity Log Operation

Once you have enabled the Activity Log, it records specific activities for each subscriber's mailbox, including:

- Subscriber log-in/log-off — These entries include new, unopened, and old message counts.

- Receipt of a new message — This entry includes new, unopened, and old message counts.

- Scheduled delivery of a message

- Canceled delivery of a scheduled message

- Change in status of a message — The status of a message can change from new to unopened, new to old, unopened to old, and from new, unopened or old to deleted.

■ MWI updates (if enabled)

■ Resets — A reset entry is made whenever the system date and/or time is changed, either manually or automatically, and includes the previous date and time.

You will use the **display activity-log** command to designate subscriber, date, and time. The Activity Log will then display activity information for the selected subscriber, starting at the specified date and time. The events are listed in chronological order (oldest first). Press (NEXTPAGE) (F7) to display the remaining entries.

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

■ Voice mail (VM) (could be a digitally-networked message)

■ Priority voice mail (could be a digitally-networked message)

■ Call Answer (CA)

■ Broadcast voice mail message (only if the message has been saved)

■ Log-in announcement

■ AMIS analog networking message

■ Undeliverable message notification

A *scheduled* entry is made in the Activity Log each time a message is scheduled for delivery. A single scheduled entry will be made for a message regardless of the number of recipients. The message may be one of the following:

■ Voice mail

■ Priority voice mail

■ Call Answer

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

— If both the calling party and the called party are local subscribers, the display will show that the calling party scheduled the message for the called party.

— If the calling party is not a local subscriber, the activity will not be recorded.

— If the called party is not a local subscriber, the local AUDIX system will have no knowledge of the call and the activity will not be recorded.

3

- Broadcast message

- Log-in announcement

Refer to *Intuity Audix Administration*, (585-310-539), for a complete description of Activity Log screens.

Interactions with Other Audix Features

The Activity Log can collect data on most AUDIX call answer and voice mail functions. See the previous section, *Activity Log Operation*, for details.

Administration and Data Acquisition Package

The AUDIX Administration and Data Acquisition Package (ADAP) is an application program installed on a personal computer(PC) connected to an AUDIX system. ADAP includes a set of programmer-oriented DOS-level commands that can modify subscriber data directly in the AUDIX database and also download selected data from the AUDIX database to the PC. No reporting capability is included; it is left to the customer to develop reporting applications on the PC or to upload the data to a host computer for further analysis.

Who has it:	Normally, only the system administrator needs and uses ADAP.
Who controls it:	The system administrator controls the ADAP parameters through the PC.
Who can access it:	Subscribers need not access ADAP. Because of the PC interface, the system administrator should set up DOS or hardware-based security procedures.

Points to Remember

- ADAP will run on any AT&T 6300-compatible or newer model PC. AT&T 6286 or 6386 WGS (or compatible) PC is recommended.

- ADAP DOS-level commands require customer-developed software to produce reports. Customer-developed software is *not* supported by AT&T services.

Applications

ADAP allows the AUDIX administrator to analyze system usage. The administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.

DOS-Level Commands

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

No reporting capability is included with the DOS-level commands. It is left to the customer to manipulate the data using database manager software on the PC (such as dBASE III PLUS) to create customized reports or to upload the data

5

from the PC to a host computer (such as a mainframe) for further analysis using custom-developed software.

There are three methods for entering DOS-level commands:

- Enter individual commands from the PC keyboard at the DOS prompt. Results are written to standard output in a flat ASCII format on the PC.

- Execute commands from a batch file. If dBASE III PLUS is included in the batch file, retrieved data is automatically converted into a dBASE III PLUS format; otherwise it is written in a flat ASCII format.

- Write application programs that use DOS-level commands and database manager software to organize AUDIX database information in customized reports.

ADAP DOS-level commands provide the following capabilities:

- Add or delete subscriber records or modify subscriber field values directly in the AUDIX database.

- Download selected Cos screens data to the PC.

- Download selected Subscriber screens data to the PC (including automated attendant and both local and remote subscriber data).

- Download selected Maintenance screens data to the PC (including alarms and errors).

- Download selected System-parameters screens data to the PC.

- Download selected Traffic screens data to the PC.

- Download performance statistics data to the PC.

Requirements

The following hardware and software are required to run ADAP:

- An AT&T 6286 WGS (recommended), AT&T 6386 WGS, or other compatible PC that can run the MS-DOS 3.1 (or later) operating system. The PC or Work Group System (WGS) must have at least 640 Kbytes of memory before loading ADAP and at least a 20-Mbyte hard disk.

  The PC or WGS can be cabled from either COM1 or COM2 directly to an AUDIX administration port or through a modem or processor data module (PDM) to dial into the AUDIX system at from 1200 to 9600 bps. See *AUDIX Administration and Data Acquisition Package*, (585-302-502), for complete installation instructions and a list of supported modems.

- A 513 Terminal Emulation package. This is an optional package for ADAP, used only to troubleshoot the connection to the AUDIX system. However, it is required if the ADAP PC is to also serve as an administration terminal capable of logging into the AUDIX system with the administrative login and displaying the administrative and maintenance screens directly on the PC screen.

■ A 570 parallel, 572 serial, or other 473-compatible AT&T printer. This is optional but recommended.

Feature Operation

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

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

The *AUDIX Administration and Data Acquisition Package* (585-302-502), document describes how to install ADAP and how to use the ADAP DOS-level commands. ADAP software is shipped on both 3- and 5-inch diskettes.

Interactions with Other Features

Traffic Reports: ADAP can be used to download data from all traffic screens.

Address-by-Name

The Address-by-Name feature allows callers to address a message to any subscriber by dialing the subscriber's name instead of the subscriber's extension number.Callers who do not know a subscriber's extension number may select name addressing by pressing ✳ Ⓐ(for Alternate Addressing Mode) and entering the subscriber's name.The Intuity AUDIX system will automatically address the message to that subscriber.

Who has it:	The Address-by-Name feature is available to all subscribers of the Intuity AUDIX system.
Who controls it:	The system administrator assigns each subscriber's default addressing format (either extension number or name) on the Class Of Service or Subscriber screens. Callers also control this feature by pressing ✳ Ⓐ to toggle, temporarily, between extension number and name addressing.
Who can access it:	All subscribers who enter the Intuity AUDIX system, using a touch-tone telephone, can access the Address-by-Name feature.
Related administration screens:	COS; Subscriber, page 2

Points to Remember

■ When using the Address-by-Name feature, note that the *letter Q* is represented by pressing �7 and *Z* by pressing ⑨.

■ The system administrator should inform subscribers which default addressing format (extension number or name) they have been assigned.

■ Address-by-Name only works for recipients who are administered on the Intuity AUDIX system.

■ Address-by-Name works with AMIS only for administered recipients on remote systems administered for one-step addressing.

Applications

Many subscribers simply prefer to address messages to people rather than extension numbers. But this feature can be most convenient when the sender doesn't know (or can't remember) the extension number(s) of the intended message recipient(s). It is particularly useful when used with the Personal Directory feature, which allows the sender to use abbreviated names.

Requirements

None.

Feature Operation

The Address-by-Name feature can be used any time you want to address a message, create a mailing list, or set up a personal directory. The most common use, addressing a message, is described in detail below. To use the feature with the Mailing List or Personal Directory features (assuming your default addressing mode is number addressing), simply enter ✳ Ⓐ when first prompted for an address, then enter all addresses by name. You will stay in name addressing mode until you press ✳ Ⓐ again or until you are finished with the task.

To address a message to a subscriber by name, do the following:

1. Log into the Intuity AUDIX system.

2. Record and approve a message normally (see the *Voice Mail* feature).

3. Press ✳ Ⓐ to switch to name addressing mode (this assumes your default addressing mode is by extension number).

4. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names) Ⓗ.

   Note that in many cases it is not necessary to enter the entire name; a unique match is all that is required.

5. One of the following will occur:

   ■ If the system finds a unique match for the letters you entered, the subscriber's name is voiced by the system.

   ■ If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

   ■ If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

   For example, to name-address a message to a subscriber named Jill Wilson, you might press the following sequence of keys:

   ✳ Ⓐ Ⓦ Ⓘ Ⓛ Ⓢ Ⓞ Ⓝ Ⓙ Ⓗ

Interactions with Other Features

The Address-by-Name feature interacts with other Intuity AUDIX features as follows:

■ *Class of Service*: The Address-by-Name feature can be a parameter for differentiating classes of service. The Intuity AUDIX system administrator can assign a default addressing format (extension number or name) for each subscriber using the Class Of Service screen.

■ *Dial-by-Name*: The Dial-by-Name feature is nearly identical to Address-by-Name, but is used for transferring out of the Intuity AUDIX system rather than for addressing messages. Though similar, the features are *not* directly interrelated. For example, if you invoke name addressing for sending a message, then begin a transfer to another extension, the system expects you to enter an extension number unless you press ⁕ Ⓐ (for dialing-by-name) while transferring.

■ *Directory*: The system directory stores linked name and extension number information, and this database is searched when subscribers address by either name or extension.

■ *Mailing List*: Subscribers can use name addressing when creating or modifying mailing lists. Name addressing mode stays on until the creating/modifying task is complete or until the subscriber turns it off.

■ *Personal Directory*: The Intuity AUDIX system will first attempt to match the name entered with the subscriber's Personal Directory. If an exact match is not found, the Intuity AUDIX system then searches the list of all administered subscribers. Subscribers can use name addressing when creating or modifying their personal directories. Name addressing mode stays on until the creating/modifying task is complete or until the subscriber turns it off.

■ *Voice Mail*: The Address-by-Name feature can be used for any voice mail addressing.

AMIS Analog Networking

Audio Messaging Interchange Specification (AMIS) analog networking is an optional feature that permits subscribers to exchange voice mail messages with voice mail systems anywhere in the world, provided those systems also have AMIS analog capabilities (AMIS is an industry-wide standard). Messages can also be exchanged with users on remote systems (with AMIS capabilities) made by vendors other than AT&T.

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

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

The local Intuity AUDIX system will transmit messages during certain time ranges set by the system administrator on the AMIS Analog Machine Administration screen. The time ranges specified on this screen *must* be a subset of the outcalling periods administered on the System-Parameters Outcalling screen.

Related Administration Screens

Subscriber; Machine Profile; System-Parameters Outcalling; Remote Subscriber.

Points to Remember

■ Each Intuity AUDIX system using AMIS Analog Networking can exchange messages with *any* voice mail system with AMIS analog capabilities.

■ Remote systems can be administered for easy one-step addressing.

■ As defined by the AMIS analog specification, messages will be transmitted separately for each remote recipient, even if recipients reside on the same system.

11

- Messages are *played* by the sending system and *recorded* by the receiving system.

- Because messages are played and transmitted via analog lines, their quality may degrade.

Applications

AMIS Analog Networking is primarily of interest to businesses that use other vendors' voice messaging systems. It allows remote or disparate systems to literally "talk to" each other.

Considerations

A primary consideration in AMIS Analog Networking, as with the Outcalling feature, is how often the feature will be used. This type of networking uses voice ports, and thus an important consideration when planning a system configuration. The considerations for one-step and two-step addressing are discussed below.

AMIS Analog One-Step Addressing

To make sending messages easier for subscribers, the administrator may administer the remote system for pre-administered addressing. In this case, the administrator must individually administer the remote system rather than include it in a set of administered remote systems.

To address a message via AMIS analog one-step addressing, the subscriber need only specify the remote mailbox ID (normally an extension) of the intended recipient. (A prefix may be needed if the extension intercepts another machine's addressing scheme. Users on remote systems administered for one-step addressing can be administered on the local system via the Remote Subscriber screen. These locally administered, remote users may be included in subscribers' mailing lists (see the *Mailing List* feature) and personal directories (see the *Personal Directory* feature). Since they are listed in the system directory, they can also be addressed by name (see the *Address-by-Name* feature).

AMIS Analog Two-Step Addressing

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

To address a message via AMIS analog two-step addressing, the subscriber must specify both the telephone number of the remote voice mail system and the mailbox ID of the intended recipient on the remote system. Users on these remote systems *cannot* be administered on the local system, nor can they be included in subscriber-defined address lists or personal directories.

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

Requirements

To use the AMIS Analog Networking feature, the feature must be activated by AT&T remote maintenance personnel. The remote system may be any other vendor's voice mail system, but it must also have its AMIS analog capabilities activated.

Feature Operation

The local system simply calls the remote system and, when the remote system is ready, plays the message. The remote system records the message and puts it in the recipient's mailbox. Since the analog messages are actually played back to the remote system and not transmitted digitally, the remote system will take one minute to record a one minute message, for example. If a message is sent to more than one subscriber on the same remote system, it is played to the remote system multiple times. See *AMIS Analog Networking*, (585-300 -512), for the specific procedures required to administer the AMIS Analog Networking feature.

AMIS Two-Step Addressing Procedure

The procedure to send AMIS messages from the local machine to a remote system administered for AMIS two-step addressing is summarized as follows:

1. A local subscriber either creates a voice mail message, forwards a Call Answer or voice mail message, or retrieves a message saved in the outgoing mailbox. Note that AMIS messages designated *private* will not be delivered. AMIS messages designated *priority* will be delivered, but they will appear as regular messages to the remote system.

2. When prompted for the recipient's extension, the subscriber enters the AMIS prefix, if one is administered, followed by the full telephone number of the remote voice mail system (area code or country code plus area code may be necessary), followed by the ⊞ key. For more information on prefixes, see *Remote Addresses* later in this section.

13

3. When the system recognizes the telephone number as being in the range of AMIS two-step addresses, it will prompt the subscriber for the mailbox ID on the remote system. The subscriber enters the mailbox ID (normally an extension) followed by the ⒣ key.

4. Subscribers can specify a time when they would like the message delivered, but the message may have to wait in the outcalling queue for the next administered AMIS transmission period.

5. The system will attempt to deliver the message during an outcalling period specified on the Machine Profile screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System Parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the AMIS message, the system will use the *retry intervals* specified on the System Parameters Features screen.

6. The Intuity AUDIX system will make three attempts to deliver the message. If the message is delivered successfully, the system will update the outgoing message status to *delivered*. If all three attempts fail, the system will send a message to the senders, notifying them that the AMIS message was undeliverable.

> **NOTE:**
> Name addressing does not work with the AMIS two-step addressing procedure.

AMIS Two-Step Addressing Example

Two people who work for the same company, and who are subscribers on different voice mail systems, might need to be able to exchange voice mail messages. For example, if subscriber L (a subscriber on the local Intuity AUDIX system) needs to send a voice mail message to subscriber R (an employee of the same company at a remote site across town from subscriber L), she could do so via two-step AMIS Analog Networking.

Before subscriber L can send an AMIS analog message to subscriber R's voice mailbox, she needs to know the following information:

- The prefix, if assigned on the System Parameters Analog Network screen, identifying the AMIS prefix to which subscribers can send AMIS messages; assume this prefix has been administered to be **7**.

- The hunt group number for subscriber R's voice mail machine (this is the number subscriber R dials to use his voice mail system); assume the hunt group number is **222-5000**.

- Subscriber R's mailbox ID (this would normally be subscriber R's extension); assume subscriber R's extension is **1111**.

14

To send subscriber R a message, subscriber L should complete the following steps:

1. Log on to the local Intuity AUDIX system and record a message for subscriber R.

2. When the system prompts her for the extension to which she wants to send the message, she should enter the prefix, followed by the hunt-group number of subscriber R's voice mail system, followed by the ⊞ key.

   In this example subscriber L would enter **72225000#**.

3. When the local system prompts subscriber L for the mailbox ID to which she wants to send the message, she should enter subscriber R's extension, followed by the ⊞ key.

   In this example subscriber L would enter **1111#**.

4. Subscriber L's Intuity AUDIX system will dial the hunt group for subscriber R's voice mail system.

   In this example the local system would dial 9-222-5000.

5. When the remote system answers the call from the local system, the local system will notify the remote system that it has an AMIS analog message for mailbox 1111.

6. Subscriber L's system will play subscriber L's message to subscriber R's system; meanwhile, subscriber R's system will record subscriber L's message.

7. Subscriber R's voice mail system will put subscriber L's message in subscriber R's mailbox and notify him that he has a message.

8. Subscriber R can then retrieve subscriber L's message as he would any other voice mail message.

⇒ **NOTE:**
For subscriber L to be able to send a voice mail message to subscriber R, the system administrator of the local Intuity AUDIX system (on which subscriber L is a subscriber) must have administered that system for two-step AMIS Analog Networking to local numbers. In addition, the system administrator of the remote system (on which subscriber R is a subscriber) must have administered that voice mail system to accept incoming AMIS Analog Messages.

15

AMIS One-Step Addressing Procedure

The procedure to send AMIS messages from the local machine to a remote machine administered for AMIS one-step addressing is summarized as follows:

1. A local subscriber either creates a voice mail message, forwards a Call Answer or voice mail message, or retrieves a message saved in the outgoing mailbox. Note that AMIS messages designated *private* are not delivered. AMIS messages designated *priority* are delivered, but they are treated as regular messages by the remote system.

2. When prompted for the recipient's extension, the subscriber enters the AMIS prefix, if one is administered, an optional machine prefix, and the remote mailbox ID (normally an extension). For more information on prefixes, see *Remote Addresses* later in this section.

3. Subscribers can specify a time when they would like the message delivered, but the message may have to wait in the outcalling queue for the next administered AMIS transmission period.

4. The system will attempt to deliver the message during one of the intervals specified on the Machine Profile screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System-Parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the AMIS message, the system will use the *retry intervals* specified on the System-Parameters Features screen

5. The system will make three attempts to deliver the message. If the message is delivered successfully, the AUDIX system will update the outgoing message status to *delivered*. If all three attempts fail, the system will send a message to the subscriber notifying them that the AMIS message was undeliverable.

AMIS Analog One-Step Addressing Example

For one-step AMIS Analog Networking, again consider subscriber L (a subscriber on the local Intuity AUDIX system) who needs to send a voice mail message to subscriber R (an employee of the same company at a remote site across town from subscriber L). If subscriber R's system is *pre-administered* on subscriber L's system, instead of using the procedure covered previously, she could use one-step addressing to send a message to subscriber R.

Before subscriber L can send an AMIS analog message to subscriber R's voice mailbox, she needs to know the following information:

■ The prefix that was assigned to identify subscriber R's AMIS system on the System Parameters Analog Network screen; assume this prefix is administered to be **7** (optional).

■ Subscriber R's mailbox ID (this would normally be subscriber R's extension); assume subscriber R's extension is **1111**.

To send subscriber R a message, subscriber L should complete the following steps:

1. Log on to the local Intuity AUDIX system and record a message for subscriber R.

2. When the system prompts her for the extension to which she wants to send the message, she should enter the AMIS prefix (if administered) and the machine prefix (if administered) identifying subscriber R's voice mail system, followed by subscriber R's mailbox ID, followed by the Ⓟ key.

   In this example subscriber L would enter **71111#**.

3. Subscriber L's Intuity AUDIX system will call subscriber R's voice mail system by dialing the digits in the Dial String field defined on the Machine screen for subscriber R's voice mail system.

4. When the remote system answers the call from the local system, the local system will notify the remote system that it has an AMIS analog message for mailbox 1111.

5. Subscriber L's system will play subscriber L's message to subscriber R's system; meanwhile, subscriber R's system will record subscriber L's message.

6. Subscriber R's voice mail system will put subscriber L's message in subscriber R's mailbox and notify him that he has a message.

7. Subscriber R can then retrieve subscriber L's message as he would any other voice mail message.

➡ NOTE:

For subscriber L to be able to send a voice mail message to subscriber R, the system administrator of the local Intuity AUDIX system (on which subscriber L is a subscriber) must have administered subscriber R's system for one-step AMIS Analog Networking on the local system. In addition, the system administrator of the remote system (on which subscriber R is a subscriber) must have administered that voice mail system to accept incoming AMIS Analog Messages.

Remote Addresses

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

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

- For AMIS one-step addressing — Remote mailbox ID

The prefix consists of 0 to 21 alphanumeric characters. Added to the extension, up to 31 characters can be assigned to an address range.

17

The prefix, if defined, is a set of digits that identifies a remote voice mail system. The first digit(s) of the address range prefix field defined on the Machine Profile screen must match the AMIS prefix defined on the System-Parameters Analog-Network screen. In addition to the AMIS prefix, the address range prefix may contain, for example, an area code or a country code plus area code. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to address an AMIS message.

In some cases, a prefix may be *required* if remote extensions conflict with the local numbering plan of the host switch.

Prefixes can be defined for remote systems administered for AMIS two-step addressing and AMIS one-step addressing. In implementing the AMIS Analog Networking feature, a number of prefix options could be used to help subscribers distinguish between remote voice mail systems. For example, a prefix could be:

■ The same numbers as the country code and area code.

■ The same numbers as the area code (NPA) and office code.

■ The office code (NNX or NXX) if the remote system shares the same area code.

■ An RNX code if the remote AUDIX system is in a private network.

■ An alphanumeric code used as a mnemonic of a location or system.

■ All of the above options could be administered to be mapped into a single range of remote AMIS addresses.

The Address-ranges screen can list all address ranges that have been administered.

⇒ **NOTE:**
   In all of the above examples, the prefixes *must* be preceded by the AMIS prefix, if one was defined, on the System-parameters Analog-network screen. AMIS Analog Networking address ranges *cannot* overlap with any other address ranges. That includes address ranges used for the Message Delivery feature. In addition, each AMIS two-step and AMIS one-step range must be unique.

AMIS Analog Networking User Groups

For the AMIS Analog Networking feature, users are divided into the following groups:

■ Local subscribers — Those subscribers whose mailboxes reside on the local Intuity AUDIX system.

■ Remote voice mail users — Those users whose mailboxes reside on a remote voice mail system (any system other than the local system). Remote users are further divided as follows:

— Administered remote voice mail users — Those remote users who have been administered on the local Intuity AUDIX system via the Remote Subscriber screen. These users can be addressed by name and their names, if recorded, will be voiced back. Only AMIS users whose mailboxes reside on systems administered for AMIS one-step addressing can be administered on the local system.

— Nonadministered remote voice mail users — Remote users who have not been administered on the local Intuity AUDIX system. All users of remote systems administered for AMIS two-step address-ing are nonadministered remote users. Remote users on systems administered for AMIS one-step addressing may be administered or nonadministered. The system administrator indicates whether local subscribers can send messages to nonadministered recipi-ents of remote systems administered for AMIS one-step addressing via the Machine Profile screen. They cannot control this for remote systems administered for AMIS two-step addressing, however. Nonadministered remote voice mail users are still further divided as follows:

■ Nonverified nonadministered remote users — Those nonadminis-tered remote users whose locations have not yet been verified. For example, a message has been addressed to a remote AMIS address, but a successful delivery has not yet occurred.

■ Verified nonadministered remote subscribers — Those remote users whose location has been verified either because an AMIS message was successfully delivered to them or because they have sent an AMIS message to the local system.

⇒ NOTE:
Only administered remote users can be addressed by name.

Interactions with Switch Features

Since the AMIS Analog Networking feature uses analog lines to transmit messages, there are only minor interactions with switch features.

Call Transfer: To avert toll-fraud, the switch might be administered to restrict voice ports for certain calls, which might slow or limit AMIS networking.

Interactions with Other Features

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

■ *Address-by-Name*: You can use the Address-by-Name feature to address AMIS messages to administered remote users on remote systems administered for one-step addressing.

■ *Automated Backup*: This feature automatically creates a backup copy of the directories that have information necessary for the AMIS Analog Networking feature.

■ *Call Answer*: Call answer messages can be forwarded to remote voice mail users on remote systems via the AMIS Analog Networking feature.

■ *Delivery Scheduling*: Messages can be scheduled for delivery between systems networked via AMIS Analog.

■ *Dial-by-Name*: You cannot use the Dial-by-Name feature to transfer across an AMIS network.

■ *Directory*: If you are using the Directory feature in an AUDIX network, the only remote AMIS users you will be able to look up will be administered subscribers on systems administered for AMIS one-step addressing. AMIS recipients on remote systems administered for AMIS two-step addressing cannot be included in the Directory.

■ *Mailing List*: Unadministered and administered remote AMIS recipients on remote systems administered for AMIS one-step addressing may be included on mailing lists. AMIS recipients on remote systems administered for AMIS two-step addressing cannot be included on mailing lists. Messages addressed to remote recipients will be put in the outcalling queue and delivered during one of the intervals specified on the Machine screen.

■ *Message Delivery*: This feature is an extension of the AMIS Analog Networking feature. Rather than sending a message to a remote voice mail system, this feature permits subscribers to send a message to any touch-tone phone (including someone's home).

■ *Message Sending Restrictions*: The administrator can administer which subscribers can send AMIS analog messages, and to which remote systems these subscribers can send messages.

■ *Outcalling*: The maximum number of outcalling ports, administered via the System-parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog and Message Delivery messages to be delivered on the Machine screens *must* be a subset of the outcalling periods administered via the System-parameters Outcalling screen or the AMIS analog messages will not be transmitted.

■ *Personal Directory*: In one-step addressing only, an alias may be created and assigned to any remote AMIS recipient just as it would be for a local subscriber. If the remote subscriber is nonadministered, however, the alias must initially be assigned using the extension number mode.

■ *Priority Message*: Priority messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.

■ *Private Message*: You will not be able to send private messages via the AMIS analog feature. Subscribers who designate AMIS messages as private will be notified by the Intuity AUDIX system that their message was undeliverable.

■ *Security Password:* There is no security password for remote AMIS analog systems.

> **NOTE:**
> The system administrator should ensure that all subscribers carefully secure their mailboxes with a good password to prevent unauthorized persons from accessing the system and sending AMIS analog messages.

■ *Traffic Reports*: The traffic reports that show the most useful statistics for AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.

■ *Voice Mailbox*: Subscribers send AMIS analog messages by logging into their Intuity AUDIX mailbox, recording a message and addressing it to someone on a remote AMIS system. Subscribers who receive AMIS messages retrieve these messages in the normal manner. The AUDIX system also uses voice mailboxes to notify local subscribers who attempt to send an AMIS message if their message was undeliverable.

Announcement Sets

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

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

Who has it:	Usually, only the Intuity AUDIX system administrator has announcement-control permission.
Who controls it:	The system administrator assigns announcement-control permission using the Class Of Service or Subscriber screens.
Who can access it:	Only a subscriber login with announcement-control permission can access Activity 9 to record sub-scriber's names and customize announcements.
Related administra-tion screens:	COS; Subscriber; Announcement Set; Announcement Sets; Copy Announcement Set; Announcement; Fragment; Copy Fragment

- To ensure the integrity of the database, announcement-control permission should be limited to as few people as possible.

- System announcements and fragments should not ordinarily be altered since standard messages and prompts can be destroyed.

- Announcement fragments should only be modified if absolutely necessary.

Application

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

■ The most common task is recording and changing subscribers' names that are voiced by the Intuity AUDIX system. Voice mailbox administration requires recording new subscribers' names in the names data filesystem. This allows the Intuity AUDIX system to announce the names of called subscribers for Call Answer greetings and the names of subscribers who send or leave messages.

The name recording should be done in a quiet area using a good voice terminal (always listen to names after voicing them to ensure the recording is clear and correctly pronounced). Names may be a maximum of 8 seconds long.

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

■ If the Automated Attendant or Bulletin Board features are used, a designated speaker (such as the system administrator or other responsible party) must record the announcement or list of menu choices.

This activity is performed like recording a subscriber's personal greeting (for more information, see *Recording and Activating a New Personal Greeting* in *Multiple Personal Greetings* feature description).

■ Occasionally the system administrator may re-record Intuity AUDIX announcements or fragments. This activity should be performed only when necessary.

23

Considerations

> ⚠ **WARNING:**
> *Incorrect use of this feature could be hazardous to the integrity of the Intuity AUDIX system announcements. If you decide you must change announcements, you must be extremely careful and precise. If you make a mistake, the resulting announcements could be erroneous, and rectifying mistakes could be frustrating and time-consuming. It is strongly recommended that you do not attempt to modify any announcements without the help of your AT&T or AT&T-certified software specialist.*

System administrators should become familiar with the composition of each announcement by studying *Intuity AUDIX Announcement Customization — American English*, (585-300-516), or one the following alternate language versions:

- British English (585-310-536)
- Latin Spanish (585-310-537)
- French Canadian (585-310-538)

Requirements

To record subscribers' names or customize announcements, the Intuity AUDIX system administrator must assign announcement-control permission using the Class Of Service or Subscriber screen. Announcements are actually modified using the Announcement screen.

Feature Operation

This section defines the announcement file system and its operation. For procedures on recording subscriber names and system announcements, see the *Intuity AUDIX Administration*, (585-310-539), document.

Announcement Versions

Two American English announcement versions are available: standard and terse. The system is shipped with standard announcements; the terse announcements are optional. You can activate either of these sets. You can also create a custom set of announcements by copying and modifying these sets.

Changing Announcement Fragments

Announcement fragments are numbered pieces of voice data that are combined in the system to form the prompts and announcements the system plays for subscribers and callers who access the system. The fragment numbers must be

combined in the right order for an announcement to play correctly, and one fragment may affect many announcements. Announcements are handled in the Intuity AUDIX system as follows:

- Announcements are composed of one or more fragments.

- Fragments are individually recorded pieces of speech.

- Subscriber and machine names are special announcement fragments.

System announcements are listed by fragment number and text in *the appropriate Intuity AUDIX Announcement Customization* book. If you need to change an announcement or fragment, you must use the correct fragment number. Before changing a fragment, you should estimate the impact the change will have on other announcements in the system since one fragment can be used in numerous announcements. Fragments should be recorded in a quiet area using a good phone set.

System administrators should consider the global implications of changing each fragment:

- If the announcement fragments you want to change are not used in other announcements that you do not want to change, you can simply re-record them using your touch-tone phone.

- If the announcement fragments you want to change *are* used in other announcements that you do not want to change, you can create new fragments to associate with just the announcements you want to change.

You can add, save, change, remove, or copy announcement sets *or* specific fragments using the Announcement screens. See the appropriate *Intuity AUDIX Announcement Customization* book for more information.

Interactions with Other Features

The Announcement Sets feature can, in effect, interact with each AUDIX feature.

25

Automated Attendant

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

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

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

Who controls it:	Automated attendants are usually controlled by the Intuity AUDIX system administrator.
Who can access it:	Anyone who dials the automated attendant phone number will hear the recorded attendant menu (list of choices).
Related administration screens	COS; Subscriber, pages 2 and 3; List Attendants

Points to Remember

- Callers who reach an automated attendant must use a touch-tone phone to make menu selections.

- An automated attendant is administered as a special kind of Intuity AUDIXsubscriber.Each automated attendant counts toward the total number of subscribers on the system.

- More than one automated attendant extension may be assigned per system.

- You may wish to keep a written copy of the attendant menu in case it is accidentally destroyed.

27

Applications

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

Freeing Personnel for Other Tasks

While an automated attendant is handling incoming calls, the personnel who would otherwise be needed to answer these calls are available for other tasks. For example, people who call a company's main (listed) number hear, instead of a receptionist, a greeting (or menu) telling them which touch-tone button to press to be directed to the department of their choice. These callers could reach an agent (who is performing tasks other than answering the phone) by selecting a menu option or by waiting for the system to automatically transfer them (if they do not have a touch-tone phone).

In addition to menu choices, each automated attendant menu can be administered to allow callers to transfer to an extension of their choice. This allows the Intuity AUDIX system to provide Direct Inward Dialing (DID) service for an entire company.

Businesses That Receive Many Calls

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

- The switch could be administered to route callers to an automated attendant after waiting a certain length of time, or if a certain number of calls are in queue (requires vectoring).

- The attendant menu could give callers the option of leaving a message for a return call, or remaining on hold. If callers elect to leave a message, they could be routed to a general Intuity AUDIX voice mailbox with call answer permission. After hearing the message, the agent can be prepared with the essential information when making the return call.

Nonresident Subscribers

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

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

Nonresident subscribers can use the Outcalling feature to get message notification.

Shared Extensions

The Automated Attendant feature can provide voice messaging capabilities for several people who share a single telephone. For example, a university dormitory room has three roommates (Jerry Jones, Don Parker, and Brent Deven) but only one telephone number. By administering that extension as an automated attendant and creating three voice mailbox numbers that do not exist in the switch dial plan, each roommate can have a private mailbox without having a separate telephone. See the *Shared Extension* feature for more information.

Automated Attendants with Multiple Personal Greetings

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

- For all internal calls:

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

- For all external calls:

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

- For all out-of-hours calls:

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

29

Providing Information to Callers

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

Security

An automated attendant can also provide security or controlled access to conference bridge sessions, host computer ports, or voice mailboxes. For example, to join conference bridge sessions without manual intervention, a caller dials a number that redirects the call to the Intuity AUDIX system. The automated attendant for that number prompts callers for a password. Each number of the password is a menu choice that leads to another (nested) automated attendant, and the last number selects the caller's intended bridge session.

With the Intuity AUDIX system's dial ahead capability, the password may be entered all at once (callers do not need to pause between digits). When the final digit is entered, the AUDIX system transfers the call back to the switch and the caller is placed in the intended bridge session. The system administrator can change these nested menus frequently to provide greater security. An incorrect password may route the caller to another automated attendant for error handling and audit tracking of break-in attempts.

Nesting Attendants

An automated attendant menu selection can lead to another automated attendant (this is called *nesting* automated attendants). In this way a sophisticated hierarchy of information can be presented to callers. The standard Intuity AUDIX call-distribution group handles all incoming automated attendant calls, so callers always hear the correct automated attendant greeting.

⇒ NOTE:
A nested attendant must be created before the main or higher-layer attendant that contains it.

Requirements

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

30

Feature Operation

Automated attendants are set up as Intuity AUDIX subscribers on the Subscriber screen and appear the same as regular subscribers except they are identified as an automated attendant in the permissions type field, and have a third page where the menu choices are defined.

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

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

The actions each attendant performs when specific keys are pressed are specified on the last page of the Subscriber screen. Extensions are assigned to keys (⓪ through ⑨) and a call-treatment code is assigned to determine if the Intuity AUDIX system should transfer the call through the switch to an extension's telephone (treatment *transfer*) or directly into the extension's voice mailbox to leave a message. If the call is transferred directly to a voice mailbox, the call-treatment code also specifies whether the system Guest Password greeting or the subscriber's call answer greeting is played. The system Guest Password greeting is played if the call-treatment is *guest-greeting*. If the call-treatment is *call-answer*, the subscriber's call answer greeting is played if one is recorded and active, otherwise the system call answer greeting is played.

Transfers from an automated attendant to a nested automated attendant should be given a treatment of *call-answer* so that callers remain in the Intuity AUDIX system and are not transferred through the switch. This makes nesting transparent to the caller since there is no delay between the action selected at the first attendant and the beginning of the selected attendant's voice prompt.

31

Interactions with Switch Features

The Automated Attendant feature interacts with switch features as follows:

- *Call Coverage*: Check the following list for important Call Coverage feature interactions that may affect the expected performance of the automated attendant:

    — The automated attendant extension should be administered on the switch to redirect calls to another number in case the Intuity AUDIX system is busy or is not working (requires vectoring — System 85, Generic 2, and Generic 3 only). For example, a live agent or other staffed position should be used as a backup if possible.

    — If System 75 or DEFINITY Generic 1 telephone users press ⓪ for Operator, they go to a human attendant, *not* the Intuity AUDIX automated attendant. The ⓪ button is hard-coded in System 75 and Intuity Generic 1 to transfer to a live operator or attendant, and cannot currently be reassigned to direct calls to the Intuity AUDIX system. The automated attendant is reached by dialing the assigned (nonzero) automated attendant extension number.

    — On most PBXs, you cannot transfer calls directly *to* an attendant console using either the Transfer Out of AUDIX feature or an automated attendant. Check your switch documentation for restrictions on attendant operation and call transfers.

- *Phantom Extensions*: For System 75 and G1 PBXs, it is necessary to add a port for each phantom extension. This is *not* necessary for System 85, Generic 2, and Generic 3 systems.

⇒ NOTE:
See *Intuity Integration with System 75 and DEFINITY Communications System G1 and G3*, (585-310-214), or *Intuity Integration with System 85 and DEFINITY Communications System G2*, (585-310-215), for complete step-by-step instructions for administering an Intuity AUDIX automated attendant on a switch. Always refer to the appropriate switch documentation for switch interactions and procedures.

Interactions with Other Features

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

- *ADAP*: The AUDIX Administration and Data Acquisition Package(ADAP) provides the system administrator with the ability to download information on automated attendants to a personal computer. All of the information provided on the Subscriber and List Attendants screens can be transferred.

- *Automated Attendant*: The Automated Attendant feature can transfer calls to other automated attendants; this is called nesting automated attendants. The person responsible for administering the automated attendants must ensure that nested attendants can not become locked into a recur-

sive loop. The only way this situation can occur is if the time-out fields for attendant "A" are administered for the extension of attendant "B" with call-answer or transfer call-treatment, and if the time-out fields for attendant "B" are administered for the extension of attendant "A" with call-answer or transfer call-treatment. To illustrate, if a caller dials attendant "A" and is not using a touch-tone telephone, that caller must wait to be timed-out and transferred to attendant "B". The caller will hear the attendant menu for "B" and then must wait to be timed-out and transferred back to attendant "A". This loop will continue until the caller hangs up.

- *Bulletin Board*: The Automated Attendant feature can be used to provide callers with a menu of bulletin boards. By pressing the appropriate button on a telephone keypad, the caller can transfer to any of the bulletin boards defined on the automated attendant menu.

- *Call Answer*: Automated attendants are given auto-attendant call answer permission; this is defined on the Class Of Service or Subscriber screen. Also, by defining the call-treatment as call-answer, callers are transferred directly to the voice mailbox of the desired extension and hear the appropriate call answer greeting (either personal or system).

- *Class of Service*: The Cos screen can be used by the system administrator to define an automated attendant (permission type auto-attendant). This screen can also be used to define an entire class of service for automated attendants.

- *Dial-by-Name*: If call transfer (⊛ Ⓣ) is administered for an automated attendant (using the Subscriber and System-parameter Features screens), callers can use the Dial-by-Name feature to transfer to an Intuity AUDIX subscriber.

- *Escape to Attendant*: If Ⓞ is administered to transfer the caller to a live attendant, callers can transfer to the attendant simply by pressing Ⓞ. To be consistent with other Intuity AUDIX features, we recommend that Ⓞ be reserved as the menu selection to reach a live attendant.

- *Guest Password*: An automated attendant that offers nonresident extensions as choices provides an alternative to the Guest Password feature in that callers can leave messages directly without having to know both a voice mailbox number and the Guest Password. The Guest Password greeting "*Please leave a message for <name>*" will be played for the caller if the call-treatment for this extension is defined as guest-greeting on the Subscriber screen. If the call-treatment is defined as call-answer, the caller will hear the non-resident subscriber's call answer greeting (either personal or system).

- *Message-Waiting Indicator*: The Message-Waiting Indicator feature (either the message-waiting lamp or stutter dial-tone) works as follows for nonresident and shared extensions:

33

— Nonresident Extension — Subscribers who do not have a phone set and are assigned a false extension (on the switch) must call the Intuity AUDIX system or administer the Outcalling feature to get messages (the Message-Waiting Indicator feature cannot be activated).

— Shared Extensions — The Message-Waiting Indicator feature on a shared extension will be activated only if a message is left for the extension. Message notification for users who share an extension and have voice mailbox numbers that do not correspond to individual telephones on the switch can only be accomplished using the Outcalling feature.

■ *Multiple Personal Greetings*: The Multiple Personal Greetings feature can be activated for automated attendants. All of the greetings and call types are available to the attendant. When using this feature with an automated attendant, users *must* have a personal greeting recorded for each call type they have chosen to differentiate. The combination of the Multiple Personal Greetings and Automated Attendant features make the Intuity AUDIX system an extremely flexible tool.

■ *Online Help*: A caller may ask the system to replay the automated attendant menu at any time by pressing ⊛ Ⓗ.

■ *Playback and Recording Control*: The Playback and Recording Control features are available when creating an automated attendant menu. These features are also available to callers who have been transferred to a voice mailbox and want to leave a message. Playback commands are not available while listening to the attendant menu (pressing ⊛ Ⓗ will replay the menu).

■ *Shared Extension*: The Automated Attendant feature can be used to allow several subscribers to share an extension. The Shared Extension feature is a subfeature of the Automated Attendant feature.

■ *Traffic Reports*: Because automated attendants appear as Intuity AUDIX subscribers, their use can be monitored through the Traffic Reports feature using the Subscriber Daily Traffic screen. This information could be especially useful on small systems, where the number of ports dedicated to automated attendant may need to be kept at a minimum. The List Attendants screen shows all automated attendants in the system (subscribers with an auto-attendant in the Permission-Type field) and their extension numbers.

■ *Transfer Out of AUDIX*: An automated attendant must be administered to accept the ⊛ Ⓣ (Transfer Out of AUDIX feature) command using the Subscriber and System-parameter Features screens for this type of call transfer to work. The system administrator must activate call transfer (defined on the System-parameters Features screen) in order to take advantage of the ⊛ Ⓣ command or the transfer call treatment option.

■ *Voice Mailbox*: Automated attendants can transfer callers directly to a voice mailbox to leave a call answer message.

Automatic Message Scan

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

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

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

Who has it:	This feature is available to all Intuity AUDIX subscribers as a basic option on the activity menu.
Who can access it:	Only subscribers can scan their own messages automatically.

Points to Remember

■ Users are not prompted to delete messages as they are played back (as in manual scanning mode), so it's easy to forget to delete them and fill up mailboxes quickly.

■ The normal manual scan buttons ($\boxed{0}$ to replay,$\boxed{*}$ $\boxed{D}$ to delete, etc.) also work in Automatic Message Scan mode.

■ The "Next message" prompt and message category announcements are nondial-through prompts so the system does not get ahead of the subscriber.However, if a subscriber presses $\boxed{\#}$ or $\boxed{*}$ $\boxed{D}$ or $\boxed{*}$ $\boxed{*}$ $\boxed{H}$ to manipulate a message, the "Next message" prompt will not be played.

Applications

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

Requirements

The Automatic Message Scan feature has no requirements other than those of the Intuity AUDIX system itself.

Feature Operation

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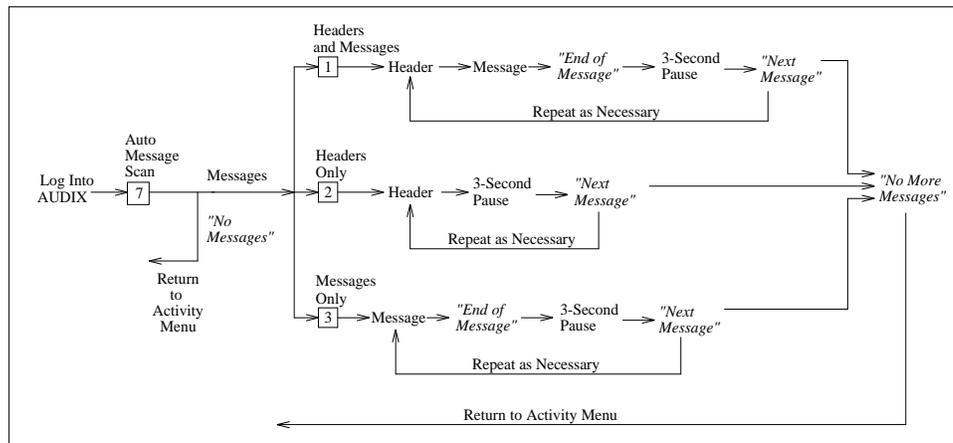

Figure 1.   Automatic Message Scan Operation

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

1. Log into the Intuity AUDIX system.

2. Press ⏹7 to select Automatic Message Scan.

3. Choose one of the following:

■ Press ⬚1 to listen to headers and messages. The Intuity AUDIX system will:

    a. Play each header, then its associated message

    b. Indicate the end of the message

    c. Pause three seconds

    d. Indicate the start of the next header and message

This is the most verbose option for getting the information. You may want to use it only when you have a few messages, and need the header information to know the exact time of the call. All *new* messages scanned in this manner will be redefined as *old* messages and will be scanned again when you reach the *old messages* category (unless you delete the message or use the Untouched Message feature).

■ Press ⬚2 to listen to headers only. The Intuity AUDIX system will:

    a. Play each header

    b. Pause three seconds

    c. Indicate the start of the next header

This option is the most expedient when you have many messages, or must otherwise screen them. Just press ⬚0 to listen to any message just after its header is played. All *new* messages scanned in this manner will be redefined as *unopened* messages and will be scanned again when you reach the *unopened message* category (unless you delete or listen to the message or use the Untouched Message feature).

■ Press ⬚3 to listen to messages only. The Intuity AUDIX system will:

    a. Play each message

    b. Indicate the end of the message

    c. Pause three seconds

    d. Indicate the start of the next message

This option is most expedient when you have few messages (or the luxury of listening to them all) and are not immediately interested in when they were delivered or where they originated. All *new* messages scanned in this manner will be redefined as *old* messages and will be scanned again when you reach the *old message* category (unless you delete the message or use the Untouched Message feature).

37

The messages are clearly differentiated by voice prompts and a long pause. The prompts and pause allow you time to respond to each message (or use the playback control buttons) and be sure that the response is directed to the appropriate message. When you have scanned all of the messages in one category, the Intuity AUDIX system will identify the next category before playing the next message. You can skip messages at any time by pressing ⌗ or skip categories by pressing ✳ ⌗.

Interactions with Other Features

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

■ *Broadcast Message:* Broadcast messages can be scanned automatically. However, if you are scanning only messages (not headers), you will not be informed that this is a broadcast message.

■ *Online Help:* Help information is available for this feature, and is similar to that for other options on the Activity Menu.

■ *Playback Control:* You can use the Playback Control procedures to control how the messages are played back. Pressing 9 to speed up playback will greatly shorten the amount of time to get message.

■ *Priority Message:* Priority messages can be scanned automatically. However, if you are scanning only messages (not headers), you will not be informed that this is a Priority message.

■ *Private Message:* Private messages can be scanned automatically. However, if you are scanning only messages (not headers), you will not be informed that this is a Private message.

■ *Voice Mail:* From the time that the header or message first begins to play, until the voice prompt signaling the next header or message plays, you can use the standard voice mail procedures for handling each message (delete, listen to message, reply to sender, etc.).

■ *Voice Mailbox:* Messages are put in the *unopened* category if only the headers have been scanned. Messages that have been scanned (and not deleted) are put in the *old* message category.

Broadcast Message

This feature enables the system administrator and other designated users(broadcasters) to send a voice mail message to all subscribers automatically.The message can also be sent to specific remote subscribers in a network, either through AMIS analog or digital networking (sse those features). The system administrator assigns one broadcast mailbox for holding active broadcast messages and one login announcement.

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

Broadcast messages are treated as *new* messages and are presented before other new messages.

Who has it:	The system administrator can designate broadcasters to send broadcast messages.
Who controls it:	Broadcasters and the system administrator control how and when broadcast messages are sent.
Who can access it:	Broadcast messages are received by all local Intuity AUDIX subscribers.
Related administration screens	COS; Subscriber, page 2

Points to Remember

■ Broadcast messages are never automatically rescheduled for future delivery, but become nondeliverable immediately if the first delivery attempt to the special broadcast mailbox fails.

■ Recipients can receive broadcast messages even if their mailboxes are full, but they must make room in their mailboxes if they want to copy and save the messages.

Applications

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

Considerations

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

- Limiting the number of broadcasters

- Being conservative with activating message-waiting notification

- Scheduling delivery (and notification) for off-hours

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

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

If a broadcast message is deleted by the broadcaster, the MWIs for that message will not be deactivated until the nightly system audit has run. Subscribers are told that the broadcaster has deleted the message when they try to listen to it.

Requirements

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

The system administrator must give selected subscribers permission to send broadcast messages (using the Subscriber screen). The administrator must also assign a broadcast mailbox (using the same screen) before using the feature. The special broadcast mailbox is considered a unique type of Intuity AUDIX subscriber and cannot receive messages from other subscribers, but this mailbox can store a maximum of 16 broadcast messages and one login announcement. The system informs broadcasters that broadcast messages are *nondeliverable* if the broadcast mailbox is full.

Feature Operation

Broadcasters create, edit, and assign delivery options for messages in the normal way. Making a message broadcast is one of the delivery options available to administrators and broadcasters.

> $\Longrightarrow$ **NOTE:**
> Broadcast messages can be created from any mailbox with broadcast permission. *It is not necessary, nor is it recommended, to log in to the broadcast mailbox to create a broadcast message.*
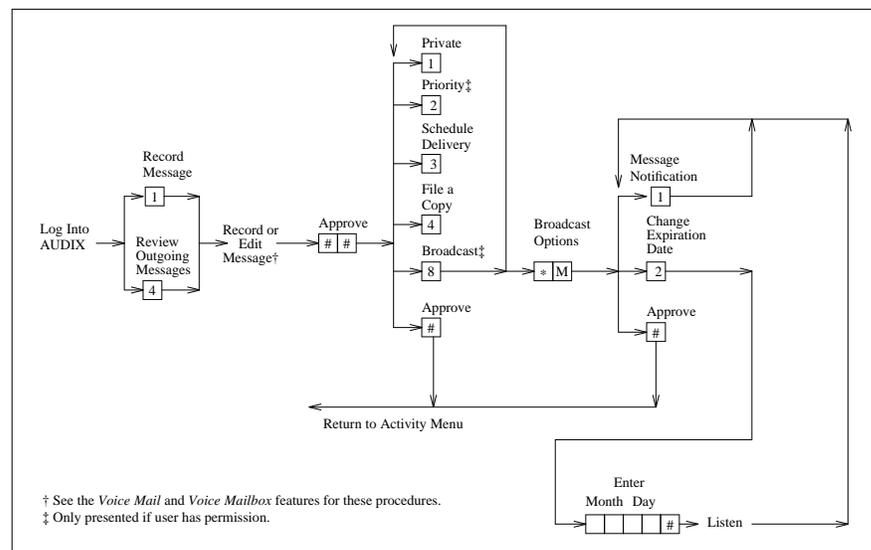
Broadcaster's Procedures

Figure 2.   Broadcast Message Operation

Making a Message Broadcast

The procedures for making a message broadcast are summarized below.

1. Log into the Intuity AUDIX system.

2. Press ① or ④ to record or review a message.

3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* section of this manual.

41

4. Listen to the system recite the delivery options to you. You may have up to six delivery options available after addressing a message, depending on the permissions you have been assigned. If the system recites only the first few options, you probably don't have permission to send a broadcast message, and should contact your system administrator. These delivery options are also available for login announcements and Priority Messages. See the procedures listed for those features.

5. Press ⑧ to mark the message as broadcast.

6. Do none, one or all of the following:

   ■ Press ⑧ again to remove broadcast status.

   ■ Press ① to make the message Private if desired.

   ■ Press ③ to schedule delivery.

      See the *Delivery Scheduling* feature for more information.

   ■ Press ④ to file a copy of the message in the File Cabinet portion of your mailbox.

   All of these options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. A broadcast message can *also* be a Private Message (which simply prohibits the message from being forwarded), but it cannot also be a login announcement or Priority Message. See the procedures listed for those features.

7. If you have designated the message as a broadcast message, do one of the following:

   ■ Press ⎗#⎘ to approve your message status and return to step 2.

      You can always change the status of a message any time before it is sent. (See the *Voice Mailbox* feature.)

   ■ Press ⎗∗⎘ Ⓜ to change the broadcast options.

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

Turning on Message Notification

Figure 3.   Turning on Message Notification

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

1. Press ① to turn on message notification.

> **⟹ NOTE:**
> Message notification should only be used for broadcast messages in emergency situations. The system performance could be impacted (via increased port usage) if many subscribers login to get messages simultaneously.

2. Do one of the following:

■ Press ① again to turn off message notification and return to step 1.

■ Press ② to change the message expiration date. Go on to the next section, *Changing the Message Expiration Date*.

■ Press # to approve the option settings and return to step 7 in the previous section, *Making a Message Broadcast*.

43
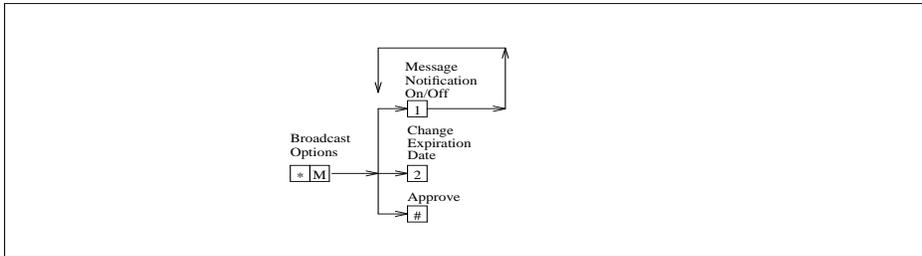
Changing the Message Expiration Date

Figure 4.   Changing the Message Expiration Date

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

➡ NOTE:
The language that is active for the system determines how dates are entered. The following sequence for entering dates may vary from language to language.

1. Press ② from the Broadcast Options Menu.

2. Enter numbers for the month and day of expiration. For example, press ① ⓪ ⓪ ⑧ for October 8th.

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

3. Press # to signal that you have entered the expiration date.

4. Listen while the system repeats the date.

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

5. Press # to approve the expiration date and exit the Broadcast Options Menu. Then return to step 6 in the earlier section, *Making a Message Broadcast*.

Making a Message Broadcast in a Network

The procedure for making a message broadcast throughout an AUDIX network (*composed of AUDIX systems only*) is summarized below.

1. Create a broadcast message using the previous three procedures.

2. Address the message to any additional subscribers on remote AUDIX machines (the remote subscribers should be administered to have broadcast permission).

3. When the broadcast message arrives in the remote subscribers' mailboxes, those subscribers will need to log in, access the message, and respond to it by either appending or prepending a brief statement. Then, by following the procedure in the previous section, *Making a Message Broadcast*, the message can be broadcast on the remote machines.

Deleting a Broadcast Message
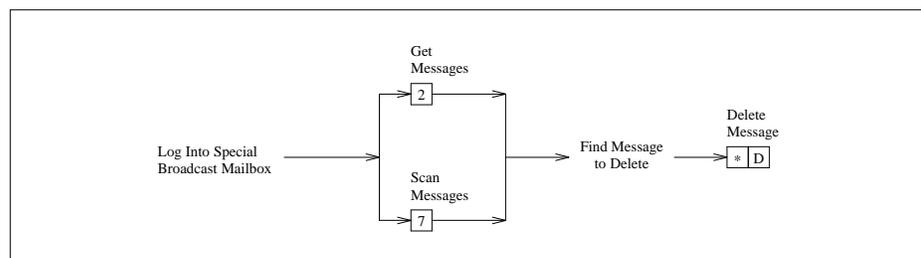
Figure 5.   Deleting a Broadcast Message

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

1. Log into the special broadcast mailbox.

2. Press ② or ⑦ to access the incoming section of the mailbox and find the active Broadcast Message.

3. When you find the broadcast message that you want to delete, press ⊛ Ⓓ. You can press ⊛ Ⓓ while listening to the message header, after listening to the header, while listening to the message, or after listening to the message.

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

45

Recipient's Procedures

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

Though only one Broadcast Message is created to which all subscribers have access, the recipient's interface is the same as if a copy of the message had been placed in each mailbox. If recipients choose to not delete the message after first hearing it, the system places a copy of the message in those recipients' mailboxes. These individual copies of the broadcast message are considered *old* messages, just as are other messages the recipient has heard but not deleted. Also, recipients who listen to the message header, but not the message itself, will have a copy of the message placed in their mailboxes — marked as *unopened*. These copies of the broadcast message are not deleted if the broadcaster deletes the message from the broadcast mailbox, nor are they deleted when the expiration date arrives. *They must be deleted by the recipient or by the system according to the recipient's incoming mailbox retention interval.*

Interactions with Switch Features

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

⚠ WARNING:
If message notification is turned on for any broadcast message, it may trigger a surge of calls that could tax switch resources.

Interactions with Other Intuity AUDIX Feature

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

- *AMIS Analog Networking*: When sending a broadcast message to AMIS analog addresses, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The message can then be forwarded by the administrators of the remote systems to their local subscribers.

- *Automatic Message Scan*: Broadcast messages are presented before Priority Messages and other new messages in the *new* message category. They are retrieved and manipulated just as are other new messages.

■ *Class of Service*: The system Administrator can assign broadcast permission according to class of service. Care should be taken, however, that not too many broadcasters are assigned, as a proliferation of broadcast messages could seriously hamper system performance.

■ *Delivery Scheduling*: A broadcast message is scheduled for delivery just as is a regular message.

■ *Digital Networking*: When sending a broadcast message to digitally networked addresses, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The message can then be forwarded by the administrators of the remote systems to their local subscribers.

■ *Login Announcement*: Broadcast messages are created and sent in a similar way as login announcements. The broadcasters designated by the system administrator often also have permission to send login announcements as well. The broadcast mailbox is also used for login announcements. A broadcast message cannot also be a login announcement.

■ *Message Delivery*: When sending a broadcast message to Message Delivery addresses, it is necessary to send the message as voice mail to each address separately.

■ *Message Sending Restrictions*: Sending restrictions do not apply to broadcast messages generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the message is treated as regular voice mail in that instance. Sending restrictions also apply when a recipient replies to a broadcast message.

■ *Message-Waiting Indicator*: The broadcaster specifies whether message-waiting notification will be activated for a broadcast message. On a large system with several thousand subscribers, it may take several hours for all the MWIs to be activated. If a recipient receives a broadcast message before the MWI is activated, the notification is canceled.

■ *Name Record by Subscriber*: The special broadcast mailbox cannot have a name recorded for it using this feature.

■ *Online Help*: Voice prompts associated with the Message Options and Broadcast Options Menus help the broadcaster in assigning broadcast status to a message.

■ *Outcalling*: If a broadcaster requests message-waiting notification, the broadcast message will also activate outcalling where possible. The interaction is identical to that of *Message-Waiting Indicator*.

■ *Playback and Recording Control*: Broadcast messages can be controlled during playback and recording just like regular messages.

■ *Priority Message*: Broadcast messages cannot also be Priority Messages. Priority Messages are presented to recipients after broadcast messages.

- *Private Message*: Broadcast messages can also be Private Messages, which prevents them from being forwarded.

- *Traffic Reports*: On the List Measurements Subscriber screen, data is available on the number of broadcast messages created per subscriber. On the List Measurements Feature screen, data is available on the number of broadcast messages created per system.

- *Untouched Message*: The Untouched Message feature can be used on a broadcast message. However, since broadcast messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.

- *Voice Mail*: Broadcast messages are a special type of voice mail presented in the *new* message category and not subject to sending restrictions unless sent to remote machines.

- *Voice Mailbox*: A single broadcast mailbox must be assigned before any broadcast messages or login announcements can be sent. The broadcast mailbox *cannot* receive voice mail. It is used strictly for saving delivered broadcast messages.

Bulletin Board

This feature (also called Information Service) allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially it is a *listen-only* extension for posting messages. Callers reach a bulletin board either by dialing the number directly, or by being forwarded to the bulletin board extension from another number or an automated attendant.

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

Who has it:	Normally, Intuity AUDIX subscribers do *not* have this form of call answering; it is used for nonstaffed extensions. These extensions are assigned bulletin board permission by the system administrator. Many bulletin boards can be set up per system.
Who controls it:	The system administrator assigns bulletin boards on a per-extension basis. They are controlled by whomever knows the password for each extension.
Who can access it:	Any local or outside caller can dial the bulletin board number. Callers may not leave a message, however, since it is a listen-only service.
Related administration screens	COS; Subscriber, page 2.

Points to Remember

■ Messages can be up to 20 minutes long, depending on the maximum message length administered on the Class of Service screen.

■ A bulletin board does not require the caller to use a touch-tone telephone, but it can be administered to respond to touch-tone commands such as ✻ Ⓣ (Transfer), or ⓪ (Escape to Attendant).

■ Bulletin boards are simply voice mailboxes with only half the normal call answer function: they can greet the caller, but cannot record a message from the caller. Recording information messages is identical to recording Personal Greetings.

Applications

A bulletin board can be used to provide a daily news message, a help service message, directions, or other type of message useful to a large group of people. One common use is to provide information about a tool used frequently by subscribers, such as a mainframe computer or the Intuity AUDIX system itself. Another common use is to replace a former employee's voice mailbox with a bulletin board to inform callers of that person's replacement, and/or new number.

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

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

Requirements

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

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

Bulletin boards *cannot* receive messages via the call answer feature — callers cannot leave messages after listening to the bulletin board announcements. Callers may use the Guest Password feature to send voice mail to a bulletin board mailbox, however.

Feature Operation

Bulletin board messages are recorded just as are personal greetings (see the *Multiple Personal Greetings* feature.) Internal or outside callers reach a bulletin board either by dialing the number directly, or by being forwarded to the bulletin board extension from another number or an automated attendant. Upon answering the call, the Intuity AUDIX system immediately plays the bulletin board message.

Interactions with Switch Features

The bulletin board feature interacts with switch features as follows:

■ *Call Forwarding:* The Call Forwarding feature may be used to forward or redirect callers to the bulletin board extension (for example, a main number could redirect callers to this message after regular working hours). Call Forwarding must be correctly administered on the switch if it is to be used in conjunction with a bulletin board.

■ *Call Coverage*: Normally, a bulletin board should have a call-coverage path directed to the Intuity AUDIX system with zero rings.

Interactions with Other Intuity AUDIX Features

The bulletin board feature interacts with other Intuity AUDIX features as follows:

■ *Automated Attendant*: The Automated Attendant feature can be used to redirect callers to a bulletin board extension as one of its menu options, or it can be set to time-out to play a standard bulletin board announcement. Though seldom done, it is possible to administer an automated attendant to direct callers to leave a message for the bulletin board via the Guest Password treatment.

■ *Call Answer*: Bulletin boards have the Personal Greeting portion of the call answer feature, but no capability for recording a call answer message.

■ *Guest Password*: You can access a bulletin board mailbox via the guest password to leave a voice mail message. This is a special use of the Guest Password, as normally the password is used to leave mail only at staffed extensions.

■ *Multiple Personal Greetings*: Because a bulletin board message is a special application of a personal greeting, the Multiple Personal Greetings feature can be used with bulletin boards to expand their versatility. Specifically, each bulletin board can have up to three messages assigned to it: one for internal callers during office hours, one for external callers during office hours, and one for all callers after office hours. As the extension is

never staffed, the busy/no answer message assignments don't apply. If no personal greeting is recorded and active for the bulletin board extension, callers will hear "*Announcement not recorded. Try again later.*"

■　*Playback and Recording Control*: Callers cannot control the playback of bulletin board messages. However, since the bulletin board announcement is recorded just as a personal greeting is recorded, you have access to all the options for pausing, re-recording, etc., which help you produce a high quality announcement.

■　*Voice Mail*: The bulletin board mailbox can receive only pre-recorded voice mail specifically addressed to the bulletin board extension. It cannot receive call answer messages.

Call Answer

The call answer feature allows the Intuity AUDIX system to answer calls for sub-scribers who are busy or unavailable. Call answer works in conjunction with the Call Forwarding and Call Coverage features on the switch.

Who has it:	Only subscribers who have been given call answer permission by the system administrator have the call answer feature.
Who controls it:	The system administrator assigns call answer on a per-subscriber or class of service basis.The switch administrator must set up the call-coverage paths or Message Service System (MSS)for calls to be automatically redirected to the Intuity AUDIX system.Subscribers may also use Call Forwarding or other switch features to manually redirect calls to the system.
Who can access it:	Any caller can leave messages through call answer.Touch-tone access allows the caller to use basic editing and control options when leaving a message.Only the called subscriber can access call answer messages placed in that subscriber's mailbox.
Related administration screens	COS; Subscriber, page 2

Points to Remember

■ If calling from a touch-tone phone, callers have several options for controlling the process of leaving a message.

■ If a subscriber's mailbox is full, the caller will be informed that no message can be left and the caller may be provided with several options.

Applications

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

■ Redirect only internal calls to the Intuity AUDIX system

■ Redirect external calls to the Intuity AUDIX system

■ Redirect calls to the Intuity AUDIX system while the subscriber's line is busy

53

■   Redirect calls to the Intuity AUDIX system if the subscriber doesn't answer

■   Redirect all calls to the Intuity AUDIX system (Send All Calls or Cover All)

Requirements

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

For more information on feature administration for switches, see *Intuity Integration with System 75 and DEFINITY Communications System G1 and G3*, (585-310-214), or *Intuity Integration with System 85 and DEFINITY Communications System G2*, (585-310-215).

Feature Operation

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

Upon answering the call, the Intuity AUDIX system voices either a standard system greeting or a subscriber's personal greeting. A tone sounds after either greeting, indicating that recording has begun. The caller has several options for editing the message and ending the call. After receiving a message, the Intuity AUDIX system places it in the subscriber's incoming mailbox. The Message-Waiting Indicator (MWI) (message-waiting lamp or stutter dial tone) and Outcalling features work as usual to notify the subscriber that a new message is present.

Caller Procedures
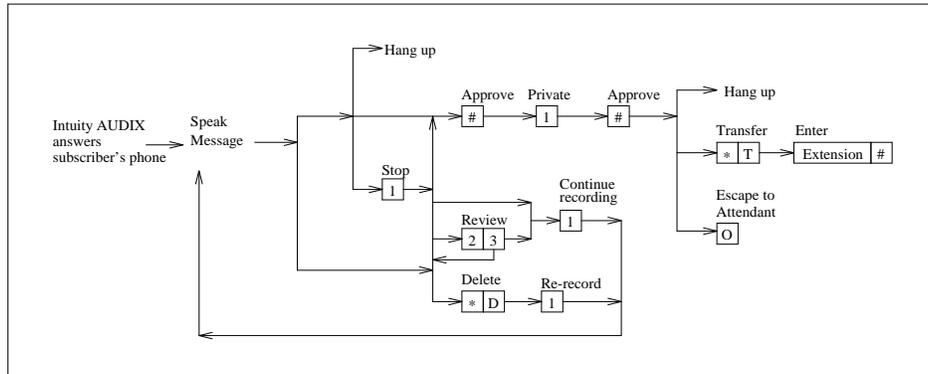
Figure 6. **Call Answer Operation**

Callers familiar with the Intuity AUDIX system can use standard Intuity AUDIX touch-tone commands when the call answer feature answers the phone. Messages can be recorded, edited, or even deleted. Callers can also prevent the recipient from forwarding their call answer messages to other subscribers by using the Private Message feature.

If the system is administered for call transfers, callers may use the Transfer (⧆ Ⓣ) or Escape to Attendant (Ⓞ) commands to leave the Intuity AUDIX mailbox for another destination before or after leaving a call answer message.

> ➡ **NOTE:**
> The End-of-Message Warning option causes the recording of a call answer message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the Intuity AUDIX system will interrupt them with a message stating that they have 15 seconds remaining. The system administrator activates this option and defines the system-wide warning time using the System-parameters Features or Subscriber screen.

Leaving a Call Answer Message

To leave a call answer message, do the following:

1. Speak your message after the Intuity AUDIX system answers the phone.

2. Do one of the following:

   ■ If you are satisfied with your message and do not want to log into the system, transfer to another extension, or make the message private, simply hang up.

   ■ To pause, press ①. (Simply press ① again to continue recording and return to step 1.)

   ■ To rewind and replay the message, press ② ③.

   ■ To delete and re-record the message, press ✱ Ⓓ, then press ① and return to step 1.

   ■ To re-record only a portion of your message, do the following:

      — Find the portion of the message you want to edit by pressing ⑤ to rewind in four-second increments and by pressing ⑥ to forward in four-second increments.

      — Press ① *immediately* to begin re-recording the selected portion.

      — Return to step 1.

3. To approve your message, press #.

4. Do one of the following:

   ■ To make this message private (this is an option that prevents the recipient from forwarding the message to other subscribers), press ① and repeat this step. By pressing ① again, you can change this from a private message back to a public message.

   ■ Hang up if finished.

   ■ To transfer to a covering extension, press ⓪. To transfer to another extension, press ✱ Ⓣ (Transfer). (See the following section.)

Transferring to Another Extension from Call Answer
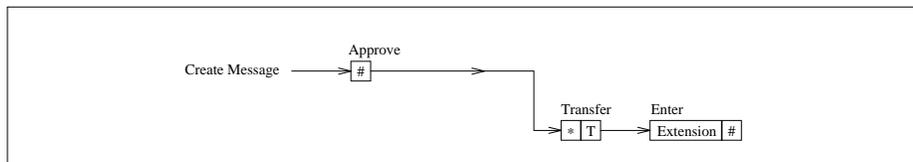
Figure 7.   Transferring to Another Extension from Call Answer

When you finish recording a call answer message for an Intuity AUDIX sub-
scriber, you can transfer to another extension without disconnecting the call by
doing the following (this is especially useful for long distance calling):

1. Follow the previous procedure for creating a call answer message.

2. After you have approved your message (by pressing ⧉),press ⧉ Ⓣ to
transfer out of Intuity AUDIX.

3. Do one of the following:

   ■ To transfer by extension number, enter the extension number of the
     person you want to transfer to, followed by ⧉.

   ■ To transfer by name, press ⧉ Ⓐ, then enter the name of the per-
     son you want to transfer to (last name first), followed by ⧉.

Interactions with Switch Features

The call answer feature interacts with the switch as follows:

■ *Call Forwarding (PBX)*: To forward calls to the Intuity AUDIX system, a
  subscriber may press a Call Forwarding feature button or dial a Call For-
  warding dial access code, then enter the Intuity AUDIX extension number.
  Incoming calls are then forwarded directly to the Intuity AUDIX system.
  Call Forwarding may be canceled at a later time (through a feature button
  or dial access code) to allow the subscriber to receive incoming calls nor-
  mally. Note that even though the subscriber forwards calls to the Intuity
  AUDIX extension number, the Intuity AUDIX system will answer calls
  directed to that subscriber in the "call answer" mode rather than the "voice
  mail" mode. The Intuity AUDIX system is able to recognize forwarded
  calls.

■ *Call Coverage (PBX)*: The Call Coverage feature allows calls to be redi-
  rected to Intuity AUDIX when the subscriber is busy, does not answer, or
  uses the Send All Calls switch feature.

■ *Dual Coverage Paths*: Dual-coverage paths can be assigned. A dual-cov-
  erage path can distinguish between internal callers and outside callers.
  For example, internal callers may be redirected to the Intuity AUDIX sys-
  tem and outside callers to a Message Center agent. The switch administra-
  trator should assign the Intuity AUDIX system as the last point in any path
  where it is used. See the following *Multiple Call-Coverage Paths* entry for
  more information on coverage options.

■ *Go to Cover (PBX)*: This feature allows a caller to send a call directly to the
  called party's coverage point (for example, if the caller knows the called
  party is unavailable). To send a call directly to coverage, press the Go to
  Cover button on the voice terminal. If the Intuity AUDIX system is in the
  call-coverage path, a message can be left on the system.

- *Message Center Service (MCS)*: A Message Center is often administered to receive external calls so outside callers can reach an agent. After regular hours, the MCS agents can use Call Forwarding to redirect external callers to the Intuity AUDIX system.

- *Message-Waiting Indicator*: The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other MWIs (such as stutter dial tone) should be administered on the switch if appropriate.

- *Multiple Call-Coverage Paths*: Most switches allow up to four linked call-coverage paths to be assigned. Any of these paths may terminate on the Intuity AUDIX system. The multiple-coverage path can distinguish between internal callers and outside callers. For example, internal callers may be redirected to the Intuity AUDIX system and outside callers to a Message Center agent. A linked path could also provide different coverage for "busy" or "don't answer" criteria.

- *Rotary Phones:* The Intuity AUDIX system allows callers using rotary phones to leave call answer messages. A touch-tone telephone is required, however, to gain access to options that allow the caller to control the process of leaving a message.

- *Send All Calls (PBX)*: Subscribers may use the Send All Calls (SAC) feature to immediately redirect incoming calls to coverage. SAC must be administered for the subscriber's voice terminal on the switch and the Intuity AUDIX system must be in the coverage path. To redirect calls to the Intuity AUDIX system, press a SAC feature button or dial a SAC access code. Calls are immediately sent to coverage. SAC may be activated while the telephone is idle, ringing, or active with another call.

Interactions with Other Intuity AUDIX Features

The call answer feature interacts with other Intuity AUDIX features as follows:

- *Automated Attendant*: Automated attendants can use the call answer feature to receive messages from callers. They can be used to provide the call answer feature for subscribers who do not have an extension and/or phone set on the switch. They can redirect callers to a mailbox that has a call answer function.

- *Full Mailbox Answer Mode*: If a subscriber's mailbox is full, the Intuity AUDIX system will answer their calls but cannot allow callers to leave a message. Callers are informed that the mailbox is full by a system message and are given other options, such as transferring to another extension.

- *Multiple Personal Greetings*: The subscriber may record a personal greeting (or multiple personal greetings) that the call answer feature plays for callers who are redirected to the Intuity AUDIX system. The subscriber may then activate the personal greeting, or use the standard system greeting as desired.

- *Private Message*: Callers who reach the Intuity AUDIX system via the call answer feature can designate their messages as *private*, prohibiting the recipients from forwarding these messages to other subscribers.

- *Transfer Into Mailbox*: A covering agent such as a secretary can transfer calls into an Intuity AUDIX mailbox if the call was redirected to another coverage point. The call answer feature then allows the caller to leave a message for that subscriber.

- *Transfer Out of AUDIX*: Callers can transfer to another extension instead of or after leaving a call answer message.

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

59

Delivery Scheduling

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

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

Points to Remember

■ Voice mail messages can be scheduled for immediate delivery or for delivery up to one year in the future.

■ If the sender specifies only a time and not a date, the message will be delivered at the next occurrence of the specified time.

■ If a voice mail message cannot be delivered to a recipient, the sender will be notified and the message will be placed in the *nondeliverable* section of the sender's outgoing voice mailbox.

Applications

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

Requirements

None.

61

Feature Operation

➡ **NOTE:**
The language that is active for the system determines how dates and times are entered. The following sequence for entering dates may vary from language to language.
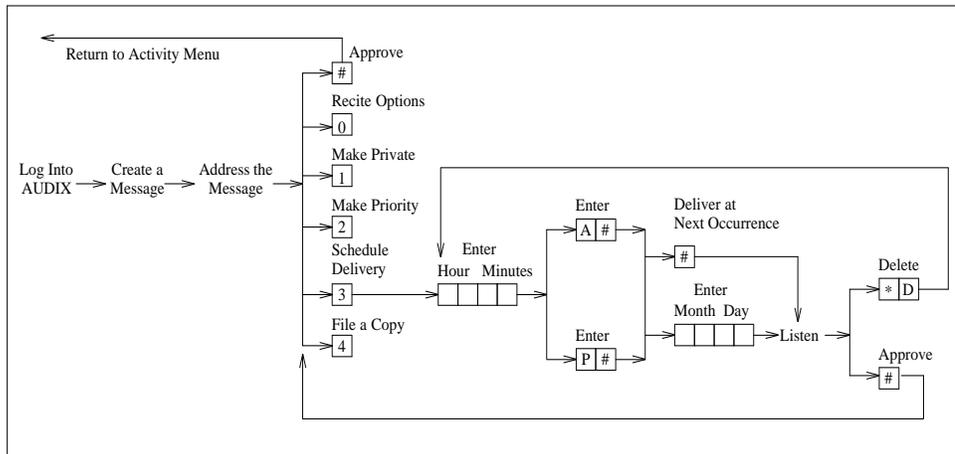
Figure 8. Delivery Scheduling Operation

After you record and address a voice mail message, the Intuity AUDIX system recites your delivery options, one of which (option 3) is to schedule delivery for a specific time and date. If you simply press ⬚#⬚, the message is delivered immediately. Pressing ③ allows you to schedule delivery. To schedule a voice mail message for delivery, do the following:

1. Log into the Intuity AUDIX system.

2. Record or edit and address the message according to the *Recording a New Voice Mail Message, Using/Modifying an Existing Voice Mail Message,* or *Addressing a Voice Mail Message* procedures found in the *Voice Mail* feature description.

3. Do one of the following:

    ■ Press ⬚#⬚ to have the message delivered immediately. This places you back at the Activity Menu.

    ■ Press ③ to schedule delivery. Proceed to step 4.

4. Enter the hour of delivery and the minutes. For example, press ② ⓪ ⑤ for 2:05. The Intuity AUDIX system needs either one or two digits for the hour, but always requires two digits for the minutes.

5. Press Ⓐ for A.M. or Ⓟ for P.M..

6. Press ⌗ to signal that you have entered the delivery time.

7. Do one of the following:

   ■ To deliver the message at the next occurrence of the time you just entered:

      a. Press ⌗.

      b. To deliver the message on a later date, enter numbers for the month and day of delivery. For example, press ⑧ ② ⑨ for August 29th. The month can be either one or two digits, while the day requires two digits.

8. Press ⌗ to signal that you have entered the delivery date.

9. Listen while the system repeats the entire schedule. If the schedule is not correct, press ⊛ Ⓓ to delete, and return to step 4.

10. Press ⌗ to approve the schedule.

11. Do any combination of the following:

    ■ To make the message *private*, press ①.

    ■ To make the message *priority*, press ②.

    ■ To *reschedule delivery* of the message, press ③ again.

    ■ To file a copy of the message, press ④.

    All of these delivery options are toggle switches. By pressing each option number key repeatedly, you can turn each option on and off like a light switch.

12. Press ⌗ to approve your delivery options and return to the activity menu.

Interactions with Other Intuity AUDIX Features

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

■ *ADAP*: Voice mail traffic data (including voice mail messages that have been sent using the Delivery Scheduling feature) can be transferred to a personal computer using ADAP. Information on voice mail includes: subscriber use of voice mail, remote voice mail message use, and the number of voice mail messages created and sent on a daily or hourly basis.

■ *Message Waiting Indicator*: New messages (including voice mail messages that have been sent using the Delivery Scheduling feature) light the message-waiting lamp (if available) or activate an audible message-waiting indication.

63

■ *Name Record by Subscriber*: Header information attached to a message (including voice mail messages that have been sent using the Delivery Scheduling feature) can contain the sender's name voiced by the sender.

■ *Online Help*: While creating, addressing, and scheduling the delivery of voice mail, the Intuity AUDIX system guides the subscriber through each step. However, if the subscriber requires more information, an online help facility is available by pressing ⌧ Ⓗ. The Intuity AUDIX system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.

■ *Outcalling*: When a voice mail message has been delivered (including voice mail messages that have been sent using the Delivery Scheduling feature) to a subscriber's mailbox, the Outcalling feature (if activated) will inform the recipient that a new message exists by placing a call to a pre-defined telephone number or pager.

■ *System Clock*: The Delivery Scheduling feature relies on the System Clock feature since the future delivery of voice mail is a time-dependent activity.

■ *Traffic Reports*: Subscriber use of voice mail (including voice mail messages that have been sent using the Delivery Scheduling feature) can be monitored and analyzed using the Traffic Reports feature. Specifically, data is gathered on the number of voice mail messages created, the average storage time of a voice mail message, the number of messages rescheduled for delivery, the number of messages sent to remote machines, the average and maximum numbers of ports assigned to voice mail, and the number of voice mail messages and sessions that occurred during prime time and non-prime time.

■ *Voice Mail*: After a voice mail message is created and addressed, the sender can use the Delivery Scheduling feature to tell the Intuity AUDIX system when to deliver the message.

■ *Voice Mailbox*: Voice mail messages are created, addressed and scheduled for delivery in the outgoing section of a subscriber's voice mailbox. Also, messages that are waiting to be sent can be reviewed or edited from the outgoing section of the originator's voice mailbox.

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

Dial Ahead/Through

The Dial Ahead/Through feature allows subscribers to enter keypad commands through the system voice prompts.It also allows subscribers to "cue up" a series of commands without waiting for each command action to take effect.This feature allows subscribers to perform commonly used tasks by rote, without waiting for instructions by the Intuity AUDIX system.

Points to Remember

■ Login announcements can be administered to be non-dial-through (see the *Login Announcement* feature.)

Applications

This feature allows experienced users to shorten any task by entering commands (button presses) in series, without waiting for any response from the system. Users can thus develop "fingertip memory" for any task.

Requirements

None.

Feature Operation

Commonly used tasks are summarized below as command strings. The starting point of each is the Activity Menu.

■ Send a message quickly (record, approve, address, approve, send now):

⬚1 Speak Message ⬚# Enter Address ⬚# ⬚# ⬚#

■ Record and activate greeting for all calls (greetings, record, greeting number, record, approve, activate):

⬚3 ⬚1 Enter Greeting Number, Speak Greeting ⬚# ⬚1 (not needed if greeting is already recorded).

■ Create a mailing list (personal options, mailing list, create, ID, make private, enter addresses, approve):

⬚5 ⬚1 ⬚1 Enter List ID ⬚# ⬚1 Enter Address ⬚# (repeat addresses, pressing ⬚# after each) ⬚#

■ Create a personal directory (personal options, personal directory, create, enter address, enter alias, repeat addresses and aliases, approve):

⬚5 ⬚2 ⬚1 Enter Address ⬚# Enter Alias ⬚# (repeat addresses and aliases, pressing ⬚# after each) ⬚#

65

■ Set up and turn on outcalling (outcalling, change number, turn on, activate for all calls):

⬚6 ⬚1 Enter Number ⬚# ⬚Y ⬚1

You cannot dial through prompts or messages in the following situations:

■ If you misdial while logging in, you cannot begin redialing during the first part of the prompt that asks you to start over. This is because the system must use that time to reset itself.

■ Login announcements can be set up as *nondial-through* to ensure that everyone hears the entire announcement. See the *Login Announcement* feature.

■ During some tasks, if the system doesn't understand your entry, you will hear a tone, then an error message. The non dial-through tone allows the system to reset itself.

Interactions with Other Intuity AUDIX Features

The Dial Ahead/Through feature works with all AUDIX features. It can be disabled for login announcements. See the *Login Announcement* chapter of this manual.

Dial-by-Name

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

Who has it:	If call transfer is enabled, the Dial-by-Name feature is available to all subscribers and all callers who enter the Intuity AUDIX system.
Who controls it:	The system administrator assigns each subscriber's default addressing format (either extension number or name) on the Subscriber or Cos screen.
	Callers also control this feature by pressing ⍟ Ⓐ to toggle, temporarily, between extension number and name addressing.
Who can access it:	All subscribers and callers who enter the Intuity AUDIX system using a touch-tone telephone can access the Dial-by-Name feature.
Related administration screens	COS; Subscriber, page 2

Points to Remember

- When using the Dial-by-Name feature, note that the letter *Q* is represented by the keypad number ⑦ and *Z* by the keypad number ⑨.

- The system administrator should inform subscribers as to which default addressing format (extension number or name) they have been assigned.

- If you find yourself using the ⍟ Ⓐ command most of the time, you may want to ask your system administrator to change your default addressing mode.

Applications

Many subscribers simply prefer to dial names rather than extension numbers. But this feature is also convenient when callers don't know (or can't remember) the extension number(s) of the person they're trying to call. It can be used with the Personal Directory feature, which allows the sender to use abbreviated names. This feature is especially useful for quick calls when away from the office.

67

Also, any caller who has been redirected to the Intuity AUDIX system via the call answer feature can transfer to any subscriber or extension in the switch's dial plan, depending on the restrictions set by the system administrator. Callers usually transfer by extension number, so the ⍟ Ⓣ (Transfer Out of AUDIX) command uses extension numbers as its default addressing mode. But callers can also transfer to subscribers by dialing the subscriber's name if they press ⍟ Ⓐ after pressing ⍟ Ⓣ.

Requirements

The Transfer Out of AUDIX feature must be administered on the System-parameters Features screen.

Feature Operation

The Dial-by-Name feature can be used any time you want to transfer out of the system (except during the login sequence and when entering an outcalling number).

To dial a subscriber by name, do the following:

1. Log into the Intuity AUDIX system.

2. Press ⍟ Ⓣ to transfer out of the system.

3. Press ⍟ Ⓐ to switch to name addressing mode (this assumes your default addressing mode is by extension number).

4. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names) Ⓟ.

   Note that in many cases it is not necessary to enter the entire name; a unique match is all that is required.

5. One of the following will occur:

   ■ If the system finds a unique match for the letters you entered, you will hear, *Please wait*, while the call is transferred.

   ■ If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

   ■ If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

   For example, if a subscriber logs in and listens to his/her new messages, then wants to call another subscriber named John Kane and decides to use the Dial-by-Name feature to place the call, the subscriber would press the following sequence of keys:

   ⍟ Ⓣ ⍟ Ⓐ Ⓚ Ⓐ Ⓝ Ⓔ Ⓙ Ⓟ

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

Interactions with Other Intuity AUDIX Features

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

■ *Call Answer*: Calls routed to the system via the call answer feature can use
the Dial-by-Name feature to transfer to a third extension either before or
after leaving a message.

■ *Online Help*: Online help is available at any time (except when entering an
outcalling number) by pressing ⧆ Ⓗ.

■ *Personal Directory*: The system will first attempt to match the name
entered with the subscriber's Personal Directory. If an exact match is not
found, the system then searches the list of all administered subscribers.

■ *Transfer Out of AUDIX*: The Dial-by-Name feature is actually a subfeature
of the Transfer Out of AUDIX feature. This feature must be enabled for
Dial-by-Name to work.

Directory

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

Who controls it: The Intuity AUDIX system automatically updates the Directory whenever changes are made using the Subscriber or Cos screens.There is no administration necessary for the Directory feature.

Who can access it: Any one who enters the Intuity AUDIX system can access the Directory feature.

Points to Remember

- The letter *Q* is represented by keypad number (7).

- The letter *Z* is represented by keypad number (9).

- In a network, only administered remote subscribers will be listed in the Directory.

Applications

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

Requirements

None.

Feature Operation

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

1. Press ✳ ✳ Ⓝ (for Names and Numbers).

2. Enter the name of the subscriber (last name first) and press #.

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

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

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

4. To exit the Directory feature, press #.

Interactions with Other Features

The Directory feature interacts with other AUDIX features as follows:

■ *AMIS Analog Networking*: Only administered remote subscribers on remote AMIS systems administered for *one-step* addressing are listed in the Directory. If AMIS recipients are listed in the Directory, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before sending them a message or calling them. The administrator can simplify the process by recording the prefix as part of the machine name.

■ *Digital Networking*: Only administered remote subscribers are listed in the Directory. Also, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before sending them a message or calling them.

■ *Message Delivery*: Only administered Message Delivery message recipients are listed in the Directory. If Message Delivery recipients are listed in the Directory, only their extension numbers will be voiced; the caller has to

71

know the area code and prefix of those persons before calling them. The administrator can simplify the process by recording the prefix as part of the machine name.

■ *Personal Directory*: When looking up a *name* entered by the subscriber, the system always checks the subscriber's personal directory before checking the system directory.

Escape to Attendant

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

Who has it:	If a system-wide covering extension is defined by the system administrator, all subscribers with call answer permission have the Escape to Attendant feature. Otherwise, individuals must have their subscriber profiles administered with a covering extension for this feature to work.
Who controls it:	The system administrator assigns a default covering extension for the entire Intuity AUDIX system, such as the company operator or main receptionist, using the System-parameters Features screen.If a subscriber has a personal covering extension (such as a secretary), the system administrator can administer the Escape to Attendant feature (for this subscriber) to direct calls to this extension using the Subscriber screen.
Who can access it:	If this feature is administered correctly, any caller can press ⓪ to be transferred to a covering attendant.
Related administration screens	System-Parameters Features; Subscriber, page 2

Points to Remember

- Subscribers who are administered with this feature may wish to mention the transfer option in their personal greetings to help outside callers who may not be familiar with the Intuity AUDIX system.

- The transfer destination should be a staffed position. The caller might become confused if redirected to the mailbox of a covering extension.

Applications

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

73

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

Requirements

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

■ The Call Transfer feature must be active on the System-parameters Features screen.

■ The system-wide covering extension must be assigned on the System-parameters Features screen, *or* individual subscribers must have call answer permission and the covering extension defined on the Subscriber screen. The latter (individual) covering extension will override the former (system-wide) covering extension if both are defined.

Feature Operation

When the call answer feature answers a call for a subscriber, the caller can press 0 either instead of or after leaving a message, and be transferred to a covering attendant. If the covering attendant does not answer, the call may either ring indefinitely or go to the attendant's coverage, depending on how the Call Transfer Out of AUDIX feature is administered on the System Parameters Features screen.

Interactions with Switch Features

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

The *Call Coverage* feature transfers a call to another telephone on the switch. Depending on the type of coverage administered, calls can be redirected to a transfer extension's coverage also.

➡ **NOTE:**
If a caller is redirected to the Intuity AUDIX system, then presses 0 to transfer to a covering attendant and is again redirected to the system, the caller might assume call coverage failed and leave a call answer message in the wrong mailbox.

Interactions with Other Intuity AUDIX Features

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

- *Class of Service:* Subscribers must have call answer permission for the Escape to Attendant feature to work. This permission can be defined on the Cos screen.

- *Multiple Personal Greetings*: Subscribers who use this feature may want to mention in their personal greetings that the Escape to Attendant feature is available by pressing ⓪.

- *Transfer Out of AUDIX:* If the covering attendant does not answer, the call may either ring indefinitely or go to the attendant's coverage, depending on how the Call Transfer Out of AUDIX feature is administered on the System Parameters Features screen

- *Voice Mailbox*: To transfer to a covering attendant, callers can press ⓪ instead of leaving a call answer message or *after* leaving a call answer message. Pressing ⓪ terminates the call answer message. Also, subscribers can transfer to their covering attendant any time after logging into the Intuity AUDIX system by pressing ⍟ ⓪.

Exit AUDIX

The Exit AUDIX feature allows anyone to terminate an Intuity AUDIX session at any time by simply pressing ⊛ ⊛ 🅧 (for exit). This feature is particularly convenient when a caller is using a calling card and needs to make other calls.

Points to Remember

- If a subscriber presses ⊛ ⊛ 🅧 in the middle of an activity, the actions are only saved and carried out if they have first been approved (by pressing #).

Applications

There are two primary applications of this feature:

- To drop the system from the line so the caller can make other calls. This is particularly helpful when the caller is using a pay phone and/or calling card to get or leave messages.
- To quickly disconnect calls to non-AT&T switches that do not provide a quick disconnect mechanism. This feature helps avoid staying connected to voice ports that have a long time-out interval.

Requirements

None.

Feature Operation

Callers or subscribers can enter ⊛ ⊛ 🅧 at any time to disengage the Intuity AUDIX System.

Interactions with Other Intuity AUDIX Features

The Exit AUDIX feature interacts with all other AUDIX features in that it can be invoked at any time to exit the system.

77

Full Mailbox Answer Mode

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

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

Who has it:	The feature is available to all subscribers with the Call Answer feature.
Who controls it:	The system administrator assigns covering extensions for the entire system or for individual subscribers.Subscribers control whether or not the caller first hears a personal greeting before getting the list of options.
Who can access it:	Anyone can access the feature by dialing an extension that has a full mailbox.
Related administration screens	COS; Subscriber, page 2;System Parameters Features

Points to Remember

■ Before leaving for an extended period, recipients should set up a covering extension and inform callers of it via the personal greeting.

■ If the full mailbox answer is triggered excessively, system administrators should respond by enlarging mailboxes. System administrators should continually tailor mailbox space to subscribers as necessary, using data acquired from ADAP and the admin log.

Applications

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

Requirements

For the Full Mailbox Answer Mode feature to work fully, offering all options to the caller, the Call Transfer feature must be active on the System-parameters Features screen. If call transfer is not active, the caller is only offered the exit option.

In order for the caller to be offered the option of transferring to a covering extension, the following requirements must be met:

■   The system-wide covering extension must be assigned on the System-parameters Features screen.

■   Individual subscribers must have call answer permission (and, optionally, the covering extension defined) on the Subscriber screen.

Individual covering extensions override the system-wide covering extension.

Feature Operation

The caller's operations are shown in the following figure.
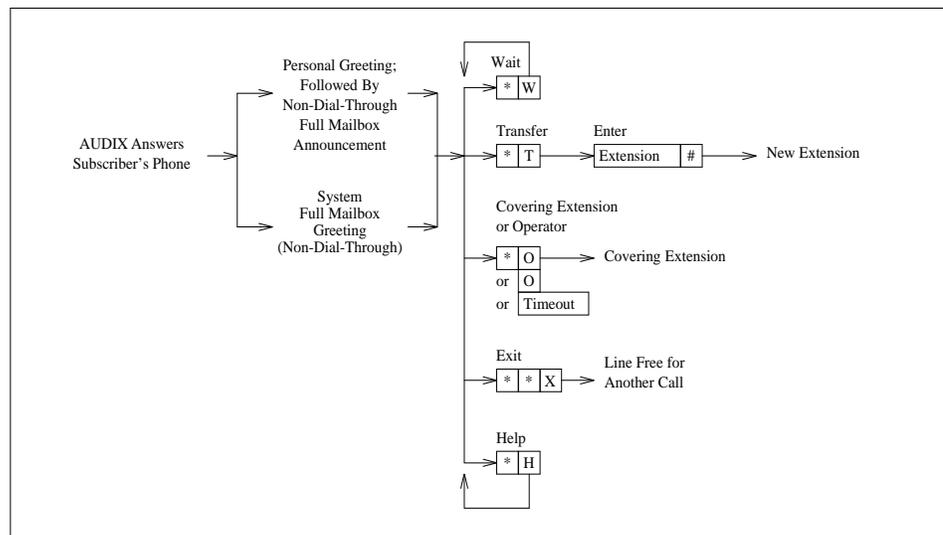
Figure 9.   Full Mailbox Answer Mode Operation

No recipient operations are necessary for the Full Mailbox Answer Mode feature. See *Intuity AUDIX*, (585-310-539), for information on how system administrators assign covering extensions.

Interactions with Other Features

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

Interactions with Switch Features

The Full Mailbox Answer Mode feature is a subfeature of the Call Answer feature. See the *Call Answer* feature of this manual for its switch interactions.

Interactions with Other Intuity AUDIX Features

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

- *Announcement Sets*: System administrators can record the voice prompts that the caller hears in Full Mailbox Answer Mode.

- *Call Answer*: Full Mailbox Answer Mode is a subfeature of Call Answer, in that it is a situation-specific modification of the basic Call Answer feature. See the *Call Answer* feature for information on how it interacts with other features.

- *Directory*: The system directory is available to callers who reach a Intuity AUDIX mailbox that is in Full Mailbox Answer Mode.

- *Escape to Attendant*: Escape to Attendant is used in Full Mailbox Answering Mode as one of the options offered to a caller ("*Press zero...*").

- Exit AUDIX: Exit AUDIX (⊛ ⊛ Ⓧ) is used in Full Mailbox Answering Mode as one of the options offered to a caller.

- *Guest Password*: Callers cannot leave messages in a full mailbox when using the guest password.

- *Multiple Personal Greetings*: If the recipient has a personal greeting activated, callers will hear the appropriate personal greeting before getting the Full Mailbox announcements.

- *Name Record By Subscriber*: If the recipient has recorded a name, that recording will be used for the full mailbox announcements.

- *Online Help*: Help (⊛ Ⓗ) is included in the list of options presented to the caller.

- *Playback and Recording Control*: Playback controls cannot be used by callers on the personal greeting and system announcements. The recording control buttons only work for the caller when leaving a message at another extension after transferring.

- *Transfer Out of AUDIX*: Transfer Out of AUDIX (⊛ Ⓣ) is used in Full Mailbox Answering Mode as one of the options offered to a caller.

- *Traffic Reports*: Caller's use of Full Mailbox Answer Mode can be monitored and analyzed using the Traffic Reports feature. Note that the system administrator will also receive a report in the administration log each time the Full Mailbox Answer Mode feature is used.

Guest Password

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

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

Who has it:	All subscribers who have call answer permission defined in their subscriber profile can receive messages from guests who use the guest password.
Who controls it:	The system administrator selects a 1- to 15-digit Guest Password to be used by the entire system. This password is defined on the System-parameters Features screen. The system administrator must also verify that the Guest Password is not the same as any subscriber's password. For more information on administering a Guest Password, *see Intuity AUDIX Administration*, (585-310-539).
Who can access it:	Normally, the system administrator is the only person who can access or change the Guest Password.
Related administration screens	System-parameters Features

Points to Remember

- There is one Guest Password for the entire Intuity AUDIX system. Subscribers **must** have a password that **differs** from the guest password. If they do not, they cannot access their mailbox.

- Since the Guest Password should be published and readily available to outside users, the system administrator is responsible for notifying Guest-Password users if the password changes.

- The system administrator may wish to initially make the Guest Password a long number so it does not need to be changed or extended if the minimum password length changes.

Applications

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

Requirements

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

■   The Guest Password must be administered on the System-parameters Features screen.

■   The subscriber data audit (Audit Subscriber-data screen) must be run after the Guest Password has been defined or changed.

■   Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active.

■   The caller using the Guest Password must use a touch-tone telephone.

Feature Operation
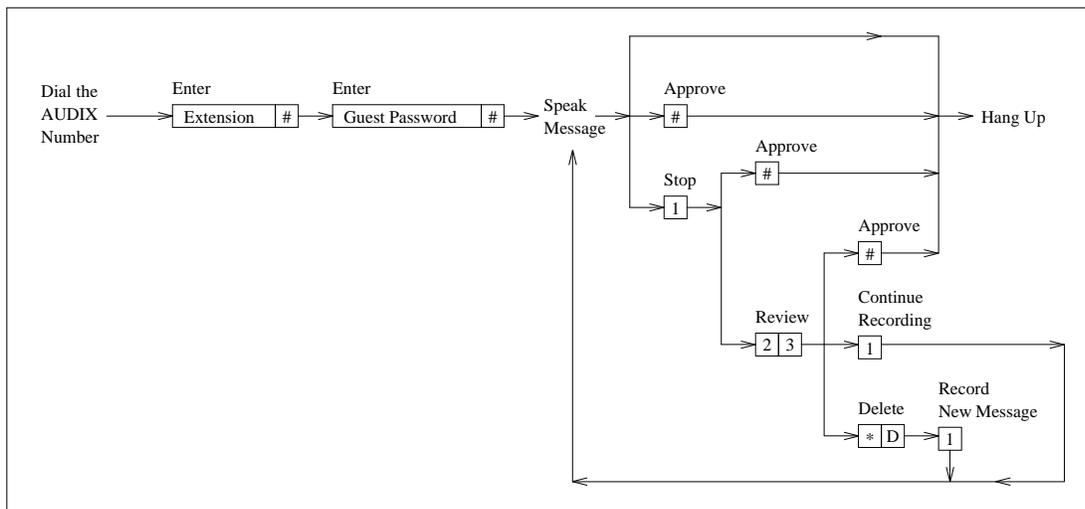
Figure 10.   Guest Password Operation

Callers familiar with the Intuity AUDIX system can use standard Intuity AUDIX touch-tone commands when the Call Answer feature answers. Messages can be recorded, edited, or even deleted.

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

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

2. Enter the extension of the subscriber for whom you wish to leave a message and press ⏹#

3. Enter the system-wide Guest Password and press ⏹#.

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

4. Leave a message for the subscriber. (If you are satisfied with your message and do not want to leave a message for another subscriber or access your own mailbox, you may terminate the call.)

5. Press ⏹1 to stop recording.

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

   ■ To add to your message:

      a. Press ⏹1 to continue recording.

      b. Repeat steps 4 and 5.

      c. Go to step 7 when you're satisfied with your message.

   ■ To edit a portion of the message:

      a. Find the portion of the message you want to edit by pressing

         ⏹5 to rewind in four-second increments and by pressing ⏹6 to forward in four-second increments.

      b. Press ⏹1 *immediately* to begin re-recording the selected portion.

      c. Repeat steps 4 and 5.

      d. Go to step 7 when you're satisfied with your message.

   ■ To re-record the entire message:

      a. Press ⏹* ⏹D to delete this message.

      b. Press ⏹1 to record a new message.

      c. Repeat steps 4 and 5.

      d. Go to step 7 when you're satisfied with your message.

7. Press ⏹# to approve your message.

83

8. To make this a private message (which prevents the recipient from for-warding it to other subscribers), press ①.

9. Do one of the following:

   ■ To transfer to another extension, press ⨂ Ⓣ (see the *Transfer Out of AUDIX — Basic (1AESS and 5ESS Only) or Transfer Out of AUDIX — Enhanced* feature), or

   ■ If finished, hang up.

Interactions with Other Intuity AUDIX Features

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

■ *Automated Attendant*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the COS or Subscriber screen. If the call treatment is defined as "guest-greeting" on the Subscriber screen for an Automated Attendant menu, callers who select these options will hear the Guest Password greeting without having to enter the extension and Guest Password.

■ *Bulletin Board*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the Cos or Subscriber screen

■ *Call Answer*: Individual mailboxes must have either Call Answer, Automated Attendant, or Bulletin Board permission active for the Guest Password to work correctly. This is administered on the Cos or Subscriber screen.

■ *Security Password*: The system administrator can optionally set a minimum password length for extra security. The Guest Password must adhere to the minimum password length.

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

   — Subscribers are not allowed to change their personal passwords to be the same as the Guest Password.

   — The system administrator is not allowed to change a subscriber's personal password to be the same as the Guest Password.

   — The system administrator is not allowed to add new subscribers with a personal password that is the same as the Guest Password.

85

Leave Word Calling

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

Who has it:	All Intuity AUDIX subscribers can leave and receive LWC messages as long as LWC is correctly administered on a compatible switch.
Who controls it:	The switch administrator assigns LWC for switch users who have the LWC feature button on their voice terminals, or assigns a LWC dial access code for users who do not have this feature button.If the Intuity AUDIX System is the primary message service, LWC should be administered on the switch to deliver messages to that system.
Who can access it:	Any caller who has LWC permission can use it to leave messages in an Intuity AUDIX subscriber's mailbox.Only Intuity AUDIX subscribers can access or delete the LWC messages in their Voice Mailboxes.

Points to Remember

■ The Call Answer and Voice Mail Intuity AUDIX features largely replace Leave Word Calling.Generally it is more efficient to leave detailed voice (instead of LWC) messages.

■ If LWC is set up to deliver messages to the Intuity AUDIX System, callers cannot later cancel LWC messages sent to AUDIX subscribers as they can using adjunct processor or switch LWC facilities.

■ LWC messages cannot be forwarded.

Applications

The LWC feature is the quickest way to ask someone to return your call. It is particularly useful for someone calling many co-workers on the same switch, some of whom are not Intuity AUDIX subscribers. (If all recipients of the message are Intuity AUDIX subscribers, using a mailing list to distribute a voice message is generally more efficient. See the *Mailing List* and *Voice Mail* features.)

Considerations

LWC can be administered or re-administered to store LWC messages on:

- ■ The Intuity AUDIX System

- ■ An adjunct processor

- ■ The switch

The first method is generally preferable in that the messaging is integrated; LWC messages are accessed along with other Intuity AUDIX messages. A minor drawback is that callers cannot later cancel LWC messages as they can if those messages are stored on the switch or adjunct processor.

If the messages are stored on an adjunct processor, Intuity AUDIX subscribers are notified of "new electronic text messages" the next time they log on to the Intuity AUDIX System, and must retrieve the LWC messages by accessing a processor terminal or calling a message center.

If the messages are stored on the switch, AUDIX subscribers are notified of "new Leave Word Calling messages" the next time they log on to the AUDIX system, and must retrieve the messages by using their display phone or calling a message center.

In the latter two configurations, two separate messaging systems (Intuity AUDIX and LWC) are using the same message-waiting indicators. In these setups, system administrators might want to remind users that their MWIs will stay on until *all* (LWC and Intuity AUDIX) messages have been retrieved. In most cases, it's best to have LWC messages delivered to the Intuity AUDIX System.

Requirements

The LWC feature is available on all Intuity AUDIX Systems.

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

Feature Operation

This section describes how the leave word calling works when the switch is administered to send LWC messages to the Intuity AUDIX System.

A user with LWC permission may place the LWC message before, during, or after the call is answered. For example, a LWC message may be left while the called subscriber's phone is ringing, busy, or answered. LWC may also be specified if a call has been routed to coverage or a covering agent. To leave a LWC message

on a PBX, the caller presses the LWC feature button or dials the LWC dial access code followed by the destination extension. The switch then sends the calling- and called-extension information to the AUDIX system. The AUDIX system gener- ates a voice message from this information, identifying the caller, time, and date of the message. The AUDIX system then places the message in the called sub- scriber's incoming mailbox. The Message-Waiting Indicator feature reports that a new message has been received.

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

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

Interactions with Switch Features

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

■ *AT&T 3B2 Messaging Server*: If an Intuity AUDIX subscriber is an AT&T 3B2 Messaging Server principal, you may wish to administer LWC mes- sages to be routed to the Message Server. LWC should normally be routed to the user's main message service, and that service should be the last point in the subscriber's coverage path.

■ *Call Answer*: A caller may place a LWC message instead of recording a voice message if redirected to the Intuity AUDIX system by the Call Answer feature. If a caller places a LWC message in addition to a voice message, the called subscriber receives two messages: one LWC mes- sage, and one Call Answering message.

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

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

- *Call Forwarding*: LWC messages are not forwarded by the Call Forwarding feature, but remain at the called subscriber's location. If Call Forwarding redirects a call to another node in a DCS Network, LWC cannot be used to leave a message (the LWC message is sent only to the local node). For more information, see Appendix B, *DCS Networks*.

- *DCS Network Transparency*: LWC messages may be generated on the local switch or on a transparent remote PBX in a DCS Network. For more information, see Appendix B, *DCS Networks*.

- *LWC Cancel:* Callers may *not* cancel a LWC message which has been redirected to the Intuity AUDIX system (unlike PBX switch LWC).

- *Message-Waiting Indicator*: The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.

Interactions with Other Features

The LWC feature interacts with other AUDIX features as follows:

- *Call Answer*: The LWC feature gives internal callers (on the same switch as the called subscriber) an additional call answer option. If the called subscriber does not answer, the calling subscriber can simply press the LWC button rather than leaving a more involved or complete call answer message.

- *Voice Mailbox*: LWC messages are placed in a subscriber's incoming mailbox if LWC is administered through the switch to direct messages to the Intuity AUDIX System. Only the subscriber can access or delete these messages.

Login Announcement

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

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

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

Who has it:	The system administrator designates who can send Login Announcements.
Who controls it:	Broadcasters and the system administrator control how and when Login Announcements are sent.
Who can access it:	Login Announcements are played to all Intuity AUDIX subscribers who login while the announcement is active.
Related administration screens	COS; Subscriber, page 2

Points to Remember

- Login Announcements are not placed in recipients' mailboxes.The only way to hear Login Announcements is to login to the system.

- Recipients cannot delete, save, or manipulate Login Announcements in any way.

- Only one Login Announcement can be active at a time.

- Login Announcements are never rescheduled for future delivery after one delivery attempt.

- Login messages can be created from any mailbox with login announcement permission.

- It is only necessary to access a broadcast mailbox when *deleting* broadcast and login announcements.

Applications

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

Requirements

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

Feature Operation

The system conserves resources by using an electronic pointer at the login interface that transparently directs each recipient to a single Login Announcement. This also allows the announcement to be conveniently deleted. It can be manually deleted by the broadcaster at any time, or automatically deleted after the specified expiration date has passed. Login Announcements are always retained in the assigned broadcast mailbox. Login Announcements are *not* automatically rescheduled for another delivery attempt when delivery fails.

91

Broadcasters create, edit, and optionally address a message in the normal way. After approving the message, they can make it a login announcement by simply pressing ⑨.

> **⇒ NOTE:**
> Login Announcements can be created from any mailbox with login announcement permission. *It is not necessary nor recommended to log in to the broadcast mailbox to create a login announcement or a broadcast message*.

Making a Message a Login Announcement

> **⇒ NOTE:**
> The language that is active for the system determines how dates are entered. The following sequence for entering dates may vary from language to language.

Figure 11.   Login Announcement Operation

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

1. Log into the Intuity AUDIX System.

92

2. Press ① or ④ to record or review a message.

3. Record, edit, and address a message according to the procedures listed in the *Voice Mail* feature description.

4. Listen to the system recite the delivery options to you. You may have up to six delivery options available after addressing a message, depending on the permissions you have been assigned. If the system recites only the first few options, you probably don't have permission to send a Login Announcement, and should contact your system administrator. These delivery options are also available for Broadcast Messages and Priority Messages. See the procedures listed for those features.

5. Press ⑨ to mark the message as a Login Announcement.

6. Do one of the following:

   ■ Press ⑨ again to remove login announcement status.

   ■ Enter one of the following delivery options:

      — Press ③ to schedule delivery.

         See the *Delivery Scheduling* Feature for more information.

      — Press ④ to file a copy of the message in the File Cabinet portion of your mailbox.

   These options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. Other delivery options are available, but a Login Announcement cannot *also* be a private, priority, or broadcast message. See the procedures listed for those features.

7. If you have designated the message as a Login Announcement, do one of the following:

   ■ Press ⟨#⟩ to approve your message status and return to the Activity Menu.

   ■ Press ⟨*⟩ Ⓜ to change the login announcement options.

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

93

Turning off Dial-Through Capability
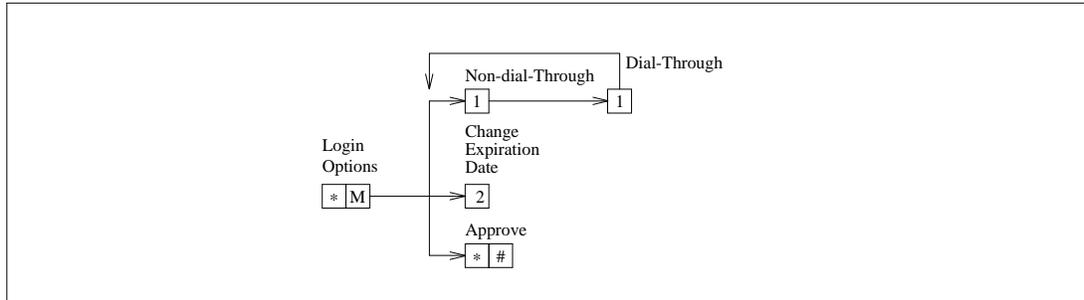
Figure 12.   Turning off Dial-Through Capability

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

1. Press ① to turn off dial-though capability.

> **➲ NOTE:**
> Turning off this option ensures that every subscriber will hear the entire announcement while logging in.

2. Do one of the following:

   ■   Press ① again to turn the dial-through capability on again and return to step 1.

   ■   Press ② to change the announcement expiration date. Go on to the next section, *Changing the Message Expiration Date*.

   ■   Press ⌗ to approve the option settings and return to step 4 in the previous section, *Making a Message a Login Announcement*.

Changing the Message Expiration Date

> **➲ NOTE:**
> The language that is active for the system determines how dates are entered. The following sequence for entering dates may vary from language to language.
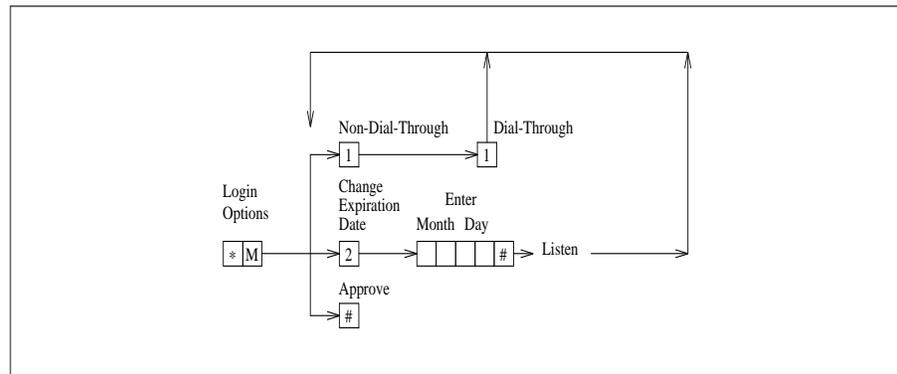
Figure 13.   Changing the Message Expiration Date

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

1. Press ②　from the Login Options Menu.

2. Enter numbers for the month and day of expiration. For example, press ⑧ ② ⑨ for August 29th. The month can be either one or two digits, while the day requires two digits.

3. Press #　to signal that you have entered the expiration date.

4. Listen while the system repeats the entire schedule.

   If the schedule is not correct, press ②　to enter the date again.

5. Press #　to approve the schedule and return to step 4 in the previous sec-tion, *Making a Message a Login Announcement*.

95

Deleting a Login Announcement
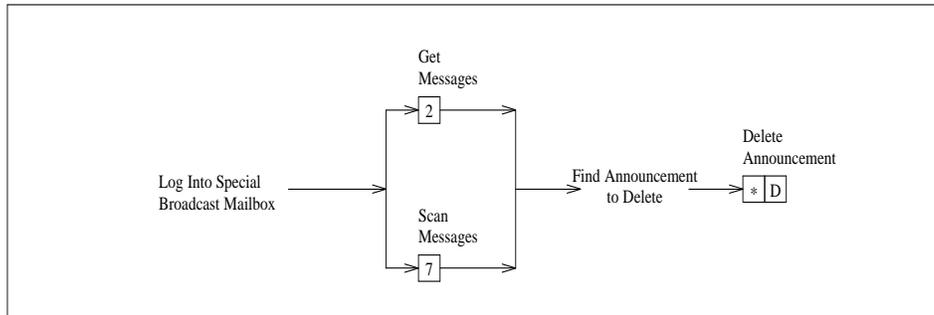
Figure 14. **Deleting a Login Announcement**

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

1. Log into the special broadcast mailbox.

2. Press ② or ⑦ to access the incoming section of the mailbox and find the active Login Announcement.

3. When you find the Login Announcement, press ⓧ Ⓓ. You can press ⓧ Ⓓ while listening to the announcement header, after listening to the header, while listening to the announcement, or after listening to the announcement.

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

Interactions with Other Features

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

■ *AMIS Analog Networking*: Login announcement messages can be sent across the analog network, but are not recognized or presented as login announcements. They are simply delivered as normal messages.

■ *Broadcast Message*: Login Announcements are created and sent in a similar way as Broadcast Messages. The broadcasters designated by the system administrator often have permission to send both Login Announcements and Broadcast Messages. The broadcast mailbox is also used for Login Announcements. A Login Announcement cannot also be a Broadcast Message.

■ *Class of Service*: The system Administrator can assign permission to send Login Announcements according to class of service.

- *Delivery Scheduling*: A Login Announcement is scheduled for delivery just as is a regular message.

- *Digital Networking*: Login announcement messages can be sent across the digital network, but are not recognized or presented as login announcements. They are simply delivered as normal messages.

- *Message Sending Restrictions*: Sending restrictions do not apply to Login Announcements generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the announcement is treated as regular voice mail in that instance.

- *Message-Waiting Indicator*: Login Announcements do not activate a message-waiting indicator.

- *Online Help*: Voice prompts associated with the delivery options help the broadcaster in assigning login announcement status to a message.

- *Outcalling*: Login Announcements do not activate the Outcalling feature.

- *Priority Message*: Login Announcements cannot also be Priority Messages.

- *Private Message*: Login Announcements cannot also be Private Messages.

- *Traffic Reports*: On the subscriber traffic screens, data is available on the number of Login Announcements created per subscriber. On the feature traffic screens, data is available on the number of Login Announcements created per system.

- *Voice Mail*: Login Announcements are a special type of voice mail presented to the recipient during login and not subject to sending restrictions unless sent to remote machines.

- *Voice Mailbox*: A broadcast mailbox must be assigned before any Login Announcements or Broadcast Messages can be sent. Broadcast mailboxes *cannot* receive voice mail. They are used strictly for saving Login Announcements and Broadcast Messages.

97

Mailing List

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

Who has it:	All subscribers can create Mailing Lists.
Who controls it:	The number of lists and entries (addresses) each subscriber may have is defined by the Intuity AUDIX system administrator on the Cos or Subscriber screens.The system permits up to 999 lists and 9,999 total entries per subscriber.
Who can access it:	Subscribers can make their Mailing Lists *private orpublic*.A Mailing List with *private* status means other Intuity AUDIX subscribers cannot use that list.A *public* list allows other subscribers to use that list to address their messages if they know the owner's extension or name and the list ID.However, only the owner (creator) of the list may change it.The owner may assign or change private or public status when a list is created, reviewed, or modified.
Related administration screens	COS; Subscriber, page 2

Points to Remember

■ No single list can contain more than 250 total entries, including message addresses that contain other lists (the total number of recipients must be 250 or less).

■ Individually addressed subscribers may also be added to a message that is addressed with a list (or lists).

■ If a message is addressed using multiple lists, subscribers who appear on more than one list will receive only one copy of the message.

Applications

Mailing Lists can be created to include groups of related Intuity AUDIX users, such as members of a department, allowing a message to be sent to everyone on the list in one quick step. For example, to inform an entire department about a scheduled meeting, one message can be created, addressed (using a pre-

97

defined list containing the names or extensions of all members of the depart-
ment), and the system will transmit a copy to each person on the list at the
specified time and date.

Requirements

None.

Feature Operation

Figure 15.   Mailing List Operation

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

➡ **NOTE:**
Subscribers are stored in lists with a unique subscriber ID that never changes. Thus, if the system administrator changes a subscriber's name or extension, there is no impact on any list that subscriber is on. If the administrator deletes a subscriber, that subscriber's ID is "frozen" until the Mailing List and Subscriber Data audits are run. These audits remove deleted subscriber IDs from other subscribers' lists as well. *If the administrator deletes, then adds the same subscriber right away, the subscriber will disappear from others' mailing lists.*

Creating a Mailing List
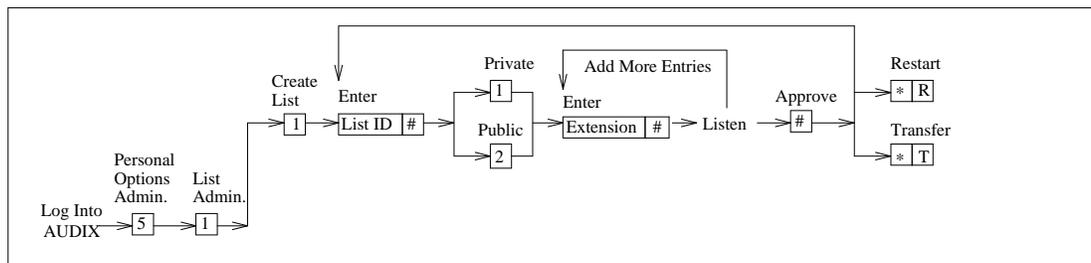
Figure 16. Creating a Mailing List

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

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

To create a Mailing List, do the following:

1. Log into the Intuity AUDIX system.

2. Press ⑤ to select Personal Options Administration.

99

3. Press ① to select the List Administration activity.

4. Press ① to create a Mailing List.

5. Enter a list ID of up to six letters (or digits) for your list. For example, enter **DEPT** (③ ③ ⑦ ⑧) for a list of your department members.

6. Press # to signal that you have entered the list ID.

7. Press ① if you want your list to be private, or press ② if you want to make your list public.

8. Enter the extension number, name, or alias of an individual recipient on your list. The following options are available when adding entries to a list:

   ■ To switch back and forth between extension and name addressing, press ✳ Ⓐ.

   ■ If you want to enter another list as an address, follow steps 3 through 6 under *Using a Mailing List to Address a Message* found later in this section.

   ⇒ **NOTE:**
   If you create a Mailing List by "reading-in" another list, your new list does not remain coupled to the old list. Any changes made to the old list after you have created your new list will not be reflected in your new list.

9. Press # to signal that you have entered the address.

10. Repeat steps 8 and 9 until your Mailing List is complete (you can have as many as 250 recipients on your list).

11. Press # to tell the system that you have finished creating the list.

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

   ■ To create another list: repeat steps 5 through 11.

   ■ To return to the Activity Menu: press ✳ Ⓡ.

   ■ To transfer out of the Intuity AUDIX system, press ✳ Ⓣ.

   ■ Hang up.

Using a Mailing List to Address a Message
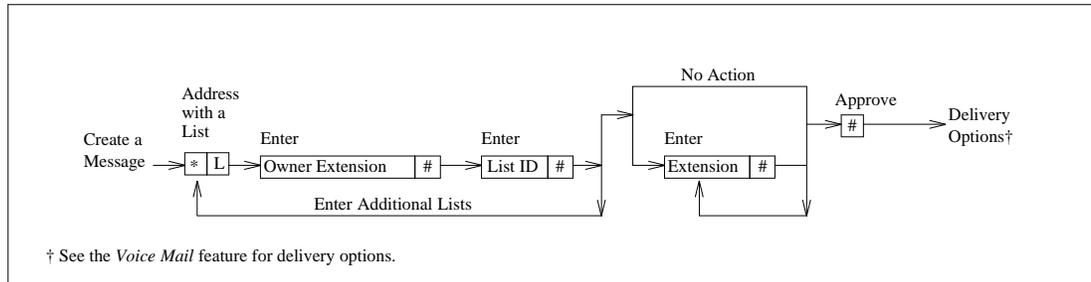
Figure 17. **Using a Mailing List to Address a Message**

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

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

1. Log into the Intuity AUDIX system,.

2. Create a message (see the procedure for *Recording a New Voice Mail Message* found in the *Voice Mail* feature description) and approve it by pressing #.

3. Press ✱ Ⓛ to tell the system that you're about to enter a list as the address.

4. Enter the list owner's address and press #. If you own the list, you may simply press #.

5. Enter the list ID.

6. Press # to signal that you have entered the list ID.

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

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

- ■ To address this message using more lists, repeat steps 3 through 6.

- ■ To send to others not on the list, add the addresses of individual recipients and press #️⃣ after each entry.

- ■ To tell the system that you have finished addressing the message, press #️⃣.

8. Enter the delivery options as needed.

a. Do none, one, or a combination of the following:

— Press 1️⃣ to make the message private (see the *Private Message* feature.)

— Press 2️⃣ to give the message priority status, if you have permission (see the *Priority Message* feature.)

— Press 3️⃣ to schedule delivery of the message (see the *Delivery Scheduling* feature.)

— Press 4️⃣ to file a copy of the message (see the *Outgoing Mailbox* section of the *Voice Mailbox* feature.)

— Press 8️⃣ to make the message a broadcast message, if you have permission (see the *Broadcast Message* feature.)

— Press 9️⃣ to make the message a login announcement, if you have permission (see the *Login Announcement* feature.)

These delivery options are toggle switches, and can be turned on and off like a light switch by repeating each key press.

b. Press #️⃣ to approve your selection. (If you have not scheduled delivery, the message will be sent immediately.)

102

Reviewing and Modifying a Mailing List
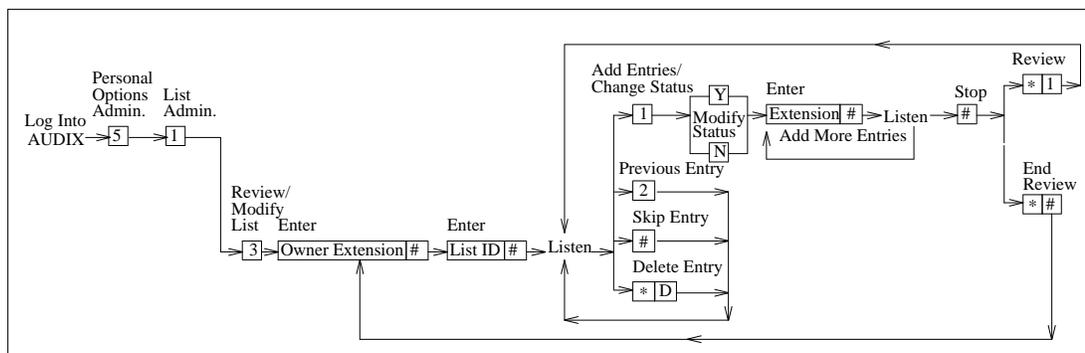
Figure 18. **Reviewing and Modifying a Mailing List**

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

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

1. Log into the Intuity AUDIX system.

2. Press ⑤ to select Personal Options Administration.

3. Press ① to select the List Administration activity.

4. Press ③ to review and/or modify your list.

5. Enter the address of the subscriber who owns the list you want to review.

6. Press # to signal that you have entered the address.

   If you own the list, you may omit your extension number or name and simply press #.

7. Enter the list ID.

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

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

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

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

103

      a. Press 1 to add a name to this list.

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

      c. Enter the new address.

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

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

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

      f. Press # to tell the system that you're finished addressing.

■ To move backwards to previous entries in this list: simply press 2 each time you want to step backwards one name.

■ To review the names in this list:

   a. Listen to the name.

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

■ To delete a name from this list:

   a. Listen to the name.

   b. Press ✳ Ⓓ to delete the name.

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

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

    ■ To continue reviewing this list after you have modified it, press ⌗.

    ■ To review this list from the beginning, press ✳ ①.

    ■ To indicate that you are finished reviewing this list, press ⌗.

    ■ Hang up.

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

    ■ To review another list, return to step 5.

    ■ To return to the Activity Menu: press ✳ Ⓡ.

    ■ To transfer out of the Intuity AUDIX system press ✳ Ⓣ.

    ■ Hang up.

105

Scanning a Mailing List Summary
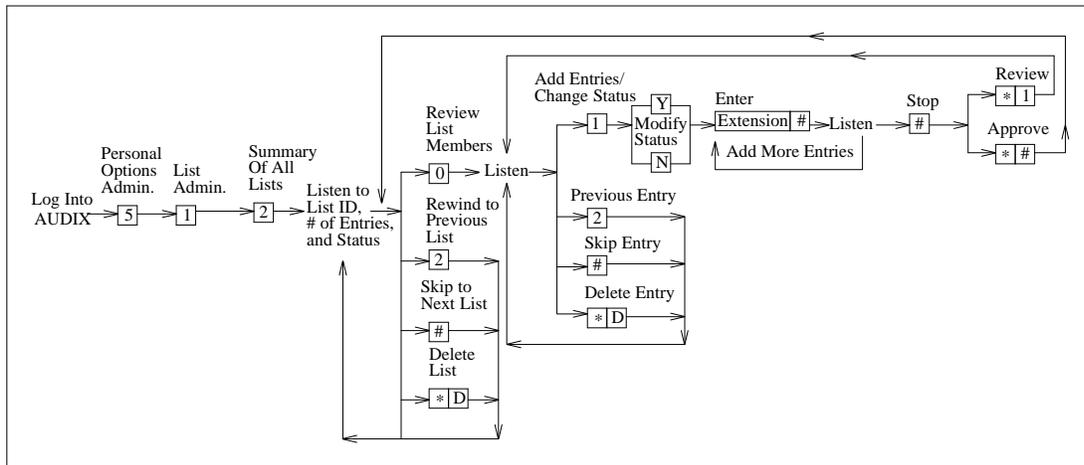
Figure 19.   Scanning a Mailing List Summary

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

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

1. Log into the Intuity AUDIX system.

2. Press ⑤ to select Personal Options Administration.

3. Press ① to select the List Administration activity.

4. Press ② to play a summary of your lists.

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

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

    ■   To skip to the next list: press �#.

    ■   To delete the list: press ✱ Ⓓ.

    ■   To rewind to the previous list, press ②.

    ■   To review the members on the list: press ⓪.

        If you choose to review the members on the list, you can skip, delete, or add members by following step 9 under *Reviewing and Modifying a Mailing List*, found earlier in this section. When you fin-

ish reviewing or modifying your list, press ⌗ and the system will return you to scanning your lists. Then, to skip to the next list, press ⌗.

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

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

■ To return to the Activity Menu: press ✳ Ⓡ.

■ To transfer out of the Intuity AUDIX system press ✳ Ⓣ.

■ Hang up.

Interactions with Other Features

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

■ *Address-by-Name*: When entering addresses into a Mailing List, the creator of the list can use alternate addressing (✳ Ⓐ) to identify list entries by name instead of extension.

■ *AMIS Analog Networking*: Mailing Lists can consist of users on remote voice mail systems connected to the local system via AMIS Analog Networking, if those subscribers are administered for AMIS one-step addressing. However, public Mailing Lists cannot be shared across more than one system. Also, you might have to use a location prefix to include a remote AMIS user who is on a remote system administered for AMIS one-step addressing (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back.

Note that messages addressed to subscribers on systems connected via AMIS Analog Networking are queued for delivery at a time specified by the system administrator.

■ *Digital Networking:* Mailing lists can consist of AUDIX subscribers on more than one machine. However, public mailing lists cannot be shared across more than one Intuity AUDIX machine. Also, you might have to use a location prefix to include a subscriber who is on a different AUDIX machine in the network (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back. If an extension is added that belongs to a subscriber on a remote AUDIX system, but that subscriber is not administered on the local system, no name will be voiced back — just the extension.

■ *Message Delivery*: Mailing Lists can consist of administered or unadministered Message Delivery recipients. However, if you add an unadministered recipient to a mailing list, they will be removed in the weekly audit; you should have the system administrator administer recipients that

107

should be permanent members of a list. You might have to use a location prefix to include an administered remote recipient (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered recipient is added to a list, their name will be voiced back. For unadministered remote recipients, no name will be voiced back — just the address.

■ *Message-Waiting Indicator*: When a Mailing List is used to address a Voice Mail message, a message-waiting indicator (either the message-waiting lamp or stutter dial tone) informs the recipients that there is a new message in their Voice Mailboxes.

■ *Name Record by Subscriber* When subscribers use this feature to records their names, the recorded names playback as each subscriber is added to the list. Also, the sender's recorded name is used in the header of the message sent to each subscriber on the list.

■ *Outcalling*: Messages sent using a Mailing List will activate the Outcalling feature just as a standard Voice Mail or Call Answer message does.

■ *Personal Directory*: Entries contained in your Personal Directory can be used as entries in a Mailing List, even if the list is public.

■ *Priority Message*: Subscribers who have Priority Message permission can send a Priority Message using the Mailing List feature. All members on the list (except AMIS recipients) will receive the message with priority status.

■ *Priority Outcalling*: Priority Messages sent using a Mailing List will activate the Priority Outcalling feature just as a standard Voice Mail message activates the Outcalling feature.

■ *Private Message*: By making a message *private* when using a Mailing List to send it to subscribers, none of the subscribers on the list will be able to forward the message to other subscribers.

■ *Traffic Reports*: The Mailing List feature will generate data that can be monitored using Traffic Reports. Specifically, each member on a Mailing List will be counted as having received a new message on the subscriber traffic screens. Also, the number of messages delivered (shown on the feature traffic screens) will be increased by the number of entries in the list.

■ *Voice Mail*: The Mailing List feature is used to route Voice Mail to a defined group of people who require the same information (such as a department or project).

■ *Voice Mailbox*: The file cabinet portion of the Voice Mailbox can store a message that is being sent using the Mailing List feature. Also, the incoming portion of the Voice Mailbox of each subscriber on the Mailing List will receive notification of the message.

Prior to delivery, the sender will find one entry in the *undelivered* section of the outgoing mailbox. The header will say that the message is being sent to "*[name] and [N] others*" (where *[name]* is the first person on the list, and *[N]* is the total number of people the message is being sent to, minus one).

As the message is being sent to each recipient, another individual header is placed in the *delivered* category of the sender's outgoing mailbox. Each list member's name will be in a different header.

Message Delivery

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

The local Intuity AUDIX system will transmit messages at specific times set by the system administrator on the AMIS Analog Machine Administration screen. The times specified on this screen *must* be a subset of the times administered as outcalling periods on the System-parameters Outcalling screen.If a range of Message Delivery telephone numbers is administered, individual recipients do not need to be administered on the local system. However, the System Administrator can choose to administer any telephone numbers to which Message Delivery traffic is heavy (this simplifies addressing procedures).

To implement Message Delivery, the AMIS Analog Networking feature must be activated by AT&T remote maintenance personnel. Also, the system administrator must add an AMIS networked machine on the AMIS Analog Machine Administration screen, assign appropriate address ranges to the machine via the Machine Profile screen, administer the network connection type as *calld* and administer the system to allow outgoing AMIS messages. Message Delivery message recipients must have a touch-tone phone.There are no other software or hardware requirements.

> ⟹ **NOTE:**
> The Message Delivery machine name you add is not a real machine, but simply a placeholder to allow the Intuity AUDIX system to identify the appropriate addresses for someone using Message Delivery.

Related Administration Screens

System Parameters Outcalling; Machine Profile; System Parameters Analog Network; Remote Subscriber; System Parameters Features; AMIS Analog Machine Administration

Points to Remember

■ Each system using Message Delivery can deliver messages to any touch-tone telephone.

■ Recipients can be individually administered on the local system making addressing as easy as in a digital AUDIX network.

■ Messages are *played* to the recipient; if a recipient is listening to a one minute message, an outcalling port will be busy for at least a minute.

■ If a message is sent to a remote recipient and a voice mail system (other than an AUDIX system) or answering machine picks up the call, the recipient's machine *may* record the message header but not the message body.

■ Because messages are transmitted via analog lines, quality may degrade.

Applications

The Message Delivery feature allows Intuity AUDIX Voice Mail messages to be sent to *any* touch-tone telephone. The system simply calls recipients, prompts them to press [0] to listen to a message, then plays the message.

If a recipient's number is in a range of administered telephone numbers but their number is not individually administered, local subscribers may have to enter the entire telephone number (depending on administration); area code or country code plus area code may be required. If an individual recipient is administered, subscribers usually need only enter a portion of the recipient's number. See *Intuity AUDIX Administration*, (585-310-539), for the specific procedures required to administer the Message Delivery feature.

⇒ NOTE:

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

Requirements

To use the Message Delivery feature, the AMIS Analog Networking feature must have been activated by AT&T remote maintenance personnel. The system administrator must have administered the network connection type on the Machine Profile screen to be *calld*. They must also have administered the system to permit outgoing AMIS Analog Networking calls. Finally, the recipient must have a touch-tone phone.

111

Feature Operation

The Message Delivery feature is designed to be easy to use. Recipients simply press ⓪ to listen to a message when they answer a call from the AUDIX system. Therefore, recipients *must* have a touch-tone telephone.

Message Transmission

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

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

1. A local subscriber either creates a Voice Mail message, forwards a Call Answer or Voice Mail message, or retrieves a message saved in the outgoing mailbox. Note that Message Delivery messages designated private will not be delivered. Message Delivery messages designated priority will be delivered, but they will appear as regular messages to the remote system.

2. When prompted for the recipient's extension, the subscriber enters one of the following:

   - If the recipient's number is in a range of administered numbers but they are not individually administered, enter the full telephone number of the recipient (area code or country code plus area code may be necessary), followed by the #️ key.

   - If the recipient is individually administered, you need only enter part of the recipient's telephone number, followed by the #️ key. The number of digits subscribers must enter is defined by the extension length on the Machine screen.

3. The Intuity AUDIX system places the message in the Outcalling queue for delivery. The system will attempt to deliver the message during one of the intervals specified on the Machine Profile screen. The times specified on this screen *must* be a subset of the outcalling times administered on the System-parameters Outcalling screen. If the outcalling ports are all busy, the system retries in one minute. If an outcalling port is available, but for some reason the system cannot deliver the message, the system will use the rescheduling increments specified on the System-parameters Features screen

4. The Intuity AUDIX system will make six attempts to deliver the message at intervals specified on the System-parameters Features screen. If the message is delivered successfully, the system will update the outgoing message status to *accessed*. If all six attempts fail, the system will send a message to the subscriber notifying them that the Message Delivery was undeliverable.

Address Prefixes

Addresses for Message Delivery message recipients consist of an optional location prefix and a remote recipient's full telephone number or a portion of their telephone number (depending on how they are administered on the local system).

The prefix, if defined, is a set of digits that identifies a recipient's telephone number as a Message Delivery number. The address range prefix may contain, for example, an area code or a country code plus area code. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to address a Message Delivery message. The prefix consists of 0 to 21 alphanumeric characters. Added to the extension, up to 31 characters can be assigned to an address range.

In some cases, a prefix may be *required* if recipients' telephone numbers conflict with the local numbering plan of the host switch.

In implementing the Message Delivery feature, a number of prefix options could be used to help subscribers distinguish between Message Delivery recipients. For example, a prefix could be:

- The same numbers as the country code and area code.

- The same numbers as the area code (NPA) and office code.

- The office code (NNX or NXX) if the recipient shares the same area code as the local system.

- An RNX code if the recipient is in a private network.

- An alphanumeric code used as a mnemonic of a location or person.

- All of the above options could be administered to be mapped into a single range of Message Delivery addresses.

The Address-ranges screen can list all address ranges that have been administered. Remember, Message Delivery address ranges *cannot* overlap with AUDIX digital networking address ranges or AMIS Analog Networking address ranges.

Message Delivery User Groups

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

- Local subscribers — Those subscribers whose mailboxes reside on the local Intuity AUDIX system.

- Recipients — Those people who receive Message Delivery messages. Recipients are further divided as follows:

113

— Administered recipients — Those remote recipients who have been administered on the local Intuity AUDIX system via the Subscriber screen. These recipients can be addressed by name and their names, if recorded, will be voiced back.

— Nonadministered recipients — Remote recipients who have not been administered on the local Intuity AUDIX system.

Interactions with Other Features

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

■ *AMIS Analog Networking*: This feature must be activated by AT&T remote maintenance personnel before the Message Delivery feature can be used.

■ *Automated Backup*: This feature automatically creates a backup copy of the directories that have information necessary for the Message Delivery feature.

■ *Call Answer*: Call answer messages can be forwarded to Message Delivery recipients via the Message Delivery feature.

■ *Dial-by-Name*: You can use the Dial-by-Name feature to address Message Delivery messages to remote recipients who have been administered via the Remote Subscriber screen.

■ *Directory*: If you are using the Directory feature in an AUDIX network, the only Message Delivery recipients you will be able to look up will be for those recipients that have been administered via the Remote Subscriber screen.

■ *Mailing List*: Message Delivery recipients that are administered via the Remote Subscriber screen may be included on mailing lists. Messages addressed to recipients will be put in the Outcalling queue and delivered during one of the intervals specified on the Machine screen.

> **$\Longrightarrow$ NOTE:**
> Message Delivery recipients who are nonadministered remote recipients may be added to mailing lists, but they will be removed by a weekly audit. To add recipients to a list permanently, have the system administrator make them administered remote subscribers via the Remote Subscriber screen.

■ *Message Sending Restrictions*: The administrator can administer which subscribers can send Message Delivery messages, and to which remote numbers these subscribers can send messages.

■ *Outcalling*: The maximum number of outcalling ports, administered via the System-parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog or Message Delivery messages to be delivered on

the Machine screen *must* have been administered as outcalling periods on the System-parameters Outcalling screen or Message Delivery messages will not be transmitted.

■ *Personal Directory*: An alias may be created and assigned to any Message Delivery recipient just as it would be for a local subscriber. However, if the Message Delivery recipient is nonadministered, the alias must initially be assigned using the extension number mode.

■ *Priority Message*: Priority messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages when played out.

■ *Private Message*: You will not be able to send private messages via the Message Delivery feature. Subscribers who designate Message Delivery messages as private will be notified by the system that their message was undeliverable.

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

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

■ *Traffic Reports*: The traffic reports that show the most useful statistics for Message Delivery (combined with AMIS Analog Networking activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic, and Remote Messages Daily and Monthly Traffic screens.

■ *Voice Mailbox*: The system uses Voice Mailboxes to notify local subscribers who attempt to send a Message Delivery message if their message was undeliverable.

115

Message Sending Restrictions

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

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

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

Who has it:	Subscribers may or may not be restricted according to how the feature is administered.
Who controls it:	The system administrator controls the restrictions using the System-parameters Sending-restrictions screen.
Who can access it:	Only restricted subscribers are made aware of the feature when they are informed by the system that they cannot address a message to a specific subscriber.
Related administration screens	System Parameters Sending Restrictions; Subscriber; Remote Subscriber

Points to Remember

■ Up to 15 communities can be defined for sending restrictions.

■ All restrictions pertain to the sending of voice mail. Subscribers are not restricted from calling or leaving Call Answer messages for others.

■ After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of replying to the sender via voice mail.They can automatically return the sender's call, however.

■ Guests using a guest password cannot be restricted.

■ Restrictions can be set up so that subscribers cannot send messages to others within the same community.

Applications

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

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

This feature can also be used to restrict some subscribers from sending AMIS Analog or Message Delivery messages to remote sites.

Requirements

None.

Feature Operation

After communities are defined on Subscriber screens, sending restrictions are then implemented by the administrator using the System-parameters Sending-restrictions screen. At each intersection in the matrix, an "r" indicates a restriction between the associated communities. Any letter can be used to assign the restriction.

```
AUDIX              Active            Alarms: Mm                     Logins: 1
change system-parameters sending-restrictions              Page 1 of 1
                         SENDING RESTRICTIONS
Activate Restrictions? y


                                Recipient Community
                  1   2   3   4   5   6   7   8   9  10  11  12  13  14  15
Sender        1               r   r
Community     2                   r
              3
              4
              5
              6
              7
              8
              9
             10
             11
             12
             13
             14
             15


enter command: change system-parameters sending-restrictions
1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 20.   The Message Sending Restriction Matrix

Interactions with Other Features

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

■   *AMIS Analog Networking*: The administrator can assign remote subscribers to communities. Therefore, the administrator can administer which subscribers can send AMIS analog messages and to which remote systems these subscribers can send messages.

■   *Automated Attendant*: Automated Attendant is a Call Answer feature, and therefore not affected by sending restrictions.

■   *Broadcast Message*: Broadcast Messages are not subject to sending restrictions. They are sent to all subscribers.

■   *Call Answer*: Call Answer is not affected by sending restrictions and can be used to bypass restrictions if necessary.

- *Delivery Scheduling*: When messages are scheduled for future delivery, the restriction is checked and the sender notified of restrictions when the messages are being addressed *and* at the time of delivery, to allow for changes in the restriction status.

- *Digital Networking*: The administrator can assign remote subscribers to communities. Therefore, the administrator can administer which subscribers can send digital messages and to which remote systems these subscribers can send messages.

- *Guest Password*: Subscribers who receive messages via the guest password cannot be restricted.

- *Login Announcement*: Login Announcements cannot be restricted.

- *Mailing List*: The Intuity AUDIX system checks for sending restrictions while the subscriber is creating a mailing list. A message is played informing the subscriber of restricted destinations, and those destinations are not added to the list. On a networked system, if the remote destination is not defined as part of a remote community on the Remote Subscriber screen, the system uses the default community ID for the remote machine in deciding whether the destination is restricted.

- *Message Delivery*: The administrator can administer which subscribers can send Message Delivery messages and to which numbers these subscribers can send messages.

- *Personal Directory*: The system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function for call transfers, for example.

- *Priority Message*: Message Sending Restrictions apply to Priority Messages.

- *Private Message*: Message Sending Restrictions apply to Private Messages.

- *Traffic Reports*: As with other traffic and system data, Message Sending Restrictions influence the data according to how much they regulate voice mail. The Community Hourly and Community Daily Traffic reports contain data about sending restrictions communities.

- *Voice Mail*: The Message Sending Restrictions feature works exclusively with Voice Mail, and restricts the sending of messages to certain subscribers.

119

■   *Voice Mailbox*: After receiving a message from a user in an unrestricted community, restricted subscribers are not given the menu option of automatically responding to the sender via voice mail. They can automatically return the sender's call, however. Also, subscribers cannot forward messages to restricted destinations. Messages that are nondeliverable because of message restrictions are kept in the *nondeliverable* category of the outgoing portion of the mailbox. Subscribers also get a system message after logging into the Intuity AUDIX system, informing them of the nondeliverable message. This message is sent to the *new* category of the incoming section of the mailbox.

Message-Waiting Indicator

The Intuity AUDIX system can inform subscribers that new messages exist in their voice mailboxes with two features: outcalling and message waiting indicator. This section describes the Message-Waiting Indicator (MWI) feature.

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

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

Points to Remember

- If no MWI is available via the switch, the Outcalling feature can always be used as a substitute (for more information, see the *Outcalling* feature).

Applications

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

Requirements

None.

Feature Operation

The Intuity AUDIX system controls the MWIs via the data link.

Interactions with Switch Features

The MWI feature interacts with switch features as follows:

- *Leave Word Calling*: Leave Word Calling activates MWIs independently or in conjunction with the Intuity AUDIX system.

121

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

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

Interactions with Other Features

The MWI feature interacts with other Intuity AUDIX features as follows:

■   *Broadcast Message*: Broadcast Messages activate the MWI as an option. The default mode for Broadcast Messages is to *not* activate the MWI. If the broadcaster chooses to activate the MWIs, however, it could take some time to notify everyone, depending on the number of subscribers and the load on the switch. Therefore, there may be a brief window of time immediately after sending a Broadcast Message in which subscribers who log in (without their MWI active) find that they actually do have a new Broadcast Message.

■   *Call Answer*: Call Answer messages activate MWIs.

■   *DCS Networking*: The MWL (if available) should indicate new messages on all switches in a DCS Network. For more information, see Appendix B, *DCS Networks*.

■   *Outcalling*: The Outcalling feature allows the Intuity AUDIX system to call subscribers when they receive new messages. This is especially useful for systems that do not have other MWIs. Subscribers can select the time period during which the system may call them, the number where they can be reached, and whether or not the Outcalling feature is active.

■   *Untouched Message*: Subscribers can listen to a message and keep it in the *new* category of the incoming section of their voice mailbox by using the Untouched Message feature. This allows a subscriber (or a secretary) to review new incoming messages and still have the MWI remain active, reminding the subscriber to listen to the message at some future time.

■   *Voice Mail*: Voice mail messages activate MWIs.

122

Multiple Personal Greetings

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

- *Internal* and *External* — Calls made from an extension on the same PBX versus calls made from a phone outside the PBX

- *Busy* and *No Answer* — Calls made to a subscriber's extension while the subscriber is already on the phone versus calls made to a subscriber's extension and the subscriber does not answer

- *Out-of-Hours* — Calls made to a subscriber's extension outside of business hours (these time periods are defined by the system administrator).

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

- A single greeting for all calls (the default)

- Different greetings for (1) internal and (2) external calls

- Different greetings for (1) busy and (2) no answer calls

- Different greetings for (1) prime-time and (2) out-of-hours calls

- Different greetings for (1) prime-time internal,(2) prime-time external, and (3) out-of-hours calls

- Different greetings for (1) prime-time busy,(2) prime-time no answer, and (3) out-of-hours calls.

Related Administration Screens

System Parameters Features

Points to Remember

- If a subscriber does not record and activate any personal greetings, the system uses the system greeting to answer the subscriber's calls.

- Personal greetings are stored in subscriber's mailboxes. If mailbox space is low, the subscriber can delete old or unwanted greetings to free storage space.

- The system does not renumber the greetings if any are deleted.

- To create one greeting for prime-time callers and one greeting for out-of-hours callers, it is necessary to administer three call types and assign the two prime-time call types to the same greeting.

- The number of greetings administered can seriously impact disk space requirements.

Applications

The Multiple Personal Greetings (MPG) feature allows users to create and store up to nine personal greetings and use each as needed. For example, John Endall is a customer support technician who is preparing to go on vacation. He currently has his personal greetings set for internal/external and out-of-hours calls, as follows:

Internal	Hi, this is John. I'm probably busy helping a customer right now. If you'd like, leave a message, and I'll get back to you as soon as I can.
External	Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. I am currently unable to take your call. If you would like, please leave a message identifying the problem and a phone number where you can be reached, or press zero to transfer to another support technician. Thank you for calling the Customer Support Center, and have a nice day.
Out-of-Hours	Hello, you have reached the voice mailbox of John Endall at the Customer Support Center. Our business hours are Monday through Friday, from 9:00 A.M. to 6:00 P.M. mountain standard time. We are not open on weekends. Please leave a message at the tone and I will return your call as soon as possible. Thank you for calling the Customer Support Center.

John has also recorded a personal greeting to be used while he is on vacation. Before he leaves, John instructs the Intuity AUDIX system to play the vacation greeting for all calls to his extension. The three personal greetings he uses on a daily basis are saved in his library of nine greetings and can be reinstated upon his return.

If a subscriber keeps a full library of greetings, a good way to keep track of them is to use the *Scan All Greetings* option. This option can be used to play the greetings back in numbered sequence. Subscribers who are traveling might use the scan option to record all the greetings onto a pocket dictaphone. In this way subscribers need not call the system to discover which greetings are active and which are available.

Requirements

The MPG feature has no requirements other than those of the Intuity AUDIX system itself. The system is delivered with the MPG feature activated. However, the system administrator can deactivate this feature using the System-parameters Features screen.

Feature Operation

The MPG feature may be activated or deactivated for the entire system at any time. The Intuity AUDIX system is delivered with the feature activated and answers calls using the greeting that is active for each subscriber — either the system greeting or a recorded personal greeting. This feature is simply an *option* for users to apply; they need not ever record or activate a greeting for the system to answer their calls. If subscribers decide to use this feature, they have the option of using it from its simplest form — one personal greeting for all calls — to differentiating their call types and having up to three different greetings active at one time.

If the MPG feature is *deactivated*, the system administrator should inform users that their greetings 2 through 9 will be deleted when the nightly mailbox audit is run. Greeting 0 is always the system greeting, and the system assumes that greeting 1 is a standard, nonspecific greeting. If a subscriber has greeting 1 active for all call types when the feature is deactivated, the system will still play that greeting for all calls. If greeting 1 is active only for specific call types, or if it is inactive when the MPG feature is deactivated, the recording will be saved, but the system greeting (0) will be used for all calls.

Although the MPG feature is extremely flexible and allows subscribers to perform the following tasks in almost any order, the easiest way to use this feature is to perform these tasks as follows:

1. Administer call types

2. Record a greeting

3. Activate the greeting

Subscribers are also provided with the ability to scan or listen to their library of personal greetings (up to nine greetings).
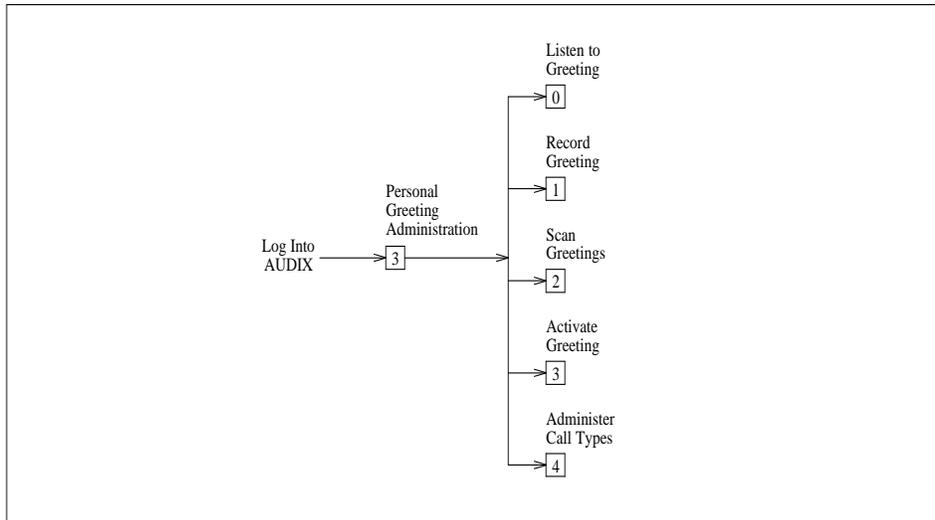
Figure 21.   Personal Greeting Administration Menu

Using One Personal Greeting for All Call Types

The Intuity AUDIX system comes pre-administered to make it easy for new users to have one personal greeting active for all calls. Users who do not prefer to have the system distinguish between call types can record and activate one personal greeting, quickly and easily.

If you are new to the Intuity AUDIX system, or have not previously recorded a personal greeting, the system is using the system greeting for your extension.
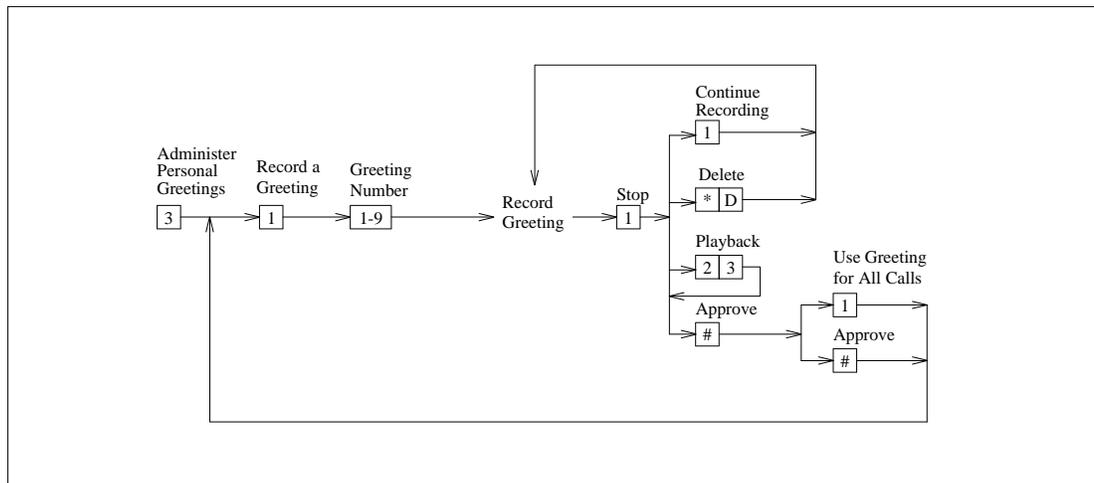
Figure 22. **Recording and Activating a Greeting for All Call Types**

To record and activate a greeting for all call types, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to Access the Personal Greeting Administration Menu.

3. Press ① to record a greeting.

4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

5. Record your greeting at the tone.

6. Press ① to stop recording (this is an optional step).

7. Do none or any combination of the following:

   ■ To continue recording, press ①.

   ■ To delete the greeting, press ✱ Ⓓ.

   ■ To playback the greeting, press ② ③.

   ■ To approve the greeting, press #.

127

8. Do one of the following:

- To activate the greeting for all calls, press ①. You will be returned to the Personal Greeting Administration Menu.

- To save the recorded greeting but not activate it, press (#).

9. Press (#) to return to the Activity Menu.

Using Different Personal Greetings for Different Call Types

The MPG feature is a very powerful tool that allows subscribers to instruct the system to play specific greetings to different types of callers. To do this, you must first define the different types of calls you want the system to distinguish between. You must then record the different greetings and activate them.

Although this may seem complicated at first, by organizing what you want to do before starting the following procedures, you can greatly simplify these tasks. First, decide which of the following distinctions you want the system to make when answering your calls:

- *Internal* versus *external* calls

- *Busy* versus *no answer* calls

- *Prime-time* versus *out-of-hours* calls

- *Prime-time/internal* versus *prime-time/external* calls, and *out-of-hours* calls

- *Prime-time/busy* versus *prime-time/no answer* calls, and *out-of-hours* calls

After you have decided which call types you want to use, you should assign a number between 1 and 9 to each type. For example, if you choose to differentiate between internal and external calls, you could identify greeting 2 as your internal personal greeting and greeting 3 as your external personal greeting. You should then consider what message you want to record for each greeting. After recording your greetings you will need to activate the appropriate ones (a maximum of three greetings may be active at any one time). The system enables you to activate the greeting immediately after you first record it or at a later time.

Initial Call Type Administration

If you are new to MPG, your first task *must* be to administer the types of calls that you want the system to distinguish between.
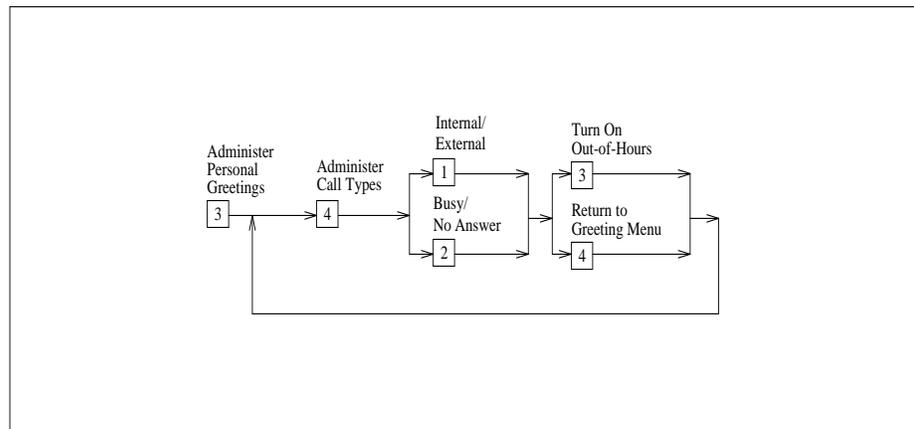
Figure 23. Initial Call Type Administration

If the system is currently answering all calls with a single greeting, use the following procedures to instruct the system to distinguish between different call types:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ④ to administer call types.

4. Do one of the following:

   ■   Press ① to distinguish between internal (in-house) and external (outside) calls. These distinctions relate to where the *caller* is calling from.

   ■   Press ② to distinguish between busy and no answer calls. These distinctions relate to whether *you* are on the telephone or not at your desk.

   > **NOTE:**
   > The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the system to respond to *both* sets of situations.

5. Do one of the following:

   ■   To additionally distinguish calls that are made during business hours from those that are made during non-business hours (these time periods are defined by the system administrator), press ③. You will be returned to the Personal Greeting Administration Menu.

129

⟹ **NOTE:**
To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary initially to specify internal/ external or busy/no answer call types *and* the out-of-hours call type. When the out-of-hours call type is specified, the other call types (busy/no answer or internal/external) auto-matically apply only to *prime-time* calls.

■ To approve the internal/external or busy/no answer setting without distinguishing between prime-time and out-of-hours calls, press ④. You will be returned to the Personal Greeting Administration Menu.

6. Press ⟨#⟩ to return to the Activity Menu.

Recording and Activating a New Personal Greeting
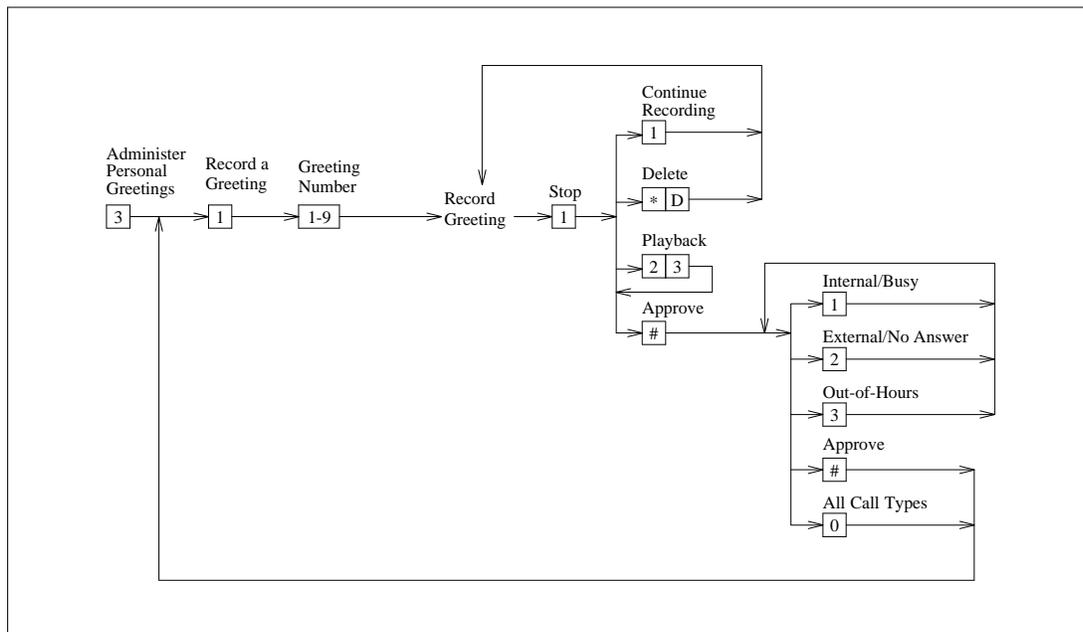
Figure 24. Recording and Activating a New Personal Greeting

To record and activate a new personal greeting for any or every call type, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ① to record a greeting.

4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

5. Record your greeting at the tone.

6. Press ⒈ to stop recording (this is an optional step).

7. Do none or any combination of the following:

   ■ To continue recording, press ⒈.

   ■ To delete the greeting, press ✱ Ⓓ.

   ■ To playback the greeting, press ② ③.

   ■ To approve the greeting, press #. If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, go on to step 8.

8. Listen to the system prompts and select the appropriate call types for this greeting (0 through 3). The prompts will vary depending on which call types you have administered. When you are finished, or if you do not want to activate the greeting, press # and you will be returned to the Personal Greeting Administration Menu.

Modifying Personal Greetings

After you have initially administered call types, recorded greetings, and activated the greetings, you can make changes to them at any time. All subscribers are provided with the ability to change the distinctions the system makes between call types. Subscribers can also re-record a personal greeting or activate any of their nine possible greetings.

Changing Call Types
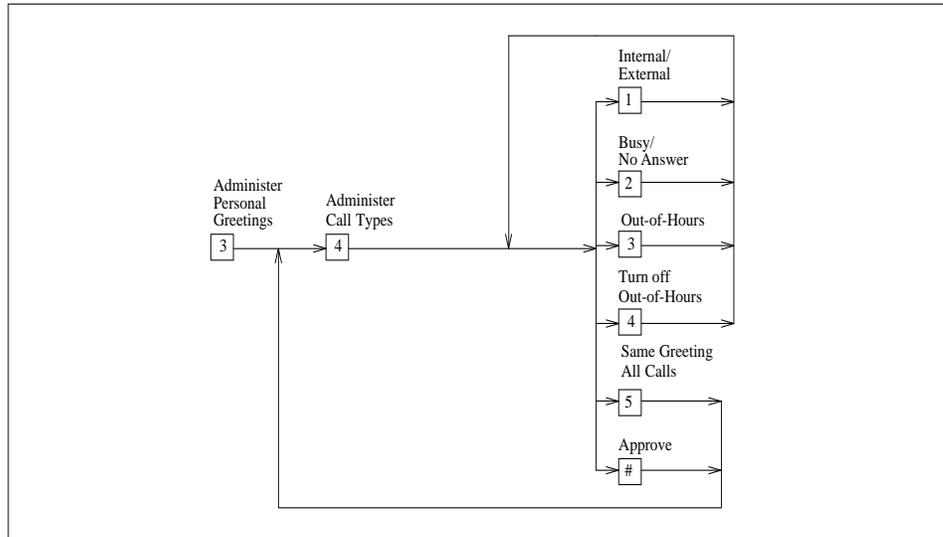
Figure 25.   Changing Call Types

⟹ **NOTE:**
The internal/external and busy/no answer call types are mutually exclu-
sive. It is not possible to set the system to respond to *both* sets of situa-
tions.

If you have already instructed the system to distinguish between specific call
types, and you want to change this setup, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ④ to administer call types.

4. Do one of the following (note that the prompts and options will vary
   depending on your current call type administration):

   ■ To distinguish between internal (in-house) and external (outside)
     calls, press ① and return to the beginning of this step.

   ■ To distinguish between busy and no answer calls, press ② and
     return to the beginning of this step.

   ■ To distinguish between prime-time and out-of-hours calls, press
     ③and return to the beginning of this step.

   ■ To remove the prime-time and out-of-hours distinction, press ④
     and return to the beginning of this step.

■ To use the same greeting for all calls, press ⑤. You will be returned to the Personal Greeting Administration Menu.

■ To approve all settings, press ⌗. You will be returned to the Personal Greeting Administration Menu.

5. When finished, press ⌗ to return to the Activity Menu.

Changing a Recorded Personal Greeting
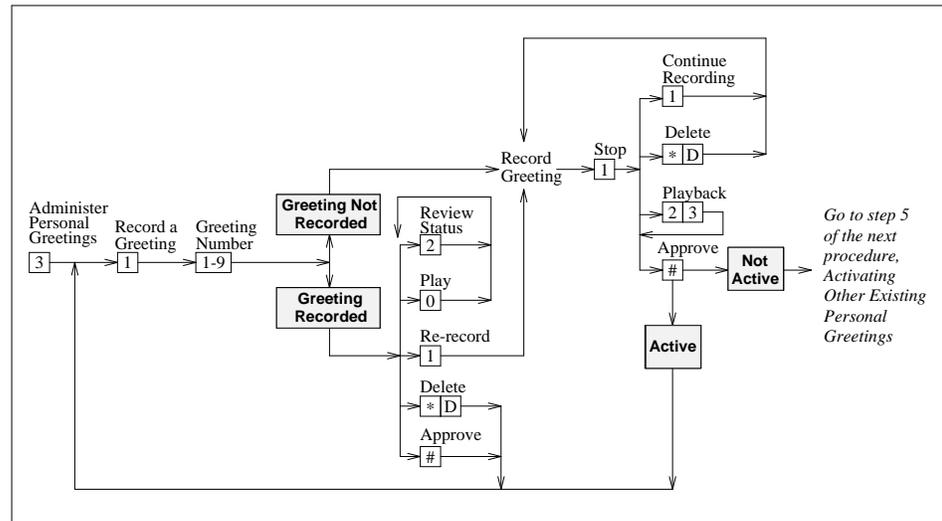
Figure 26. Changing a Recorded Personal Greeting

To record and activate a greeting for any or every call type, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ① to record a greeting.

4. Identify the personal greeting that you are about to change by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

5. If the greeting you selected has already been recorded, do one of the following, otherwise, go on to step 6:

■ To find out if the greeting is active, press ② and return to the beginning of this step.

■ To play the greeting, press ⓪ and return to the beginning of this step.

133

- To delete the greeting, press ✱ Ⓓ. You will be returned to the Personal Greeting Administration Menu.

- To approve the greeting as it is, press #. You will be returned to the Personal Greeting Administration Menu.

- To re-record the greeting, press ① and go on to step 6.

6. Record your greeting at the tone.

7. Press ① to stop recording (this is an optional step).

8. Do none or any combination of the following:

- To continue recording, press ①

- To delete the greeting, press ✱ Ⓓ.

- To playback the greeting, press ② ③.

- To approve the greeting, press #. If the greeting is active, you are returned to the Personal Greeting Administration Menu. If the greeting is *not* active, the system presents further options to make the greeting active for any or every call type (to activate this greeting, go to step 5 of the next procedure, *Activating Other Existing Personal Greetings*).

Activating Other Existing Personal Greetings

Activating a greeting simply involves telling the system the call types for which the greeting should be used. Up to three call types (internal/external/out-of-hours or busy/no answer/out-of-hours) can be active at any one time. When you activate a greeting, the system presents options according to the call types you have administered.
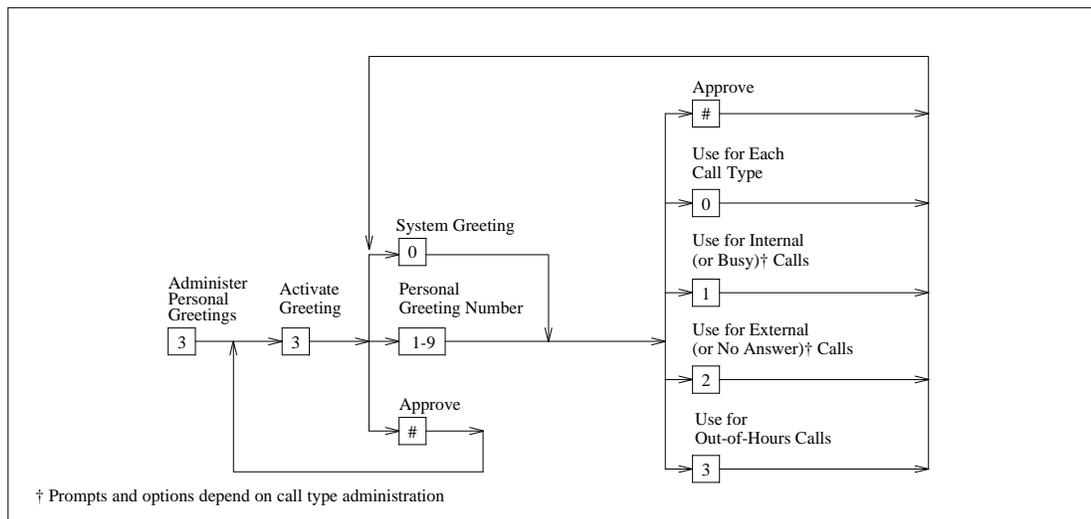
Figure 27.   Activating Other Existing Personal Greetings

To activate greetings for different call types, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ③ to activate greetings.

4. Do one of the following:

   ■ Identify the personal greeting that you want to activate by pressing a number on the telephone keypad (0 through 9). Note that 0 is the standard system greeting. If you enter a number for a greeting not yet recorded, the system will say it is not recorded and ask you to enter another number. After you select a number, proceed to step 5.

   ■ When finished activating greetings, press #⃝ and you will be returned to the Personal Greeting Administration Menu.

5. Do one of the following:

   ■ To use this greeting for each of your defined call types (all calls), press ⓪ and return to step 4.

135

■ To use this greeting for internal (or busy) calls, press ①①① and return to step 4. If you selected internal/external when administering call types, this greeting will be used for internal calls. If you selected busy/no answer when administering call types, this greeting will be used for busy calls.

■ To use this greeting for external (or no answer) calls, press ②②② and return to step 4. If you selected internal/external when administering call types, this greeting will be used for external calls. If you selected busy/no answer when administering call types, this greeting will be used for no answer calls.

■ If you selected out-of-hours when administering call types, and want to use the greeting for out-of-hours calls, press ③③③ and return to step 4.

> ⇒ **NOTE:**
> To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary to assign the same greeting to the two prime-time call types (internal and external *or* busy and no answer).

■ To approve all current settings for this greeting, press ### and return to step 4.

Scanning and Listening to Personal Greetings

The MPG feature includes two utility options for keeping track of greetings. The options allow you to listen to specific greetings, or scan the status of all greetings. Both provide further options for deleting or re-recording the greeting.

Listening to Specific Personal Greetings
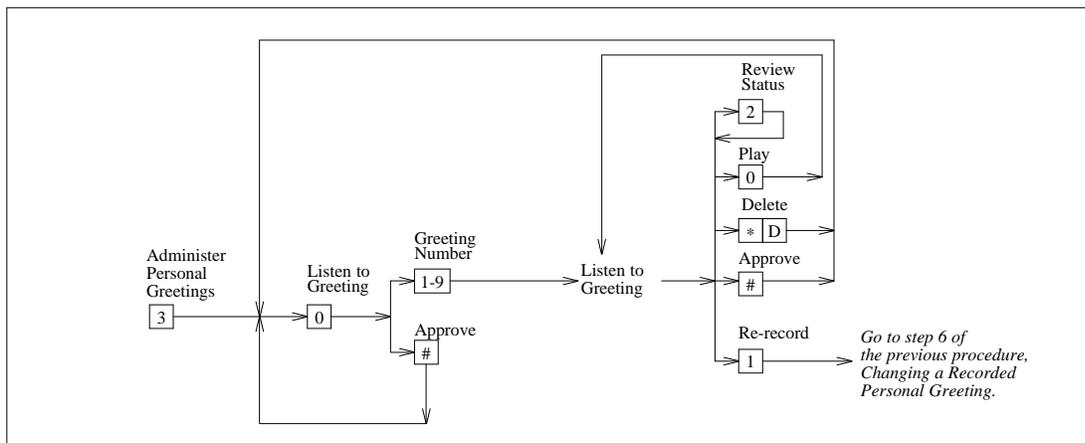
Figure 28.   Listening to Specific Personal Greetings

136

To listen to a specific personal greeting, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ⓪ to listen to greetings.

4. Do one of the following:

   ■ Identify the personal greeting that you want to listen to by pressing a number on the telephone keypad (1 through 9). You cannot listen to a system greeting (greeting 0). If the greeting you specify is not recorded, you will be returned to the Personal Greeting Administration Menu.

   ■ Press # to escape the activity and you will be returned to the Personal Greeting Administration Menu.

5. Listen to the greeting or prompt, then do one of the following:

   ■ To review the status of the greeting, press ② and return to the beginning of this step. The status of the greeting indicates whether the greeting is active or inactive. If the greeting is active, the system identifies the call types that the greeting is assigned to.

   ■ To replay the greeting, press ⓪ and return to the beginning of this step.

   ■ To delete the greeting, press ✳ Ⓓ and you will be returned to the Personal Greeting Administration Menu.

   ■ To approve the greeting as is, press # and you will be returned to the Personal Greeting Administration Menu.

   ■ To re-record the greeting, press ① and go to step 6 of the previous procedure, *Changing a Recorded Personal Greeting*.

137

Scanning All Personal Greetings
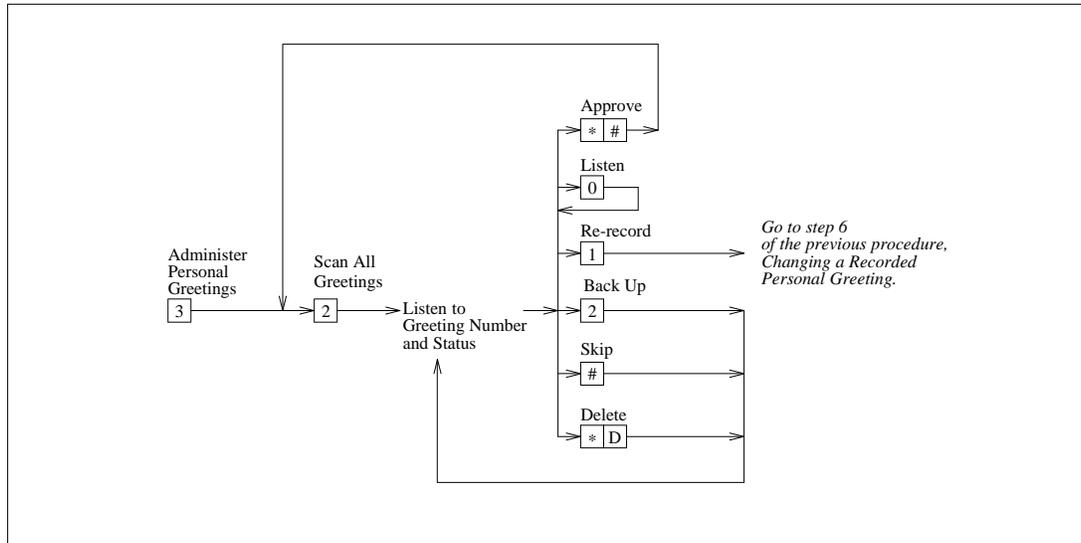
Figure 29. Scanning All Personal Greetings

To scan all your greetings, do the following:

1. Log into the Intuity AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ② to scan greetings. If no greetings are recorded, you will be returned to the Personal Greeting Administration Menu.

4. Listen to the greeting number and status. The greetings are retrieved in numerical order. The system tells you when you have reached the end of your list of greetings, then automatically returns you to the Personal Greeting Administration Menu. While you are scanning your greetings, you may do any of the following:

   ■ To stop scanning your greetings, press ✱ # and you will be returned to the Personal Greeting Administration Menu.

   ■ To listen to the greeting, press ⓪ and return to the beginning of this step.

   ■ To re-record the greeting, press ① and go to step 6 of the previous procedure, *Changing a Recorded Personal Greeting*.

   ■ To back up to the previous greeting, press ② and return to the beginning of this step.

   ■ To skip to the next greeting, press # and return to the beginning of this step.

138

■ To delete the greeting, press ⊛ Ⓓ and return to the beginning of this step.

Interactions with Switch Features

The Intuity AUDIX system receives information about call types from the connect message it gets from the switch. For example, if the *number type* on the message indicates a trunk group (T), the call is identified as *external*. If the system receives an extension number, the number is *internal*. Similarly, the busy/no answer information comes from the reason for redirect field of the message.

The MPG feature works with the Call Answer (Intuity AUDIX) feature. See the *Interactions with Other Intuity AUDIX Features* section of the *Call Answer* chapter to understand the switch aspects of having calls intercepted by the system.

Interactions with Other Features

The MPG feature interacts with other Intuity AUDIX features as follows:

■ *Automated Attendant*: The MPG feature may be used with the Automated Attendant feature. All of the greetings and call types are available for the attendant mailbox. When using multiple greetings with the Automated Attendant feature, a personal greeting must be set up for each call type that has been administered.

■ *Call Answer*: MPG is related to call answer in that call answer uses multiple personal greetings if the MPG feature is active. If the MPG feature is inactive, single greetings can be recorded and used as described in the *Call Answer* feature description.

■ *Announcement Sets*: It is possible for the system administrator to record any of the voice prompts used in this feature.

■ *Full Mailbox Answer Mode*: If the full mailbox call answer is triggered, callers hear the appropriate personal greeting before being told that the mailbox is full and being offered other options for completing the call.

■ *Name Record by Subscriber*: If subscribers have recorded their own names, the system incorporates that recording in the system greeting.

■ *Online Help*: Online help (*H) is available for this feature.

■ *Playback and Recording Control*: The standard playback and recording control buttons are active when you are recording multiple personal greetings.

Name Record by Subscriber

This feature gives the system administrator the option of having all subscribers record their own names. If the feature is activated and a new subscriber logs in, the Intuity AUDIX system explains how to record a name and permits no other activity until the name is recorded. The recording is used:

- To voice a name in the system greeting

- To verify a message address to the sender

- To identify the sender of a message to a recipient

- To voice names in the personal and system directories

Subscribers can also access the feature at any time from the subscriber administration menu to re-record their own names. The system administrator can always re-record any name.

The administrator can disable the feature at any time and begin recording names for all new subscribers. This does not affect the names already recorded by subscribers. Similarly, turning the feature on does not affect the names already recorded by the system administrator.

Who has it:	All new Intuity AUDIX subscribers must initially record their names.
Who controls it:	The system administrator enables and disables the feature using the System-parameters Features screen.
Who can access it:	All Intuity AUDIX subscribers, including those whose names were recorded by the system administrator, have access to re-record their names.
Related Administration Screens	System Parameters Features

Points to Remember

- The subscriber has an added responsibility to maintain the name record; updating or changing it as necessary.

- The name record function is not designed to replace personal greetings; the recorded name must be brief.

- If this feature is active, new subscribers cannot proceed after logging in until they have recorded their names or had the system administrator record their names.

- The system audits the recorded names and reports the unrecorded names to the system administrator.

- Subscribers have only eight seconds to record their name

■ Subscribers cannot record their names during the periodic audit and backup of names carried out by the system.

Applications

The Name Record by Subscriber feature can save the system administrator a great deal of time. Also, some subscribers simply prefer to record their own names to ensure the pronunciation and to add a more personalized tone to their messages.

Since subscribers can record their own names, they can also provide other information at the same time, such as "*John Parrot, on vacation until October 13th.*" This information would be played to subscribers who address mail to John Parrot; upon hearing that he is on vacation, the sender may decide not to send him the message.

Considerations

If one individual, such as the system administrator or a professional announcer, has already recorded the names on the system, subscribers should be careful about recording their names themselves. People often don't like the sound of their own voices. As described in the *Feature Operation* section of this chapter, each subscriber should be warned to play back his or her recording (press ②
③) and make certain it is preferable to the previous recording before approving it. Subscribers can always re-record their names, but cannot return to the original recording.

Requirements

None.

Feature Operation
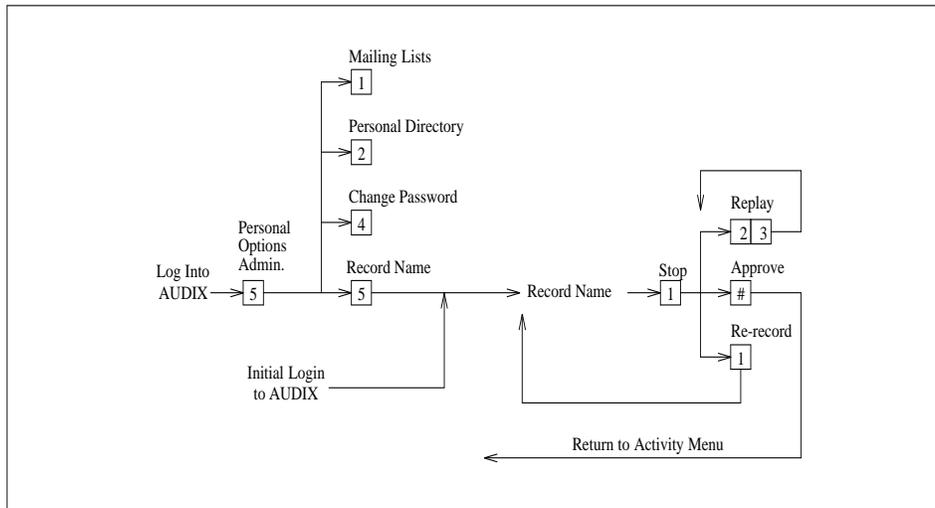
Figure 30. Name Recording Operation

The procedures for recording a name appear below. Because new subscribers must immediately record names while logging into the Intuity AUDIX system, their procedures actually begin at step 4.

1. Log into the Intuity AUDIX system.

2. Press ⑤ to select the Personal Options Administration Menu.

3. Press ⑤ to change your recorded voice name.

4. Speak your name after the tone.

5. Do one of the following:

    ■ Press ② ③ to replay the name and return to the beginning of this step.

    ■ Press ① to re-record the name and return to step 4.

    ■ Press # to approve the name recording and return to the sub-scriber menu.

    ⟹ **NOTE:**
    After re-recording and approving a name, subscribers cannot go back to using a previous version.

Interactions with Other Intuity AUDIX Features

The Name Record by Subscriber feature interacts with other Intuity AUDIX features as follows:

- *Address-by-Name*: Voice verifications of subscribers addressed by name may be subscriber-recorded names.

- *Announcement Sets*: Because the novice user must perform a potentially intimidating Intuity AUDIX task immediately, the system administrator may want to modify the wording of voice prompts for this feature. Reassuring words from a familiar voice, offering specific information, may help initiate new employees to the system more smoothly.

- *Automatic Message Scan*: The names voiced in message headers may be subscriber-recorded names.

- *Call Answer*: The names voiced in system greetings may be subscriber-recorded names.

- *Directory*: Voice verifications of dialed extensions or names may be subscriber-recorded names.

- *Login Announcement*: Login announcements are played *before* new subscribers are prompted to record their names.

- *Mailing List*: Voice verifications of addresses may be subscriber-recorded names.

- *Online Help*: Because recording a name may be a user's first encounter with the system, online help for this feature includes very basic explanations.

- *Personal Directory*: Voice verifications of dialed aliases may be subscriber-recorded names.

- *Playback and Recording Control*: The recording control of this feature is more basic than the controls available for other features, such as recording a personal greeting. ⟨*⟩ ⟨D⟩ is unavailable, and there is no pause function.

143

Networking, Digital

The Intuity AUDIX Networking feature permits the sending and receiving of new and forwarded messages between subscribers on different Intuity AUDIX and AUDIX R1 machines. Networking can be used to stack AUDIX machines in a local arrangement and to connect geographically remote machines, or it can be used for a combination of the two. Further, the Intuity AUDIX system can be networked using Standalone and Central Office configurations. Each local Intuity AUDIX or AUDIX R1 is connected to its host switch and the host switches are connected via a public or private network and/or dedicated facilities.

Local AUDIX machines will automatically arrange connections and transmit messages to other machines within the network. Messages scheduled for delivery to remote machines are queued and sent at specific times set by the system administrator on the Machine Profile screen. The system administrator can also control remote subscriber administration, addressing codes, name voice-back, and whether or not messages can be sent to nonadministered remote subscribers.

Because messages are transmitted digitally, data connectivity must exist between AUDIX machines; networking uses either DCP or RS-232 connectivity. Data transmission rates are from 1200 to 64,000 bps for DCP and from 1200 to 19,200 bps for RS-232 connectivity. The higher transmission rates are strongly recommended for a better interface and lower transmission costs. Intuity AUDIX machines using RS-232 can communicate with each other in the network regardless of what type of host switch each machine is connected to.

Your Intuity AUDIX network is designed specifically for your company's requirements by the GBCS Design Center. Specifics about the design and implementation of your network are described in the *AUDIX Networking* (585-300-903) manual.

Related Administration Screens

Remote Subscriber; Machine Profile; Digital Network Machine Administration; DCP Channel Configuration; RS232 Channel Configuration; Get Remote Updates; System Parameters Features

Points to Remember

- Each networked AUDIX machine can communicate with up to 500 remote machines.
- As many as 500,000 remote subscribers can be administered on each local Intuity AUDIX machine (with a MAP/100).
- Because messages are transmitted digitally, they have the same high quality as when they were first recorded.

144

■ The Intuity AUDIX networking feature supports up to 12 networking ports on a MAP/100 computer and 8 networking ports on a MAP/40 computer. All can be DCP ports and up to four can be RS-232 ports, depending on your switch type.

■ Modems connected to the RS-232 networking ports must support Hayes compatible dialing.

■ Passwords and unique identifiers for each machine preserve security in the network.

Applications

The Intuity AUDIX Networking feature allows versatile configurations and flexible data connections to be made between AUDIX machines and one or more switches. Each of these configurations provide numerous benefits for a large variety of applications.

■ Local Networking:

In a local Intuity AUDIX network, more than one Intuity AUDIX adjunct is attached to the same switch to give the appearance of one large Intuity AUDIX machine for most features. Switches that currently allow multiple, fully integrated Intuity AUDIX adjuncts are listed below.

— System 85 R2V4, DEFINITY Generic 2, and DEFINITY Generic 3r support up to eight Intuity AUDIX adjuncts.

— System 75, DEFINITY Generic 1, DEFINITY Generic 3i, and DEFINITY Generic 3s support only one directly connected Intuity AUDIX adjunct per switch.

■ Remote Networking:

In a remote Intuity AUDIX network, different Intuity AUDIX adjuncts can be integrated with various types of other switches in the network, and each adjunct can be connected with up to 500 other Intuity AUDIX and AUDIX R1 adjuncts. Remote machines may be in the same room or may be geographically distant, have identical or different dial plans, and use several different forms of data connectivity, such as:

— Digital Service (DS1) facilities between switches

— Voice-grade (analog) facilities between switches

■ Mixed Networking: A mixed network is a combination of local and remote networking configurations.

■ Central Office Networking: A 1A ESS Switch or 5ESS Switch located in a Central Office can use the Intuity AUDIX Networking feature to increase the total number of available AUDIX ports.

145

■ Intuity AUDIX Networking with a DCS Network: One or more Intuity AUDIX adjuncts can be connected to one or more PBXs in a Distributed Communications System (DCS) Network. These multiple adjuncts can be networked to give the appearance of one large (local) Intuity AUDIX system. The DCS Network can have multiple Intuity AUDIX and AUDIX R1 machines on a single switch that serves the network (up to 20 switches), or multiple machines on multiple switches.

Intuity AUDIX Networking (the interconnection of two or more Intuity AUDIX machines) and DCS Networking (PBX feature transparency) are two different features and may be implemented separately. An Intuity AUDIX system that serves other switches in a DCS Network can *also* be networked with other Intuity AUDIX and AUDIX R1 adjuncts.

Requirements

See *Intuity System Description* (585-310-211) for a complete list of hardware and software requirements for Intuity AUDIX networking configurations. Refer to I*ntuity AUDIX Digital Networking Administration* (585-310-533) for complete procedures required to administer an Intuity AUDIX network.

Feature Operation

The Intuity AUDIX Networking interface is designed to match the regular (non-networked) user interface as closely as possible. The only differences Intuity AUDIX Networking subscribers may notice concern message transmission and addressing messages with network prefixes. Also, subscribers who are transferred to the Intuity AUDIX system via the call answer feature can only log in using the ✳ R (Restart) command if their mailbox is on that same Intuity AUDIX machine (note that if the Transfer Out of AUDIX feature is active, subscribers can also enter ✳ T and the Intuity AUDIX extension to access their mailboxes).

Message Transmission

Voice mail on a single Intuity AUDIX adjunct is delivered to subscribers within one minute of the scheduled delivery time. On Intuity AUDIX Networking systems, messages are transmitted from the originating subscribers' machine to the remote recipients' machine at scheduled intervals set up by the system administrator; these intervals may be a minimum of five minutes apart. For local networks, these transmission times are usually very frequent. Some remote sites, however, may transmit messages only once a day (for example, to take advantage of lower long-distance costs at night).

Transmission Procedure

The procedure the Intuity AUDIX system uses to send messages from the originating (local) machine to the receiving (remote) machine is summarized below. Differences that subscribers may notice as a result of scheduled message transmissions are also identified.

1. A local subscriber either creates a voice mail message, forwards a call answer or voice mail message, or modifies or re-addresses a message saved in the outgoing mailbox.

2. The subscriber addresses the message to the desired remote and local recipients. This may require typing a location prefix (assigned by the system administrator) prior to entering the remote subscriber's extension number (for more information, see *Network Prefixes* later in this section).

   Mailing lists containing remote addresses may be used. Name addressing may also be used if the remote subscriber is administered on the local machine. A nonadministered subscriber may be addressed only by numeric addressing (optional location prefix with extension number).

3. If the subscriber schedules the message for future delivery, it goes into the undelivered category of the subscriber's outgoing mailbox. If the message has been addressed to more than one remote site, one copy of the message is created for each remote site *at* the scheduled delivery time. If the subscriber schedules the message for immediate delivery, one copy of the message is created for each site in about one minute.

   If the subscriber later wishes to modify the undelivered message *before* delivery, he or she must modify (re-record) the message for each site, or delete *all* the copies, then re-record and re-address the message.

4. At the next scheduled transmission time for the remote machine, the message is moved to the remote message queue and transmitted over a data port. Transmission times can be administered from 5 minutes to 24 hours apart. If more than one recipient for a single message is at the same remote site, a list of all recipients is transmitted but only one copy of the message is transmitted (this saves transmission time and cost). The status for this message (for each recipient) is then updated to *delivered*.

5. When a remote subscriber receives the message, the message-waiting lamp (if available) is lit. The recipient retrieves the message in the same way as other (local) messages and has the same options for replying to the message.

   > ⟹ **NOTE:**
   > The Return the Call option for messages sent via an Intuity AUDIX Network is only available if the sender is in the same dial plan.

6. After the remote subscriber has accessed the message, the status of the remote message is updated to *accessed* in the sending subscriber's outgoing mailbox during the next scheduled transmission with the remote site.

Undeliverable Messages

A status of *undeliverable* often means that the recipient's mailbox is full, that sending restrictions have been invoked, or that the sending subscriber has misdialed the number of a remote subscriber.

For numeric addressing on a system where addressing to non-administered subscribers is turned on, the Intuity AUDIX system does not inform subscribers if the address they used for a remote subscriber does not exist. The system does not verify that remote subscribers have a mailbox until the scheduled transmission time. If a remote subscriber cannot be found, the Intuity AUDIX system simply returns the unsent message to the *undeliverable* category of the outgoing mailbox when the transmission attempt fails. Further, the Intuity AUDIX system will notify the sending subscriber by placing an "undeliverable message" notification in the subscriber's incoming mailbox. Subscribers may reschedule these messages for delivery after checking the remote extension.

Subscribers may find undeliverable messages in their outgoing mailboxes if they tried to send a private message to a recipient on an AUDIX R1V3 system. The subscribers must remove the private status before the message can be rescheduled for transmission.

Network Prefixes

Numeric addresses for remote subscribers consist of an optional location prefix and required extension number. Extension numbers can be 3 to 10 digits long, and prefixes may be up to 21 characters; however, the total length of the address must be 24 or fewer characters.

The prefix, if used, is a set of digits that identifies a remote Intuity AUDIX or AUDIX R1 machine. Prefixes are usually numeric and mimic the digits a subscriber would normally have to dial to reach a remote subscriber. For example, a prefix could be the same as an RNX number in a private network, or a Direct Distance Dialing (DDD) number (area code and office code). In some cases, a prefix may be *required* if remote extensions conflict with the local numbering plan of the host switch.

Prefixes could also be the touch-tone equivalent of a mnemonic for the location or machine (for example, DR for Denver). Note that these prefixes must not conflict with the numbering plan.

In a local Intuity AUDIX or DCS Network, prefixes are not normally used, since the intention is to make the networked machines appear as one large Intuity AUDIX machine. In a remote network, however, a number of prefix options could be used to help subscribers distinguish among remote machines. For example:

■ A six-digit prefix could use the same numbers as the area code (NPA) and office code.

■ A three-digit prefix could be coded as just the office code (NNX or NXX) if the remote Intuity AUDIX machine shares the same area code.

- A three-digit prefix could use an RNX code if the remote system is in a private network.

- An alphabetic code could be used as a mnemonic of a location or machine.

- All of the above options could be mapped to the same range of remote subscriber addresses.

No more than 16 prefixes can be mapped to the same range of addresses. The same range of addresses may be used on more than one machine, as long as every subscriber has a unique address. The Machine Profile screen can list all address ranges in a network, including those ranges which are already shared by the maximum of 16 AUDIX machines. Only entire ranges may be shared; partial overlaps are not allowed.

⇒ NOTE:

Intuity AUDIX systems connected to a 1A ESS Switch or 5ESS Switch may need to use the Intuity AUDIX Networking screens and prefix capabilities, even if they are not networked. Multiple Central Office codes within a single Intuity AUDIX machine or limited blocks of numbers from the Centrex may need special handling.

Subscriber Groups within a Network

In Intuity AUDIX networking, subscribers are broken into the following groups:

- Local subscribers — Those subscribers whose mailboxes reside on the originating (local) Intuity or AUDIX R1 machine.

- Remote subscribers — Those subscribers whose mailboxes reside on a receiving (remote) Intuity or AUDIX R1 machine. This includes subscribers who are located on other machines in a local network. Remote subscribers are further broken down as follows:

  — Administered remote subscribers — Those remote subscribers who have been specified as administered on the Remote Subscriber screen or who have been administered on *their* local machine and that machine does a remote update with this local machine. These subscribers can be addressed by name and their names, if recorded, will be voiced back.

  — Nonadministered remote subscribers — Those remote subscribers who have been specified as nonadministered on the Remote Subscriber screen. These subscribers cannot be addressed by name, nor will their names be voiced back. The system administrator may indicate whether messages can be sent to nonadministered recipients using the Machine Profile screen. This option is turned on or off for the whole system, not per individual subscriber.

149

Nonadministered remote subscribers are still further broken down as follows:

- Nonverified nonadministered remote subscribers — Those nonadministered remote subscribers whose locations have not yet been verified. For example, a message has been addressed to a remote subscriber, but a successful delivery has not yet occurred.

- Verified nonadministered remote subscribers — Those non-administered remote subscribers whose remote location has been verified, either because a message was successfully delivered to the remote subscriber or the remote subscriber has sent a message to the local machine.

Remote subscribers can be identified throughout the Intuity AUDIX network by using the Get Remote Update screen. This form is used to request full remote subscriber updates from other Intuity and AUDIX R1 machines in the network, as well as to view the status of those updates. By using this form, if a subscriber is administered on one machine in a network, then that subscriber is remotely administered on all machines that do a remote update with that machine.

Interactions with Switch Features

The Networking feature interacts with switch features as follows:

- DCP Modes

  Digital Communications Protocol (DCP) is AT&T's proprietary protocol for digital devices on a DEFINITY Communications System, System 85, and System 75 PBX. The Intuity AUDIX system supports up to 12 DCP ports on a MAP/100 and up to 8 DCP ports on a MAP/40.

  ### ⇒ NOTE:
  Both DCP and RS-232 ports must be administered in pairs. For example, you can have 2 DCP ports and 2 RS-232 ports, but not 3 DCP ports and 1 RS-232 port.

  — DCP Mode 1 — This mode provides 56,000 bps data transmission and is used to provide access to ACCUNET Switched 56 Services via an AT&T DCP switch.

  — DCP Mode 2 — This mode provides 1200 bps to 19,200 bps data transmission rates and is used when transmission facilities between switches is analog with modems inserted.

  — DCP Mode 3 — This mode provides a 64,000 bps data transmission rate. This mode is used for connectivity between Intuity AUDIX machines connected to the same DCP switch and for connectivity between different switches that use DS-1 Alternate Voice Data on a T1 or an ISDN interface.

- RS-232 Connectivity

150

This connectivity may be direct (without modem pooling) and operate at data transmission speeds up to 19,200 bps. This connectivity may also be switched or point-to-point via dedicated (private) facilities. Intuity AUDIX supports up to four RS-232 ports.

Interactions with Other Features

The Networking feature interacts with other AUDIX features as follows:

- *AMIS Analog Networking*: The AMIS Analog Networking feature does not interact directly with the Digital Networking feature. The AMIS Analog Networking feature uses analog lines for transmission while the digital Networking feature uses the networking ports for data transmission. However, AMIS Analog Networking address ranges *cannot* intersect with digital networking addresses.

- *ADAP*: In an Intuity AUDIX Networking setup, ADAP can help speed up subscriber administration when a new adjunct is added. For example, if AUDIX subscriber profiles are to be moved from one machine to another, the system administrator can transfer the subscriber files to the PC or WGS using ADAP, then upload the subscriber profiles to the new AUDIX machine.

  The subscriber entries would need some editing to put the data in the correct order (using the same COS screens from machine to machine could help simplify this process). After subscriber names have been voiced in and new passwords assigned, the new subscriber profiles would be ready for use.

- *Automated Attendant:* The Automated Attendant feature cannot be used to transfer callers directly to the voice mailboxes of subscribers on remote Intuity AUDIX machines.

- *Broadcast Message:* When sending a broadcast message through a network, it is necessary to send the message as voice mail to a specific mailbox on each remote Intuity AUDIX system. The message can then be forwarded through the remote systems or redesignated as a broadcast message.

- *Call Answer*: Call answer messages can be forwarded to other machines in an Intuity AUDIX network.

- *Dial-by-Name:* If you are using the Dial-by-Name feature in an Intuity AUDIX network, simply enter the subscriber's name — the network location prefix is not required. However, because name addressing cannot be used for all subscribers in an Intuity AUDIX network (nonadministered remote subscribers), the Intuity AUDIX system may tell you that no match exists for a name you have entered. You can still send your message by using extension addressing.

151

- *Directory*: If you are using the Directory feature in an Intuity AUDIX network, the only subscribers you will not be able to look-up are nonadministered remote subscribers. If you try to look-up a nonadministered remote subscriber, the Intuity AUDIX system may tell you that no match exists for a name you have entered or a name will not be announced for the extension you have entered.

- *Mailing List*: In a networking environment, mailing lists can consist of Intuity AUDIX subscribers on more than one Intuity AUDIX machine. However, public mailing lists cannot be shared across more than one Intuity AUDIX machine. Also, you might have to use a location prefix to include a subscriber who is on a different Intuity AUDIX machine in the network (this is not necessary if you are addressing the message using names instead of extensions).

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

- *Message Delivery*: The Message Delivery feature does not interact directly with the digital Networking feature. The Message Delivery feature uses analog lines for transmission while the digital Networking feature uses the networking ports for data transmission. However, Message Delivery address ranges *cannot* intersect with digital networking addresses.

- *Message Sending Restrictions*: Sending restrictions rely on each machine having a single community ID assigned to it. This means that subscriber communities — assigned for the purposes of restricting voice mail — must be considered when configuring the network.

- *Personal Directory*: An alias may be created and assigned to any remote subscriber just as it would be for a local subscriber. However, if the remote subscriber is nonadministered, the alias must initially be assigned using extension number mode.

- *Private Message*: If your Intuity AUDIX network includes any AUDIX R1V3 systems, you will not be able to send Private Messages to any subscribers on those systems. Since R1V3 machines are unable to receive these messages, the Intuity AUDIX system places the message in the *undeliverable* category of the sending subscriber's voice mailbox.

   If subscribers find undeliverable private messages addressed to networked subscribers who reside on an AUDIX R1V3 system, they can modify the message (remove the *private* status) and send it again.

- *Security Password*: Passwords and unique identifiers for each machine preserve security in the network.

- *Traffic Reports*: Traffic reports that show network activities on a per-port basis are generated using the Network Load Daily Traffic Report and Network Load Hourly Traffic Report. Also, traffic reports that identify remote

transmissions to and from the local Intuity AUDIX to a remote AUDIX are generated using the Remote Messages Daily Traffic Report and Remote Messages Monthly Traffic Report.

■ *Voice Mailbox*: When trying to send a private message to a remote subscriber on an AUDIX R1V3 system, the sending subscriber will be notified that the message cannot be delivered and that the message has been placed in the *undeliverable* category of the subscriber's voice mailbox.

If subscribers find undelivered private messages addressed to networked subscribers, they can modify the message (remove the *private* status) and send it again.

Subscribers can also receive a undeliverable message notification if they enter a nonexistent address or if the recipient's mailbox is full.

Online Help

The Intuity AUDIX system provides two online help facilities; one for AUDIX users and one for the system administrator. While voice prompts are provided at each step to help users select the appropriate keys to perform desired tasks, additional information is available at any time using the Online help feature. Also, the system provides three levels of on-screen information for system administrators or service technicians working on an AUDIX terminal.

Who has it:	Anyone who logs into the system via a phone set or administration terminal can use the Online Help feature.
Who controls it:	Online help is automatically available for Intuity AUDIX users.
	Online help for the administration terminal is controlled by the system software.
Who can access it:	Anyone who enters the system can access the Online Help feature by pressing ✱ Ⓗ.
	Anyone who logs into the system via the administration terminal can access the Online Help feature by pressing the ⌜HELP⌝ or ⌜CHOICES⌝ keys.
Related administration screens	Help (for system administrator help)

Points to Remember

■　We recommend the use of the terse version of the announcement data file-system. Although it is shorter, it does not omit any information; it is simply a quicker, more concise set of online help announcements.

Applications

The Online Help feature can be used at any time to aid in the use of the Intuity AUDIX system. For example, if a subscriber accidentally presses one or more keys that the system does not accept as commands, the system will inform the subscriber that the entry was invalid. By pressing ✱ Ⓗ, the subscriber can hear what the current activity is and the options that are available.

The Online Help feature available from the administration terminal provides information on commands, screens, and field options.

Requirements

None.

154

Feature Operation

This section describes the use of the users' and administration terminal online help facilities.

Users' Online Help

All Intuity AUDIX users can press ⊛ Ⓗ at any time, except when entering an out-calling number, for a complete list of current options. The system will tell you the current activity, give you a list of options, and tell you how to use each option.

Administration Terminal Online Help

The AUDX system includes an administration terminal online help facility. This Online Help feature gives an administration terminal user a summary of commands, screens, and field options at the touch of a key. All AUDIX administration and maintenance screens offer three levels of online help to supplement written documentation:

Command Help — Whenever your cursor is on the command line of the terminal screen, you can use the Online Help feature to find out the next possible segments (parts) of a screen name by pressing the (CHOICES) key. The Online Help feature lists all legal command options available to you at that point in the path. After typing a valid segment (or its unique abbreviation) and pressing (ENTER), you can again request help for the next segment.

Screen Help — Within a screen, use the (HELP) key (or equivalent) to show a summary of the screen's purpose, valid commands (such as the **ENTER** commands), and other pertinent information. The display-only fields for that screen (if any) are also listed.

Field Help — Whenever the cursor is on a data-entry (modifiable) field in a screen, you can use the (CHOICES) key to show a brief description of that field and list the valid options you may enter. Because the cursor cannot rest on a display-only field, these fields are described in the screen summary.

Interactions with Other Features

The Online Help feature is available for all of the Intuity AUDIX features.

155

Outcalling

Outcalling allows the Intuity AUDIX System to call subscribers and inform them of new messages.

Who has it:	Only Intuity AUDIX subscribers who have been given Outcalling permission by the system administrator can use this feature.The system administrator can activate or deny Outcalling for individuals using the COS or Subscriber screen.
Who controls it:	The system administrator defines system-wide Outcalling parameters using the System-parameters Outcalling screen.These parameters include enabling or disabling Outcalling for the entire system, defining up to three periods per day when Outcalling is activated (or it can be left continuously active), setting the maximum number of digits the system can dial to place an outcall, defining the maximum number of ports that the system can use simultaneously to place outcalls, and defining the retry interval.
Who can access it:	If Outcalling is activated for the entire system, any Intuity AUDIX subscriber who has permission can use activity 6 on the Activity Menu to instruct the system to place outcalls to them at the phone number they specify.
Related administration screens	System Parameters Outcalling; COS; Subscriber

Points to Remember

■ If an outcall is placed to a rotary phone, you will not be able to retrieve your messages. For this reason, assign Outcalling only to touch-tone phones unless you are using this feature for message notification or to pagers.

■ Outcalls are not placed while you are logged on to the system.If you hang up without reviewing your new messages, outcalls will be placed using the current schedule.

■ The maximum number of digits subscribers can specify as their outcall number may be limited to prevent subscribers from requesting long-distance calls (the maximum length is 29 digits).Limiting the number of digits may prevent having pagers alerted through Outcalling, however.

155

Applications

This feature is often used on systems that do not have message-waiting lamp capability. It may also be useful for subscribers who work at home or another location, or who wish to be notified promptly of new messages during or after regular working hours. Further, this feature can be used to notify subscribers of new messages by calling their pagers.

Considerations

Outcalling permission should be given with care, because it uses ports and trunk lines that might otherwise be used for standard voice mail and call answer operation. If outcalling is used excessively, or if the system is undersized, it may tax system resources. Because even routine messages trigger outcalls, outcalling can use resources unnecessarily. A good way to make judicious use of outcalling is to use the *Priority Outcalling* feature in conjunction with the *Priority Message* feature.

The Intuity AUDIX System, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk.

⇒ NOTE:

To minimize the possibility of toll fraud, administrators should turn off outcalling on a per-subscriber basis via the Subscriber or Cos screens. The number of digits used for outcalling can also be restricted on a system-wide basis using the System-parameters Outcalling screen.

For more information on minimizing toll fraud, see *Intuity AUDIX Administration*, (585-310-539).

Requirements

The system administrator activates the Outcalling feature using the System-parameters Outcalling screen. The fields on this screen allow the administrator to set certain restrictions on outcalling activity.

Systems with Outcalling enabled may require additional voice ports depending on the number of people who use the feature, the length of outcalls, and the frequency of notification attempts. For example, a successful (answered) outcall may take 20 seconds to hang up, while an unsuccessful outcall may take up to one minute for the system to hang up (the system waits for potential input before timing-out and ending the call).

Feature Operation

When subscribers receive new messages and the Outcalling feature is active, the system calls them after the delay specified by the system administrator on the System-parameters Outcalling screen. The system pauses a few seconds, then plays an Outcalling announcement five times (this is because the system does not know when, or if, the call is answered). A tone plays at the end of the announcement in case another system answers the call (as a result of normal call-coverage). This causes the answering system to hang up without recording a message.

➡ NOTE:

The language that is active for the system determines how dates and times are entered. The following sequence for entering dates and times may vary from language to language.
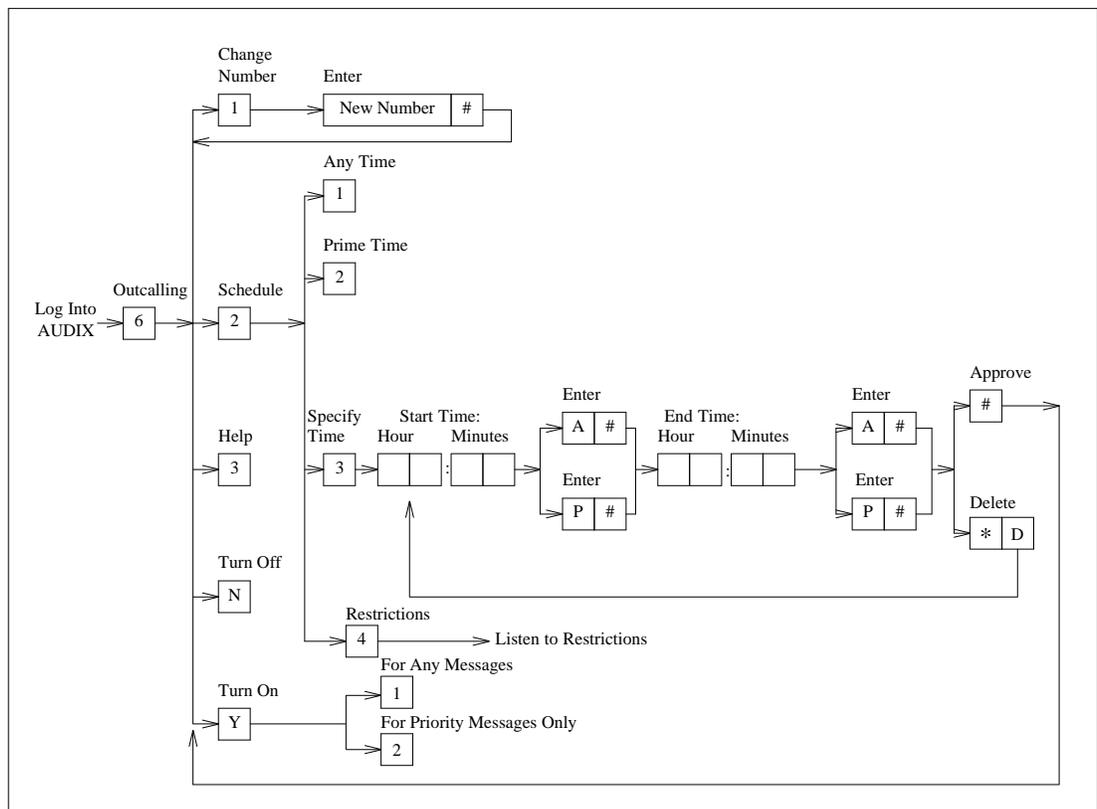
Figure 31.   Outcalling Operation

The following sections describe how you can tailor the use of the Outcalling feature to your needs.

The Priority Outcalling feature allows you to administer the system so that you will only receive an outcall when *priority* messages have been delivered to your voice mailbox. For more information, see the *Priority Outcalling* feature.

Changing the Outcalling Number
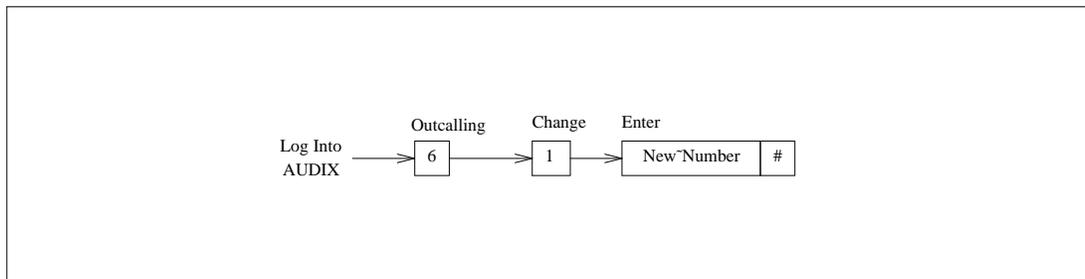
Figure 32.   Changing the Outcalling Number

You can change your Outcalling number at any time by following the procedure below:

1. Log into the Intuity AUDIX System.

2. Press ⑥ to select Outcalling administration.

3. Press ① to change the Outcalling number.

   The system will pause 1.5 seconds for each ✳ that appears in the Outcalling number string. This is useful when giving the system a pager number or a number for a remote location. **Exception:** if   is the first digit, it will outpulse a "✳", not a pause.

4. Enter the new number (up to 29 characters [depending on administration], including pauses), and then press #.

   ■   If the system is to place an outcall to a pager, enter the pager number, count the number of seconds of silence before the beeper signals to enter the final, identifying digits. Then, convert the number of seconds to system pauses. For example, 6 seconds at 1.5 seconds per pause would equal four pauses (do not use a pause as the first entry in your Outcalling number).

   ■   If the system is to place an outcall to a pager that requires a # as the final digit, begin the number with # #. For example, for the system to dial 123-4567, wait three seconds for a second dial tone, and then dial 124#, enter the following: # # ① ② ③ ④ ⑤ ⑥ ⑦ ✳ ✳ ① ② ④ #.

158

■ If a mistake is made while entering the number, press (#), then, press (1) again and enter the correct number.

⇒ **NOTE:**
Although pager calls are *not* guaranteed to work with the Intuity AUDIX System, there are many brands of pagers that are currently in use with Intuity AUDIX systems. The only pager that has been tested with the Intuity AUDIX System is the Motorola pager. Subscribers should experiment with the number of pauses needed to make an outcall to a pager.

Scheduling Outcalling

⇒ **NOTE:**
The language that is active for the system determines how dates and times are entered. The following sequence for entering dates and times may vary from language to language.
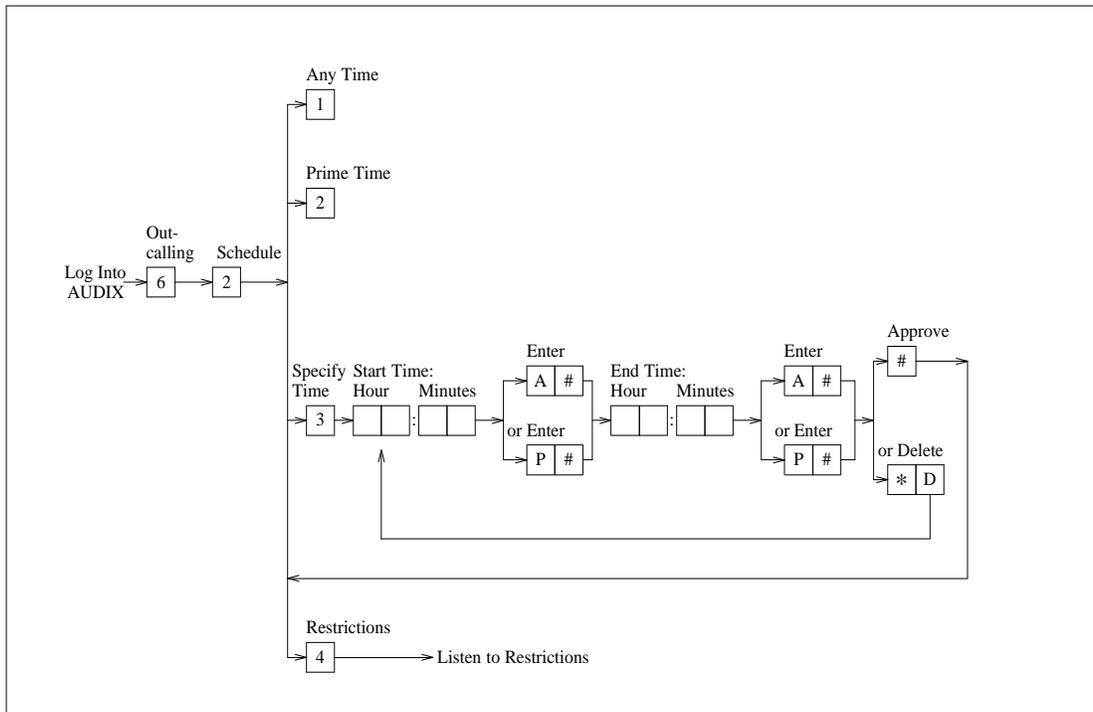
Figure 33.   Scheduling Outcalling

159

To specify a daily time period for the system to place an outcall, do the following:

1. Log into the Intuity AUDIX System.

2. Press ⑥ to select Outcalling administration.

3. Press ② to schedule Outcalling.

4. Take one of the following actions:

   ■ To be called any time (day or night): press ①.

   ■ To be called during prime time (set by your system administrator): press ②.

   ■ To listen to the scheduling restrictions indicating when Outcalling is available (set by your system administrator): press ④.

■ To specify a time period for the system to place an outcall:

a. Press ③ to select a time period for Outcalling to start and end.

b. Enter the starting hour and minutes (either one or two digits for the hour and two digits for the minutes).

For example, press ② ⓪ ⑤ for 2:05.

c. Press Ⓐ for A.M. and Ⓟ for P.M. and #.

d. Enter the ending hour and minutes.

e. Press Ⓐ for A.M. and Ⓟ for P.M. and #.

If the schedule is not correct, press # Ⓓ to delete, and re-enter the time period.

f. Press # to approve the schedule.

Turning Outcalling On/Off
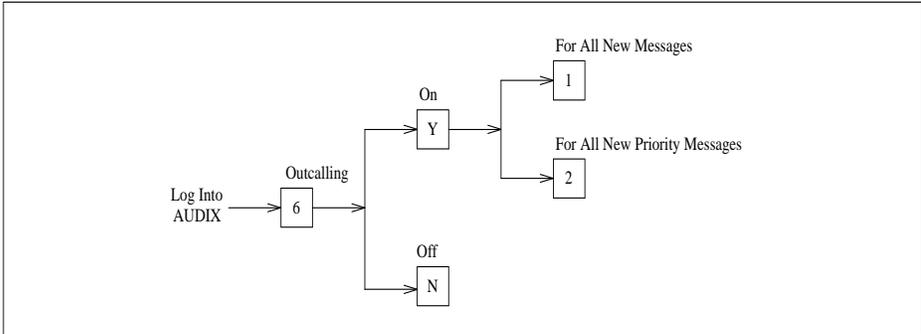
Figure 34. Turning Outcalling On/Off

An Outcalling number is not erased when Outcalling is turned off. Outcalling can always be turned on again to use the original number you set without requiring you to re-enter the number.

1. Log into the Intuity AUDIX System.

2. Press ⑥ to select Outcalling administration.

3. Press Ⓨ to turn Outcalling on, or press Ⓝ to turn Outcalling off.

If you turn Outcalling on, you must select either ① to activate Outcalling for all new messages, or ② to activate Outcalling for only new Priority messages.

161

Responding to an Outcall

When an outcall is answered, the system provides the person answering the call with three choices: receive the messages, cancel Outcalling, or disconnect.

■ To receive the messages:

1. Answer the ringing phone.

2. Log into the Intuity AUDIX System.

3. Listen to messages.

■ To cancel Outcalling:

1. Answer the ringing phone.

2. Press ✱ # to cancel the outcall; the system won't call again until there are more new messages.

■ To disconnect:

Hang up without logging in or canceling the outcall; the system will reschedule the outcall using the interval defined on the System Parameters Outcalling screen.

⇒ NOTE:

Central Offices can take up to 30 seconds to disconnect the system after an outcall has been placed to a remote location. If the system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing ✱ ✱ X to force the system to hang up. Remote subscribers may wish to end each Outcalling session by pressing ✱ ✱ X.

Interactions with Switch Features

The Outcalling feature interacts with the switch as follows:

■ *Restriction-Code Restriction*:   Outcalls can be restricted to specific geographical areas (by area codes) using this switch feature.

Interactions with Other Features

The Outcalling feature interacts with other Intuity AUDIX features as follows:

■ *AMIS Analog Networking*: The maximum number of outcalling ports, administered via the System-parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages to be delivered on the Machine screen must have been administered as outcalling periods on the System-parameters Outcalling screen or AMIS analog messages will not be transmitted.

■ *Broadcast Message*: The person who creates and sends a Broadcast Message must opt to turn the message notification on for the message to activate the Outcalling feature. If a Broadcast Message is sent without activating the Message-Waiting Indicator feature, subscribers will not be notified of the message via Outcalling.

■ *Call Answer*: When a new voice mail message is placed in a subscriber's mailbox by the Call Answer feature, and that subscriber has enabled Outcalling, the Intuity AUDIX System will place an outcall to the subscriber after the initial delay period (defined by the system administrator).

■ *Class of Service*: The Outcalling feature can be activated or denied using the Cos screen. The system administrator can define different Cos screens that allow some groups to use Outcalling while restricting other groups from its use.

■ *Exit AUDIX*: Remote subscribers may wish to end each outcalling session by pressing ✱ ✱ Ⅹ.

■ *Message Delivery*: The maximum number of outcalling ports, administered via the System-parameters Outcalling screen, includes ports used for Outcalling, Message Delivery, and AMIS Analog Networking. Also, the times administered for AMIS Analog/Message Delivery messages Machine screen must have been administered as outcalling periods on the System-parameters Outcalling screen or Message Delivery messages will not be transmitted.

■ *Traffic Reports*: The system administrator should monitor Outcalling with the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic, screens.

— If the maximum number of simultaneous outcalls is often reached, the system administrator may choose to increase the limit for the number of simultaneous outcalls.

— If many outcalls are not being completed, the system administrator may choose to increase the interval between outcalls. Note that all outcalls to pagers are considered incomplete since the called subscriber cannot login (the pager is simply used for message notification).

— If many outcalls are rescheduled due to lack of resources, the system administrator may choose to increase the number of voice ports available for Outcalling.

163

Personal Directory

Personal Directory permits each subscriber to create a private list of customized-names. These *aliases* correspond to other subscribers.As with the system directory, the personal directory can be queried by name, or used for addressing messages, transferring calls, and creating mailing lists.

Each alias must be used in name-addressing mode.For greater convenience, users who use the personal directory often should have their default addressing mode set (by the system administrator) to name-addressing instead of extension-addressing. When users refer to other users either by name or alias, the Intuity AUDIX System first searches the sender's personal directory, then searches the system directory.The system makes the translation from alias to user as necessary and announces the name and/or number as usual according to application.

Who has it:	All subscribers have access to the personal directory via the Subscriber Administration Menu (option 5 on the Activity Menu).
Who controls it:	Subscribers control their own personal directories: creating them and adding and deleting names from them.
Who can access it:	Only individual subscribers can add or delete entries in their own personal directories.However, callers who reach a subscriber's voice mailbox via the Call Answer feature have access to the subscriber's Personal Directory for use with the ✳ Ⓣ(Transfer) command.

Points to Remember

■ Subscribers are responsible for creating and maintaining their own personal directories.

■ Users must be in name addressing mode to use an alias.

■ Each personal directory is limited to 25 names (aliases).

■ It is possible to assign more than one alias in a personal directory to the same name in the system directory.

■ Aliases are limited to 10 characters.

■ If a subscriber is deleted from the system, the nightly Personal Directory and Mailing List audits removes the subscriber from all other subscribers' Personal Directories.

Applications

The personal directory allows subscribers to draw information from the system directory more efficiently. For example, it can be used to avoid spelling out common names that have many nearly identical permutations (Smith, Jones, etc.) in

the larger directory. It also provides an abbreviated dialing capability: a user might use the shorter alias *pac* for the name *Lisa Packard*, for example. This can be used creatively for coding aliases according to various work assignments or responsibilities.

Requirements

None.

Feature Operation

The directory is created and edited via the Personal Directory Menu. The Intuity AUDIX System accesses the Personal Directory each time you enter names when addressing voice mail, creating mailing lists, accessing the Directory feature, or transferring calls.
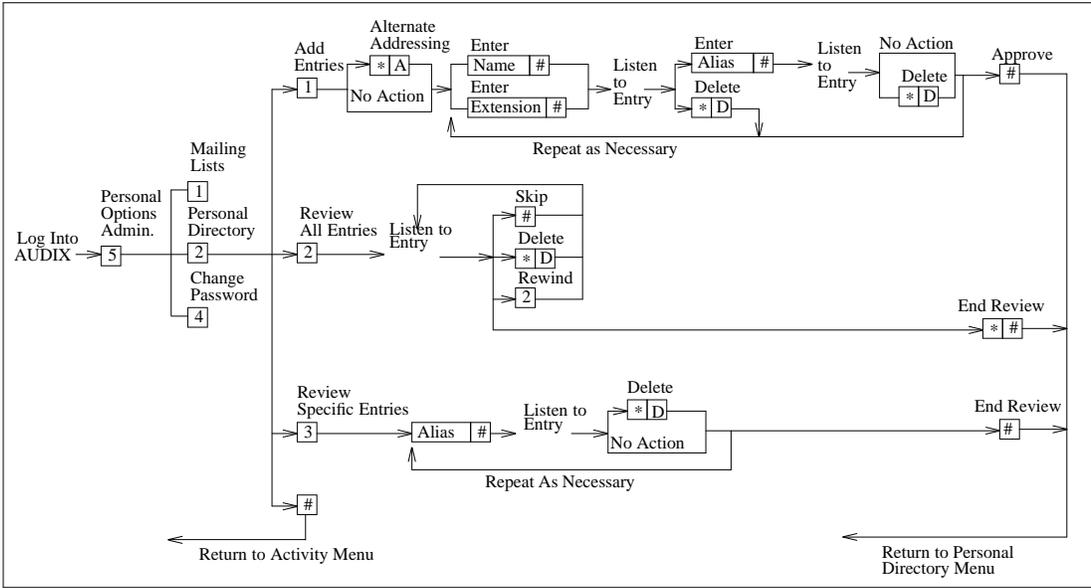
Figure 35.   Personal Directory Operation

165
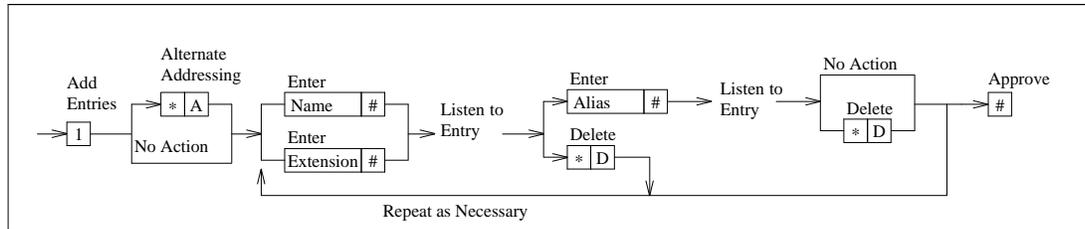
Add Entries

Figure 36.   Add Entries

You can create or add entries to your personal directory by following the procedure below:

1. Log into the Intuity AUDIX System.

2. Press ⑤ to select the Personal Options Administration Menu.

3. Press ② to administer your Personal Directory.

4. Press ① to add entries.

5. Enter a name or extension address (listed in the system directory) and press #.

6. After listening to the system recite the name address of your entry, do one of the following:

   ■   If the name is incorrect, delete it by pressing ✱ Ⓓ, and return to step 5.

   ■   If the name is correct, enter the corresponding alias, and press #.

7. After listening to the system recite your entry, do one of the following:

   ■   To add other entries, return to step 5.

   ■   To delete the entry and start over, press ✱ Ⓓ, and return to step 5.

   ■   To approve the directory as changed, press # and return to the Personal Directory Menu.

Review All Entries
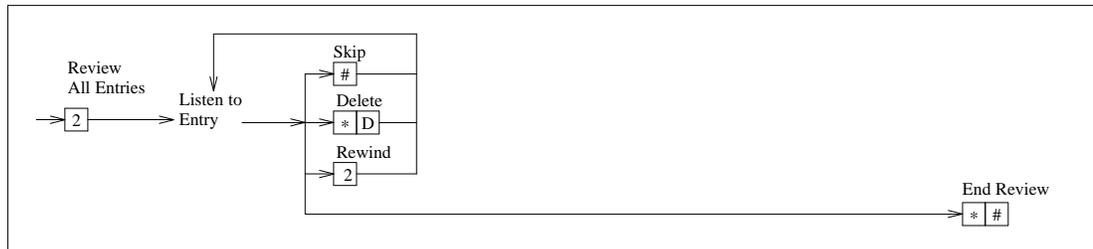
Figure 37.   Review All Entries

You can review all entries in your personal directory by following the procedure below:

1. Log into the Intuity AUDIX System.

2. Press ⑤ to select the Personal Options Administration Menu.

3. Press ② to administer your Personal Directory.

4. Press ② to review all entries.

5. While listening to the system recite an entry, do one of the following:

   ■   To skip to the next entry, press (#).

   ■   To delete the entry, press (∗) (D).

   ■   To replay the entry or review previous entries, press (2).

   ■   To end the review of the personal directory, press (∗) (#).

6. Repeat step 5 for each entry as necessary.

Review Specific Entries
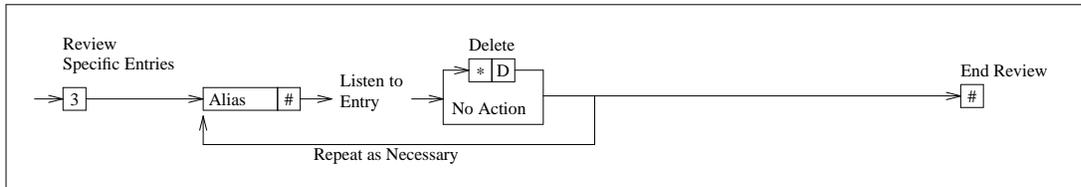
Figure 38.   Review Specific Entries

You can review specific entries in your personal directory by following the procedure below:

1. Log into the Intuity AUDIX System.

2. Press ⑤ to select the Personal Options Administration Menu.

3. Press ② to administer your Personal Directory.

4. Press ③ to review specific entries.

5. Enter the first alias you want to review and press #.

6. Listen to the system recite your entry, then do one of the following:

   ■   To delete the entry, press ✳ Ⓓ.

   ■   To review another entry, return to step 5.

   ■   To end the review of the personal directory, press #.

Interactions with Other Features

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

Interactions with Switch Features

Personal Directory interacts directly with only one switch feature, *Call Transfer*. When transferring a call, users may enter an alias from the Personal Directory in place of a name.

Interactions with Other Intuity AUDIX Features

Personal Directory interacts with other Intuity AUDIX features as follows:

   ■   *AMIS Analog Networking*: An alias may be created and assigned to any remote AMIS recipient (one-step addressing only) just as it would be for a local subscriber. If the remote subscriber is nonadministered, however, the alias must initially be assigned using the extension number mode.

168

- *Dial-by-Name*: When dialing by name, users can enter aliases from the Personal Directory.

- *Digital Networking*: An alias may be created and assigned to any remote recipient just as it would be for a local subscriber.

- *Directory*: When looking up a name entered by a subscriber, the system moves on to the system Directory if it first does not find the name in the subscriber's Personal Directory.

- *Mailing List*: When creating a mailing list, subscribers can enter aliases instead of names. They can also use aliases when identifying the owner of a mailing list.

- *Message Delivery*: An alias may be created and assigned to any remote Message Delivery recipient just as it would be for a local subscriber. However, if the remote recipient is nonadministered, the alias must initially be assigned using the extension number mode.

- *Message Sending Restrictions*: The system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function, particularly for call transfers.

- *Name Addressing*: When addressing by name, subscribers can use aliases from the Personal directory.

- *Voice Mailbox*: Personal Directory was originally designed for use with Addressing Messages; this is its primary function. When addressing by name, users can enter aliases from the Personal Directory.

169

Playback and Recording Control

The Playback and Recording Control features are used by anyone entering the Intuity AUDIX System who wants to create, leave, or listen to messages. Using the Playback Control feature, subscribers can listen to their call answer and voice mail messages, then replay the entire message or step backwards or forwards in four second intervals.

Using the Recording Control feature, callers can leave a call answer message for a subscriber, then replay the message and edit it as necessary.Subscribers can create voice mail messages and do the same.

Who has it:	All subscribers can use the Playback Control feature while listening to messages.The Recording Control feature is available to all callers who want to leave messages (either call answer or voice mail) for Intuity AUDIX subscribers.
Who controls it:	Anyone creating, leaving, or listening to a message can control these features.
Who can access it:	The Playback Control feature is used by Intuity AUDIX subscribers.Anyone entering the Intuity AUDIX System, either by logging in or being sent to the Intuity AUDIX System via call coverage, can access the Recording Control feature.

Points to Remember

- The options available through the Playback Control feature are accessible only while listening to messages.

- The options available through the Recording Control feature are accessible only while creating new messages (this includes nonsubscribers leaving a call answer message) or modifying existing messages that are in the outgoing section of the voice mailbox.

- A touch-tone telephone is required to use either of these features.

Applications

The Playback and Recording Control features can be used in the following ways:

- Playback Control — While listening to a message, a subscriber can replay the message and its header, or just a portion of the message, to verify information left by the caller.

- Recording Control — While creating or modifying an existing message, the caller (or subscriber who is sending a voice mail message) can edit the message to make content changes or to eliminate any mistakes that occurred during its recording.

170

Requirements

None.

Feature Operation

This section describes the use of the Playback and Recording Control features.

Playback Control

While you are listening to messages (in either your incoming or outgoing mailbox), you can use any of the following playback commands:

- To rewind the message in four second intervals: press ⑤.

- To advance through the message in four second intervals: press ⑥.

- To make the message play faster, press ⑨.

- To make the message play more slowly, press ⑧.

- To increase the message volume, press ④.

- To decrease the message volume, press ⑦.

- To replay the message header: press ② ③.

- To replay the message only: press ⓪.

- To temporarily suspend playback: press ③.

- To resume playback: press ③ again.

Recording Control

While you are recording a call answer or voice mail message, you can use any of the following editing commands:

- To temporarily suspend recording:

    1. Press ① (if you want to pause and collect your thoughts).

    2. Press ① again to continue recording. The Intuity AUDIX System will continue recording without a break in the message.

- To rewind and play back the message:

    1. Press ② to rewind to the beginning of the message or press ⑤ to rewind in 4-second intervals.

    2. Press ③ to play the message. You can also press ⑥ to advance through the message in four second intervals.

171

■ To record over a portion of the message:

1. Press ② ③ to rewind and play back the message or use ⑤ to rewind the message in four second intervals and ⑥ to advance through the message in four second intervals to locate the point that you want to begin re-recording.

2. Press ① to continue recording from this point.

■ To delete this message and record a new one:

1. If you are not satisfied with the message you have just recorded and want to re-record it, press ✱ Ⓓ to delete the message. Then, press ① to begin recording a new message.

Interactions with Other Features

The Playback Control feature can be used with the following Intuity AUDIX features:

■ Announcement Sets

■ Automatic Message Scan

■ Broadcast Message

■ Call Answer

■ Online Help

■ Untouched Message

■ Voice Mail

■ Voice Mailbox

The Recording Control feature can be used with the following Intuity AUDIX features:

■ Automated Attendant

■ Broadcast messages

■ Bulletin Board

■ Call Answer

■ Login announcements

■ Multiple Personal Greetings

■ Name Record by Subscriber

■ Voice Mail

■ Voice Mailbox

Priority Message

This feature allows some subscribers to send Priority Messages that will be specially marked and preferentially presented to recipients.The Intuity AUDIX System treats Priority Messages differently from regular messages in the following ways:

■ If scheduled for immediate delivery, Priority Messages are delivered before regular messages.

■ Message headers indicate the priority status of messages.

■ When retrieved, Priority Messages are presented before other new messages (but after Broadcast Messages).

Subscribers can prioritize messages after addressing them with the touch of a button, and change them back to regular messages just as easily.If a Priority Message is scheduled for future delivery at the same time as a regular message, it will be delivered according to its order in the delivery queue.

Who has it:	Although the system administrator can assign the Priority Message feature to each subscriber, generally the feature is reserved for a specific class of service.
Who controls it:	The system administrator determines who has the feature, and assigns it according to class of service and/or subscriber.
Who can access it:	Every subscriber is capable of receiving Priority Messages, which are grouped in a special category.
Related administration screens	COS; Subscriber, page 2

Points to Remember

■ Priority messages are distinct from regular messages only in the header and notification functions.

■ A Priority Message can *also* be a Private Message.

■ A Priority Message cannot also be a Broadcast Message or Login Announcement.

■ This feature includes priority notification via the Priority Outcalling feature.For more information, see the *Priority Outcalling* feature.

173

Applications

The primary scenario for the Priority Message feature is that of executives send-
ing Priority Messages to employees who might normally receive many other mes-
sages. The executive is assured that the important message will be at the top of
the employee's stack of messages.

An additional application may be to assign the feature to employees working on
a priority project, so supervisors or coworkers can be kept informed of the
project's status more efficiently.

Requirements

None.

Feature Operation

Messages are prioritized or unprioritized via the Message Options Menu. Priority
Messages are presented to recipients preferentially in the *new* message cate-
gory.

Sender's Procedures

† See the procedures for *Recording a New Voice Mail Message, Using/Modifying an Existing Voice Mail Message,*
and *Addressing a Voice Mail Message* in the *Voice Mail* feature description.
See also the *Delivery Scheduling* feature description for scheduling procedures.
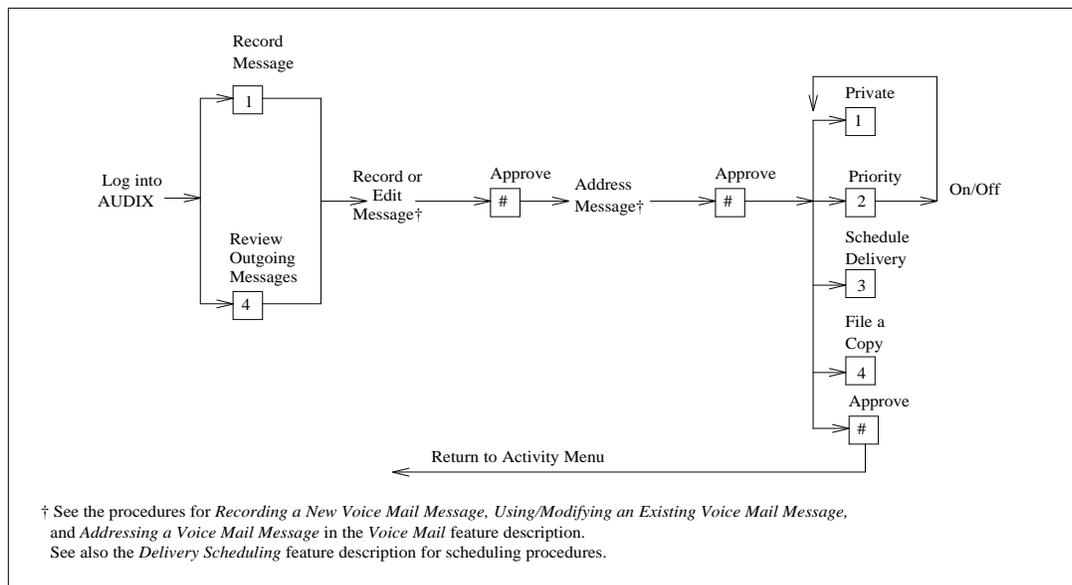
Figure 39.   Priority Message Operation

The procedure for prioritizing a message is summarized below.

1. Log into the Intuity AUDIX System.

2. Record or edit and address the message according to the *Recording a New Voice Mail Message, Using/Modifying an Existing Voice Mail Message,* and *Addressing a Voice Mail Message* procedures found in the *Voice Mail* feature description.

3. Listen to the delivery options recited by the system by pressing ⓪.

   You may have from three to six delivery options, depending on the types of messages you have permission to create. If you only have three options (Private, Schedule Delivery, and File a Copy), you have not been assigned permission to prioritize messages and should contact your system administrator.

4. Press ② to mark the message as *priority*. To unprioritize the message, press ② again.

5. Do any combination of the following:

   ■ To make the message *private*, press ①. To unprivatize the message, press ① again.

   ■ To schedule future delivery of the message, press ③, then enter the delivery time and date as instructed by the voice prompts (see the *Delivery Scheduling* feature).

   ■ To file a copy of the message, press ④.

   All of these delivery options are toggle switches. By pressing each option number key repeatedly, you can turn each option on and off like a light switch. A Priority Message can *also* be a Private Message, but it cannot also be a Login Announcement or Broadcast Message. See the procedures listed for those features.

6. Press # to approve your delivery options and return to the Activity Menu.

Recipient's Procedures

The procedures for getting a Priority Message are identical to those used for getting other messages (see the *Automatic Message Scan* and *Voice Mail* features). Priority Messages are presented in the *new* message category, before other new messages, regardless of when they were received. If you have the Priority Outcalling feature, you can elect to be called by the Intuity AUDIX System only when you receive Priority Messages.

Interactions with Other Features

The Priority Message feature interacts with other Intuity AUDIX features as follows:

■ *AMIS Analog Networking*: Priority messages will be delivered to remote AMIS systems, but they will not be recognized as priority messages by remote systems.

■ *Broadcast Message*: Broadcast Messages cannot be prioritized. They are a separate class of *new* messages, presented to recipients *before* Priority Messages.

■ *Call Answer*: Call Answer messages cannot be prioritized.

■ *Class of Service*: The Priority Message feature can be administered as part of a class of service.

■ *Login Announcement*: Login Announcements cannot be prioritized. They are already uniquely prioritized in that they are presented immediately after the recipient logs into the system.

■ *Mailing List*: If a Priority Message is addressed via a mailing list, each person on the list will receive the message marked with *priority* status.

■ *Message Delivery*: Priority messages will be delivered to remote telephone numbers, but they will not be recognized as priority messages at remote destinations.

■ *Message Sending Restrictions*: Senders cannot send Priority Messages to those whom they are restricted from sending regular messages.

■ *Name Record by Subscriber*: If senders of Priority Messages have recorded their names, those recordings will be played back in the message header, just as they are for regular messages.

■ *Online Help*: Help messages are available for the Priority Message feature.

■ *Outcalling:* Priority Messages trigger outcalls just as do other new messages.

■ *Playback and Recording Control*: Priority Messages can be controlled during playback and recording just as regular messages are.

■ *Priority Outcalling*: If the Priority Outcalling feature is activated, *only* Priority Messages trigger outcalls.

■ *Private Message*: Priority Messages can also be Private Messages. The Message Options Menu is also used for making messages private. It doesn't matter in what order the status is assigned.

■ *Voice Mailbox*: Automatic Reply to Sender — Unless restricted by message sending restrictions, recipients can send a voice mail response to the sender of a Priority Message. Note that a message will not keep its priority status when forwarded. The recipient can reprioritize the message when forwarding it, but *only* if the recipient has permission to send Priority Messages.

Priority Outcalling

Priority Outcalling works with the Priority Message feature in that the recipient can elect to be notified by outcalling only when a priority message has been received. To prevent abuse of the function, priority messages can only be sent by specific subscribers.

As with Outcalling, the feature is turned on from the Outcalling Administration Menu (number 6 on the Activity Menu).The subscriber can elect to be called for *all new priority messages.*If there are new priority messages in the subscriber's mailbox when Priority Outcalling is turned on, an outcall will *not* be placed until another new priority message is received. If a priority message is received during off hours (when the subscriber has specified that outcalls are *not* to be placed), the system waits until the time permitted for outcalling to make the outcall. Before calling, it checks the priority message to see if the subscriber has already logged in and retrieved the message.

Who has it:	Only Intuity AUDIX subscribers who have been given Outcalling permission by the system administrator can use Priority Outcalling (see *Outcalling*).
Who controls it:	The system administrator defines system-wide Outcalling parameters using the System-parameters Outcalling screen.
Who can access it:	If Outcalling is activated for the entire system, any subscriber who has permission can activate Priority Outcalling.
Related administration screens	COS; Subscriber, page 2; System Parameters Outcalling

Points to Remember

- This feature is unnecessary if the Priority Message feature is not used by any senders.

- If there is a message-waiting lamp, it lights normally to indicate new messages are waiting.This is independent of any outcalling setting.

- The system administrator must give individual subscribers permission to use outcalling (and thus, priority outcalling) via the Subscriber and Cos screens.

- Subscribers authorized to use this feature can define outcalling intervals, whether they should be called for all messages or just Priority Messages, and whether the feature is active or not.

177

Applications

Outcalling can be a nuisance if the recipient is continually interrupted by message notifications. Priority Outcalling solves the problem by notifying the recipient of priority messages only. It is particularly useful for salespersons who typically receive many messages and must deal with them in order of priority.

Requirements

The system administrator activates Outcalling using the System-parameters Outcalling screen. The fields on this screen allow the administrator to set certain restrictions on outcalling activity.

Feature Operation
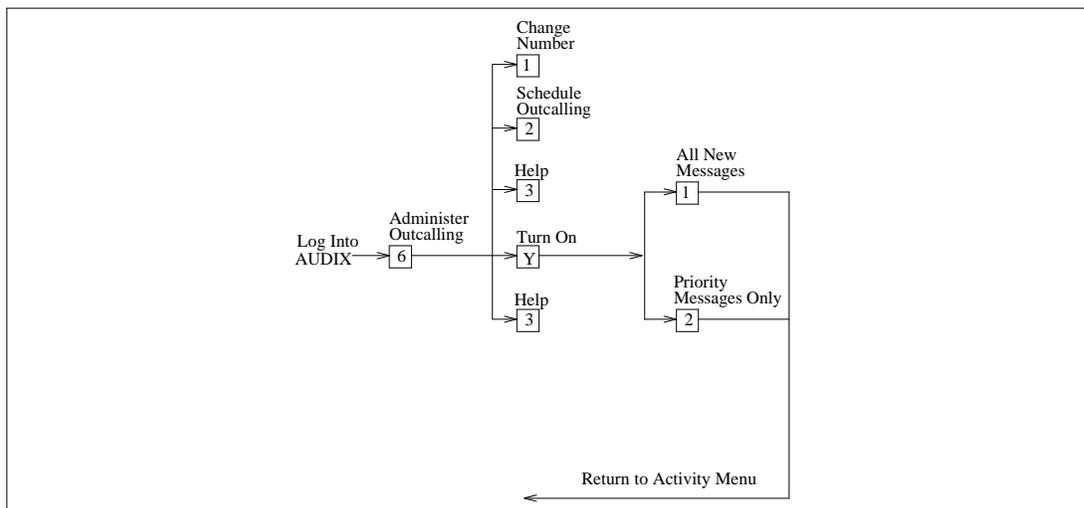
Figure 40.   Priority Outcalling Operation

You can set up Priority Outcalling at any time by following the procedure below:

1. Log into the Intuity AUDIX System.

2. Press ⑥ to select Outcalling administration.

3. Press Ⓨ to turn on outcalling.

4. Do one of the following:

   ■ Press ① to turn on outcalling for any new messages.

   ■ Press ② to turn on outcalling for new *priority* messages only.

178

If Outcalling is already on, you must still press $\boxed{Y}$ before switching to or from Priority Outcalling.

Responding to an Outcall

When an outcall is answered, the system provides the person answering the call with three choices: receive the messages, cancel Outcalling, or disconnect.

■ To receive the messages:

1. Answer the ringing phone.

2. Log into the Intuity AUDIX System.

3. Listen to messages.

■ To cancel Outcalling:

1. Answer the ringing phone.

2. Press $\boxed{*}$ $\boxed{\#}$ to cancel the outcall; the system won't call again until there are more new messages.

■ To disconnect:

Hang up without logging in or canceling the outcall; the system will reschedule the outcall using the interval defined on the System Parameters Outcalling screen.

> **NOTE:**
> Central Offices can take up to 30 seconds to disconnect the system after an outcall has been placed to a remote location. If the system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing $\boxed{*}$ $\boxed{*}$ $\boxed{X}$ to force the system to hang up. Remote subscribers may wish to end each Outcalling session by pressing $\boxed{*}$ $\boxed{*}$ $\boxed{X}$.

Interactions with Switch Features

Priority Outcalling interacts with the switch as follows:

Restriction-Code Restriction: Priority outcalls can be restricted to specific geographical areas (by area codes) using this switch feature.

Interactions with Other Intuity AUDIX Features

Priority Outcalling interacts with other Intuity AUDIX features as follows:

■ *Broadcast Message*: Broadcast Messages cannot be defined as *priority*.

■ *Outcalling*: Priority Outcalling is a subfeature of Outcalling in that it allows Outcalling to be turned on only for this special type of *new* message.

179

■ *Priority Message*: If no subscribers are sending priority messages, either because they do not use the feature, or because the system administrator has not assigned anyone that capability, the Priority Outcalling feature will never be used.

Priority Outcalling is a subfeature of Outcalling. See the *Outcalling* chapter in this manual for further interactions.

Private Message

The Private Message feature provides subscribers with the ability to prevent a recipient from forwarding a voice mail message to other subscribers.

In addition, people who reach the Intuity AUDIX system through the Call Answer feature can also prevent the recipient from forwarding their message by invoking the Private Message feature.

Who has it:	All subscribers and anyone who reaches the system through the Call Answer feature can designate messages as private.
Who controls it:	Only the person who designates the message as private can delete that status.Note that this can only be done *before* the message has been delivered.
Who can access it:	Messages that are designated as private can only be accessed by the subscribers who receive them; they cannot be forwarded to other subscribers.

Points to Remember

- Private messages can also be *priority* messages, or *broadcast* messages. They cannot also be *login announcements*.

- Private messages can *not* be sent via AMIS Analog Networking or Message Delivery. They can, however, be sent via digital networking to other Intuity or AUDIX R1 systems (except to AUDIX R1V3 systems).

- Only the sender can cancel the Private Message status.

Applications

This feature is used to prevent Intuity AUDIX subscribers from forwarding particular messages to other subscribers. It can also be used to signal subscribers who use speakerphones that the message contains confidential information and should be listened to using the telephone handset.

Requirements

None.

181

Feature Operation
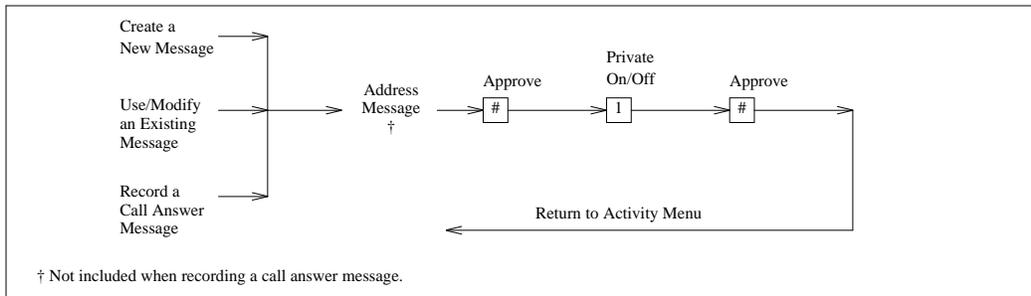
Figure 41.   Private Message Operation

You have the option of making a voice mail message *private* after addressing it by simply pressing ①. Callers with touch-tone phones can also prevent recipients from forwarding their Call Answer messages by pressing ① after approving their message.

The Private Message status can be canceled by the sender by pressing ① again anytime before it is delivered. If a message is scheduled for future delivery (that is, if it is still in your outgoing mailbox), the Private Message status can be altered at any time before it is delivered. Private messages can also be priority messages.

Interactions with Other Features

The Private Message feature interacts with other Intuity AUDIX features as follows:

■   *AMIS Analog Networking*: You will not be able to send Private Messages with the AMIS Analog Networking feature.

■   *Broadcast Message*: Broadcast Messages can also be Private Messages.

■   *Call Answer*: Callers can invoke the Private Message feature for their Call Answer messages.

- *Digital Networking:* If the network includes any AUDIX R1V3 systems, subscribers will not be able to send private messages to other subscribers on those systems. Since R1V3 machines are unable to receive these messages, the Intuity AUDIX system places the message in the *undeliverable* category of the sending subscriber's voice mailbox. If a subscriber sends an *undeliverable* private message addressed to a networked subscriber in their voice mailbox, the subscriber can modify it (delete the private status) and send it again. Private messages are always identified as such in the outgoing mailbox.

- *Login Announcement*: A Login Announcement cannot also be a Private Message.

- *Mailing List*: A Private Message can be sent using a Mailing List. This prevents all recipients from forwarding the message.

- *Message Delivery*: You will not be able to send Private Messages with the Message Delivery feature.

- *Message Sending Restrictions*: Sending restrictions apply to Private Messages just as they do for regular messages.

- *Online Help*: Help is available at any time by pressing ⁜ Ⓗ.

- *Priority Message*: Priority Messages can also be Private Messages. It does not matter in what order the status is assigned.

- *Voice Mailbox*: If the sender saves a Private Message in the file cabinet and then re-sends the message (from the file cabinet), the message will retain its private status.

183

Security Password

The Security Password feature prohibits unauthorized access to the Intuity AUDIX system.It prevents nonsubscribers from accessing confidential information, messages, and lists.This feature incorporates the following security measures:

- The system automatically disconnects callers who cannot log in after three attempts.

- The system will *lock* a subscriber's voice mailbox if the system limit of consecutive login attempts is reached (this limit is specified on the System-parameters Features screen).If the limit is exceeded, the system administrator must unlock the mailbox using the Subscriber screen.

- The system administrator can also set a minimum password length for all subscriber mailboxes (defined on the System-parameters Features screen).The Intuity AUDIX system then requires subscribers to change invalid (too short) passwords the next time they log into their mailbox.

Who has it:	All subscribers have passwords.
Who controls it:	Subscribers create their own passwords, and can change them at any time.
Who can access it:	No one can access a subscriber's password.Passwords are not displayed on any administration screen, and therefore, if forgotten, must be changed by the system administrator.
Related administration screens	System Parameters Features; Subscriber; Administration Log

Points to Remember

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

- The maximum password length is 15 digits.

- Passwords should be at least six digits long.

- Subscribers should change their passwords regularly to keep their mailboxes secure.

- The system administrator can assign passwords that do not meet the minimum length requirement.This forces subscribers to change their passwords the next time they log into the Intuity AUDIX system.

- Break-in attempts are logged and displayed using the Administration Log screen.

184

Applications

The Security Password feature's sole purpose is to limit access to the Intuity AUDIX system to authorized personnel.

Requirements

The Security Password feature has no requirements other than those of the Intuity AUDIX system itself. However, the system administrator can optionally set a minimum password length for extra security. If a minimum password length is specified on the System-parameters Features screen, the system requires all subscribers who have shorter (invalid) passwords to change them the next time they log in.

⇒ NOTE:
If a subscriber fails to enter a valid password three times in a row, the subscriber is disconnected and must dial in again. If an administerable number of failed login attempts occurs, the subscriber is locked out of the system until the administrator can release the login using the Subscriber screen

Feature Operation

After calling the system and entering an extension, each subscriber must enter their Security Password to access their voice mailbox. This section describes how subscribers can change their passwords and what to do if they forget their password or are locked out of their voice mailbox.

Changing Your Password
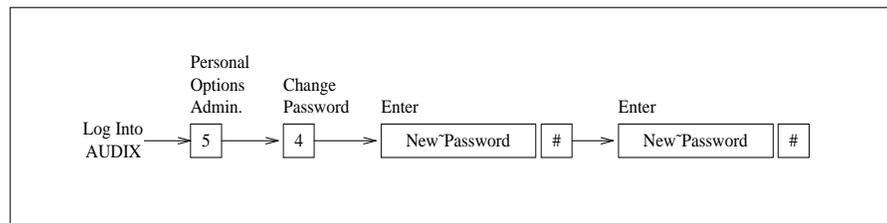
Figure 42.   Changing a Security Password

185

You may change your password as often as you wish. To change your password, do the following:

1. Log into the Intuity AUDIX system.

2. Press ⑤ to select the Personal Options Administration Menu.

3. Press ④ to change your password.

4. Enter your new password (up to 15 digits, 0 through 9), and press #. Your system administrator determines the minimum number of digits you can use in your password.

5. Enter your new password again, and press #.

Forgetting Passwords or Being Locked Out of Your Mailbox

Occasionally you may forget your password, so you cannot log into the Intuity AUDIX system. If you try to log in incorrectly too many times, the system will *lock* your voice mailbox. If either of these situations occur, call your system administrator. The administrator can unlock your voice mailbox and assign you a new password. After the system administrator changes your password, you should change it again immediately after logging in to the system.

⟹ **NOTE:**
If you find your voice mailbox locked and you did *not* forget your password or try to access your mailbox recently, notify your system administrator immediately. This could mean that someone was trying to break into your mailbox.

Interactions with Other Features

The Security Password feature interacts with other Intuity AUDIX features as follows:

■ *Guest Password*: Since the Intuity AUDIX guest password should be published and readily available to outside users, the system administrator is responsible for notifying guest-password users if the minimum password length changes. The system administrator may wish to initially make the guest password a long number so it does not need to be changed or extended if the minimum password length changes.

■ *Traffic Reports*: The system administrator can use the List Measurement Feature and Administration Log screens to locate failed login attempts. If there are numerous break-in attempts, lower the number of permissible consecutive login failures on the System-parameters Features screen and administer a minimum password requirement.

■ *Voice Mailbox*: Before subscribers are allowed to access their voice mailboxes, they must first enter their security password.

Shared Extension

The Shared Extension feature allows several subscribers to share a voice mailbox on one extension. Callers are prompted to leave a message for a specific individual or a general message for anyone by pressing specific keys.

Points to Remember

■ Up to ten subscribers can share the same extension.

Applications

The Shared Extension feature can provide voice messaging capabilities for several people who share a single telephone. For example, a university dormitory room has three roommates (Jerry Jones, Don Parker, and Brent Deven) but only one telephone number. By administering that extension as an Automated Attendant and creating three voice mailbox numbers that do not exist in the switch dial plan, each roommate can have a private mailbox without having a separate telephone.

In this scenario, if the Automated Attendant answers the call, the voiced attendant menu could be:

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

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

Requirements

See the *Automated Attendant* feature.

Feature Operation

See the *Automated Attendant* feature.

187

Interactions with Other Features

See the *Automated Attendant* feature for interactions of the Shared Extension feature with switch features and other Intuity AUDIX features.

System Clock

The System Clock feature greatly enhances the reliability of the entire system by providing a switch-independent clock with battery backup. As with all voice messaging systems, the Intuity AUDIX system is extremely dependent on accurate time keeping in order to put the correct time and date on message headers and to do time-dependent tasks (such as automatic nightly backups). If the clock that the system depends upon is improperly set or malfunctions, messages can be deleted, improperly delivered, or otherwise rendered useless.

Who has it:	This is a system administration feature; it is not used by subscribers other than to record the times that messages are created and sent (this is done automatically by the system).
Who controls it:	The System Clock is set by the system administrator in military hours using the Set UNIX Time screen.
Who can access it:	Normally, the system administrator is the only person who has access to this feature.
Related administration screens	Set UNIX Time

Points to Remember

■ A warning alarm occurs if the switch clock and Intuity AUDIX system clock are more than 15 minutes apart or if the system clock fails.

■ If a switch clock board is replaced or set to an incorrect time, the Intuity AUDIX system could receive the wrong time if it is synchronized with the switch.Ensure that the switch time is correct if you intend to synchronize it with the Intuity AUDIX system.

■ The Intuity AUDIX system knows about daylight savings time changes and will take care of the one hour time change without intervention from the system administrator.

Applications

The system clock feature simply adds a reliable buffer to the Intuity AUDIX system against inaccurate time keeping. This is important since the clock is used to perform certain time-dependent tasks such as delivering messages at particular times.

Though the switch clock and Intuity AUDIX system clock could be purposely set to different times (for example, one set to daylight savings time and the other

189

not), the utility of this is probably marginal, and far overshadowed by the consid-
erations of reliability and simplicity provided by synchronizing the clocks.

Requirements

> **NOTE:**
> It is important that the AUDIX system clock be accurate; it is less impor-
> tant that it and the switch clock be synchronized.

Feature Operation

If the system ever starts up and no year is set, a major alarm occurs until the
clock is set. The system uses its own clock as the master clock, and will not syn-
chronize its time with UNIX unless specifically directed to do so by the system
administrator (using the Set UNIX Time screen).

Interactions with Other Intuity AUDIX Features

The following Intuity AUDIX features rely on the system clock feature for the
time-stamping of events and for message header information:

- Administration and Data Acquisition Package
- Automatic Message Scan
- Call Answer
- Traffic Reports
- Untouched Message
- Voice Mail
- Voice Mailbox

The following Intuity AUDIX features rely on the system clock feature for
time-dependent activities:

- AMIS Analog Networking
- Automated Backup
- Delivery Scheduling
- Message Delivery
- Multiple Personal Greetings
- Outcalling
- Priority Outcalling

Traffic Reports

The Traffic Reports feature collects data on system activities during specified hours, days, and months.These reports indicate how many subscribers are using the Intuity AUDIX system, when they use it, and how intensively.The system administrator can define report criteria to help manage system resources and determine when additional hardware or administrative changes are necessary.

Who has it:	This is a system administration feature; it is not used by subscribers.
Who controls it:	The system administrator defines report criteria using traffic screens (for more information on defining report criteria, see the *Intuity AUDIX Administration*, 585-310-539).
Who can access it:	Normally, the system administrator is the only person who uses the system Traffic Reports. Subscribers influence traffic data, but normally do not access the Traffic Reports.
Related administration screens	System Parameters Features; Community Daily Traffic; Community Hourly Traffic; Feature Daily Traffic; Feature Hourly Traffic; Load Daily Traffic; Load Hourly Traffic; Special Features Daily Traffic; Special Features Hourly Traffic; Subscriber Daily Traffic; Subscriber Monthly Traffic; Network Load Daily Traffic; Network Load Hourly Traffic; Remote Messages Daily Traffic; Remote Messages Monthly Traffic

Points to Remember

■ Traffic data collection is activated using the System Parameters Features screen.

■ Monitoring the failed logins, external on the List Measurements Feature screen may provide an indication that illegal logins to the system are being attempted.If the number in this field is high, it may indicate that someone outside your system is repeatedly attempting to gain access to the system without having a legitimate login.

■ System clock changes will impact data collection.

191

Applications

The Traffic Reports feature is primarily used for the following tasks:

■ Evaluating actual system use as compared to projected use

■ Predicting future equipment requirements

By generating periodic reports of actual system use, the system administrator can measure port activity and calculate the level of service that subscribers are receiving. This information can be used to determine when upgrades to the system or changes in subscribers' classes of service are required.

Requirements

None.

Feature Operation

The system administrator must access the traffic screens to display records of traffic data collected over a particular period of time (daily, hourly, or monthly). The administrator retrieves the screens via the administration terminal. For more information on the traffic screens, see *Intuity AUDIX Administration*, 585-310-539.

Data from all traffic screens can be copied to a personal computer (PC) using ADAP. This data can then be manipulated by dBASE III PLUS programs.

⇒ NOTE:
Only the information contained within the fields on each form is copied to the PC; the screens and field names are not copied.

For more information, see *AUDIX Administration and Data Acquisition Package*, (585-302-502).

Interactions with Other Features

The Traffic Reports feature interacts with other Intuity AUDIX features as follows:

■ *AMIS Analog Networking*: AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, Subscriber Monthly Traffic, Network Load Daily Traffic, Network Load Hourly Traffic, Remote Messages Daily Traffic, and Remote Messages Monthly Traffic screens.

■ *ADAP:* The system administrator can transfer the data contained in all traffic report screens to a PC using ADAP.

■ *Automated Attendant*: Because Automated Attendants appear as Intuity AUDIX subscribers, their use is monitored through the subscriber traffic screens. (The List Attendants screen shows all Automated Attendants in the system and their extensions.)

■ *Call Answer*: Statistics that illustrate how subscribers generally use the Call Answer feature are collected using the Feature Daily Traffic and; Feature Hourly Traffic screens.

■ *Digital Networking:* AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, Subscriber Monthly Traffic, Network Load Daily Traffic; Network Load Hourly Traffic; Remote Messages Daily Traffic; and Remote Messages Monthly Traffic reports.

■ *Message Delivery*: AMIS Analog Networking activities (combined with Message Delivery activities) are generated using the Special Features Daily Traffic, Special Features Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens. In addition, network specific data exists in the following reports: Network Load Hourly Traffic; Remote Messages Daily Traffic; Remote Messages Monthly Traffic.

■ *Outcalling*: The system administrator can monitor system resources used by the Outcalling feature with the Special Features Daily Traffic and Special Features Hourly Traffic screens.

■ *Voice Mailbox*: Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the Feature Daily Traffic, Feature Hourly Traffic, Subscriber Daily Traffic, and Subscriber Monthly Traffic screens.

193

Transfer Into AUDIX

The Transfer Into AUDIX feature, which is a feature specific to AT&T switches, allows an attendant to easily transfer a call into the Intuity AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach.

Who has it:	Covering attendants who are administered before the Intuity AUDIX system in a subscriber's call-coverage path can also be administered to provide the Transfer Into AUDIX feature.
Who controls it:	The switch administrator assigns a code that enables covering attendants to transfer calls into the Intuity AUDIX system.

Points to Remember

■ Any subscriber can transfer a caller into Intuity AUDIX.

Applications

When a caller is redirected to a covering attendant, the caller can request to be sent to the subscriber's voice mailbox. This is usually done if the caller wishes to leave a confidential message.

Requirements

The following requirements are necessary for the Transfer Into AUDIX feature to work properly:

■ The switch administrator must assign a Transfer Into AUDIX dial access code. Note that the dial access code should be administered the same on all switches in a DCS Network.

■ A covering extension (usually a secretary or receptionist) must be assigned to the subscriber's call-coverage path.

■ For System 75, G1, and G3 switches, the Intuity AUDIX system must be in the subscriber's call-coverage path for this feature to work.

Feature Operation

The section describes how the Transfer Into AUDIX feature works and provides procedures for using it.

195

Transfer Into AUDIX Feature

The Transfer Into AUDIX feature may be used whenever a call is placed to an AUDIX subscriber and the call is redirected to a covering attendant. The Call Forwarding, Call Pickup, and Call Coverage PBX features can all redirect calls from the AUDIX subscriber's extension to a covering attendant. When a caller reaches a covering attendant, the attendant can redirect the call to the Intuity AUDIX system.

⟹ NOTE:
This feature resides on the switch, *not* on the Intuity AUDIX system.

To transfer a call into the Intuity AUDIX system, the covering attendant should do the following:

1. Press either the switchhook, Recall button, or Transfer button (depending on the phone).

2. Enter the local Transfer Into AUDIX dial access code (assigned by the switch administrator for that switch).

3. Press the Recall or Transfer button again, or simply hang up. The call then goes to the originally called subscriber's voice mailbox — with complete caller information — as if the call had not been intercepted. The subscriber's normal Call Answer greeting greets the calling party.

Interactions with Switch Features

The Transfer Into AUDIX feature interacts with switch features as follows:

- *Call Conference Into AUDIX*: An attendant in a call-coverage path may be able to conference a call into the Intuity AUDIX system by using the Split-A-Call feature (Split or Start button), then dialing the Transfer Into AUDIX dial access code. The attendant can then remain on the call, or press the Release button to drop out of the conferenced call.

- *Call Coverage/Call Forwarding/Call Pickup*: Any of these features can redirect calls from the subscriber's extension to a covering attendant.

- *DCS Transparency*: If one or more Intuity AUDIX systems are in a DCS cluster, the Transfer Into AUDIX feature dial access code should be administered the same for all PBXs in the DCS Network.

Interactions with Other Features

The Transfer Into AUDIX feature interacts with other AUDIX features as follows:

- *ADAP*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the appropriate traffic screens. This data can be transferred to a personal computer using ADAP.

- *Call Answer*: When a caller is transferred to a subscriber's voice mailbox, the Call Answer feature is activated and plays the subscriber's greeting.

■ *Full Mailbox Answer Mode*: If a caller is transferred to a subscriber's voice mailbox and the mailbox is full, the caller will hear a message stating that no messages can be left for that subscriber. The caller will then be given other options.

■ *Multiple Personal Greetings*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Multiple Personal Greetings feature, the caller will hear the greeting scheduled for this type of call (internal, external, prime-time, out-of-hours, busy, or no answer).

■ *Name Record by Subscriber*: If a caller is transferred to a subscriber's voice mailbox and the subscriber is using the Name Record by Subscriber feature, the caller will hear the subscriber voice his/her own name during the system greeting.

■ *Traffic Reports*: Calls that are transferred to subscriber mailboxes generate Call Answer data on the appropriate traffic screens.

■ *Transfer Restriction*: Enter either **digits** or **subscribers** to restrict the destination address for calls transferred out of the AUDIX system using *T. Calls are transferred only if the destination address satisfies the specified restriction criteria. The default value is subscribers.

> $\Longrightarrow$ **NOTE:**
> For the restriction ''digits'', the destination address must contain the same number of digits as AUDIX extensions. For the restriction "subscriber", the destination address must contain the same number of digits as AUDIX extensions and must identify an administered subscriber (either local or remote).

■ *Voice Mailbox*: Callers who are transferred into the Intuity AUDIX system are sent to the intended subscriber's voice mailbox. If the caller records a Call Answer message for the subscriber, it is stored in the subscriber's voice mailbox.

197

Transfer Out of AUDIX — Basic (1AESS and 5ESS Only)

The Transfer Out of AUDIX — Basic feature, which is available only on the 1AESS and 5ESS switches, allows any caller who has reached the system to leave it and transfer to any extension in the switch's dial plan.

Who has it:	Any caller who reaches the Intuity AUDIX system can transfer out of the system (if activated)
Who controls it:	The system administrator activates the Transfer Out of AUDIX feature for the entire system using the System Parameters Features form. Transfer restrictions can be set to "digits" or "subscribers."

Related Administration Screens

System Parameters Features

Points to Remember

- Callers who reach a subscriber's voice mailbox via the Call Answer feature may leave a message for the subscriber first, then transfer to another extension.

- Callers may select name addressing instead of extension numbers to transfer (see the *Dial-by-Name* feature for more information).

- The caller must use a touch-tone telephone to transfer out unless the caller reaches an Automated Attendant that has been administered to transfer the call after timing-out.

- Valid transfer destinations are extensions on the called switch.

- Transfers are restricted to either **digits** or **subscribers** to restrict the destination address for calls transferred out of the Intuity AUDIX system. Calls are transferred only if the destination address satisfies the specified restriction criteria. The default value is subscribers.

  ### ⇒ NOTE:
  For the restriction ''digits'', the destination address must contain the same number of digits as AUDIX extensions. For the restriction "subscriber", the destination address must contain the same number of digits as AUDIX extensions and must identify an administered subscriber (either local or remote).

Applications

When a caller reaches the Intuity AUDIX system, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls, or when the caller is using a pay phone. Also, anytime after logging in, subscribers can transfer to other subscribers.

Considerations

The Intuity AUDIX system, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk.

When setting up the Transfer Out of AUDIX — Basic feature on the System Parameters Features form, the system administrator can make the system more secure by setting the transfer restriction field to "subscribers". This virtually eliminates the fraudulent use of call transfer since the system will verify that the requested transfer extension is administered.

> **NOTE:**
> If the "subscribers" restriction is used, non-resident subscribers (users with a mailbox but no telephone on the switch) should not be assigned to extension numbers that start with the same digit(s) as the switch trunk access codes (e.g., 9).

> **⚠ CAUTION:**
> *Activating the Transfer Out of AUDIX — Basic feature can leave your system vulnerable to possible toll fraud. Refer to the BCSystems Products Security Handbook,* (555-025-600), *for more information on AUDIX security issues.*

See *Intuity AUDIX Administration*, (585-310-539), for more information on minimizing toll fraud.

Requirements

The system administrator must activate the Transfer Out of AUDIX feature for the entire system using the System Parameters Features form.

199

Feature Operation

The Intuity AUDIX system uses the Basic Call Transfer switch feature. Basic Call Transfer uses a switchhook-flash method to send the transfer command over analog voice ports. The Intuity AUDIX system goes off-hook, waits for a dial-tone, dials the transfer number, then waits again for the connection to complete. If the called number is busy, callers will hear nothing and must hang up (callers are *not* automatically returned to the system).

➡ **NOTE:**

> On many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX — Basic feature or the Automated Attendant feature.Check your switch documentation for call transfer restrictions.

The Transfer Out of AUDIX — Basic feature is used whenever a subscriber wants to respond to a message by automatically placing a return call or when a call has been redirected to the system via the Call Answer feature. In the latter case, the caller may either leave a message and then transfer to any extension or transfer immediately.

To transfer to another extension while in the Intuity AUDIX system, do the following:

1. Press ✳ T to initiate the transfer.

2. Enter the extension number (or name) you want to transfer to and press #.

   If extension addressing is your default mode, and you want to dial a subscriber by name, press ✳ A (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press #. For example, to reach John Dreyer, the caller would enter ✳ T ✳ A D R E Y E R J O #.

   The system will ask you to wait while it places the call.

Interactions with Other Features

This section identifies the interactions of the Transfer Out of AUDIX — Basic feature with switch features and other Intuity AUDIX features.

200

Interactions with Switch Features

The Transfer Out of AUDIX — Basic feature interacts with switch features as follows:

- *Multiple Switches*: This type of call transfer is not guaranteed to work on multiple switches.

- *Host Computer Access*: Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security with the Transfer Out of AUDIX — Basic feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.

Interactions with Other Intuity AUDIX Features

The Transfer Out of AUDIX — Basic feature interacts with other Intuity AUDIX features as follows:

- *Automated Attendant*: The Automated Attendant feature makes use of the Transfer Out of AUDIX — Basic feature to transfer callers based on the menu choice they make.

- *Call Answer*: When a caller is sent to a subscriber's voice mailbox via the Call Answer feature, the caller can transfer to another extension in the switch dial plan using the Transfer Out of AUDIX — Basic feature. If a covering extension is administered for the subscriber or a system default covering extension is defined, the caller who reached the system via the Call Answer feature can transfer to the covering extension by pressing ⓪.

- *Dial-by-Name*: When transferring out of the system, callers can use the Dial-by-Name feature to transfer to another Intuity AUDIX subscriber's extension.

- *Online Help*: Help is available at any time and is accessed by pressing ⊛ Ⓗ.

- *Voice Mailbox*: If a subscriber listens to a message and wants to call the sender, the subscriber can press ① ⓪ to have the Intuity AUDIX system place the call automatically.

Transfer Out of AUDIX — Enhanced

The Transfer Out of AUDIX feature allows any caller who has reached the Intuity AUDIX system to leave it and transfer to any extension in the switch's dial plan.

Who has it:	Any caller who reaches the Intuity AUDIX system can transfer out of the system (if the feature is activated).
Who controls it:	The system administrator activates the Transfer Out of AUDIX feature for the entire system using the System-parameters Features screen.
Related administration screens	System Parameters Features

Points to Remember

- Callers may select name addressing instead of extension numbers to transfer (see the *Dial-by-Name* feature for more information).

- To transfer out of the Intuity AUDIX system, the caller must use a touch-tone telephone unless the caller reaches an Automated Attendant that has been administered to transfer the call after timing-out.

- Valid transfer destinations could be extensions on a single switch, or multiple switches (for example, in a main/satellite switch setup or in a DCS Network).

- Transfer Restriction — Enter either **digits** or **subscribers** to restrict the destination address for calls transferred out of the AUDIX system using *T. Calls are transferred only if the destination address satisfies the specified restriction criteria. The default value is subscribers.

  > **NOTE:**
  > For the restriction ''digits,'' the destination address must contain the same number of digits as AUDIX extensions. For the restriction "subscriber", the destination address must contain the same number of digits as AUDIX extensions and must identify an administered subscriber (either local or remote).

202

Applications

When a caller reaches the Intuity AUDIX system, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls. Also, anytime after logging in, subscribers can transfer to other subscribers.

Considerations

The Intuity AUDIX system, like all voice messaging and automated attendant systems, is subject to unauthorized long distance call attempts (toll fraud). But the system administrator can take steps to minimize the risk. Care also should be taken to prevent outcalls (Outcalling, Call Delivery, or AMIS Analog Networking) from going to unauthorized locations.

⚠ CAUTION:

Although the Transfer Out of AUDIX feature was designed to prevent unauthorized long-distance calls from the switch, AT&T cannot predict potential abuse from hackers. Refer to the BCSystems Products Security Handbook, (555-025-600*), for more information on AUDIX security issues.*

Requirements

The system administrator must activate the Transfer Out of AUDIX feature for the entire system using the System Parameters Features screen.

Feature Operation

The section describes how the Transfer Out of AUDIX feature works and provides procedures for using it.

With Transfer Out of AUDIX, the Intuity AUDIX system collects all the relevant data and sends it digitally over the data link to the switch using a transfer message. Since this feature allows only transfer requests to valid extensions on the switch, callers attempting to place unauthorized long-distance calls (after transferring out of the Intuity AUDIX system) hear a message stating that the number they dialed is not a valid extension and their transfer request is denied.

Transfer Out of AUDIX offers the following features for single-switch environments:

■　The transfer is quick.

203

- ■ If the call fails for some reason (for example, if the called extension is busy or an invalid number is entered), the Intuity AUDIX system reports the failure condition to the caller.

- ■ A failed transfer is not abandoned, instead:
    - — All callers may request another transfer by pressing ⊛ ⊤ again.
    - — Callers who have been redirected to the Intuity AUDIX system through Call Answer and cannot complete a transfer can still leave a message for the called party.
    - — Callers who dialed the Intuity AUDIX system directly and cannot complete a transfer are returned to the previous Intuity AUDIX activity.

- ■ The only time a transfer attempt does *not* return to the Intuity AUDIX system is when a call reaches an unattended phone and no call-coverage is available (the phone rings indefinitely).

With a DCS Network, the Intuity AUDIX system does not provide complete DCS transparency for the Transfer Out of AUDIX feature in the following cases:

- ■ If the transfer destination is on a remote DCS network switch, and if the extension is busy *and* call coverage has not been activated, callers hear a busy tone and are not returned to the Intuity AUDIX system.

- ■ If an outgoing trunk is not available from an intermediate remote switch to the destination remote switch, callers hear reorder tone and must end the call.

The Transfer Out of AUDIX feature may be used whenever a subscriber wants to respond to a message by automatically placing a return call or when a call has been redirected to the Intuity AUDIX system via the Call Answer feature. In the latter case, the caller may either leave a message and then transfer to another extension or transfer immediately.

To transfer to another extension while in the Intuity AUDIX system, do the following:

1. Press ⊛ ⊤ to initiate the transfer.

2. Enter the extension number (or name) you want to transfer to and press #

   If extension addressing is your default mode, and you want to dial an AUDIX subscriber by name, press ⊛ Ⓐ (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press #. For example, to reach Mary Liza, the caller would enter ⊛ ⊤ ⊛ Ⓐ ⑤ ④ ⑨ ② ⑥ ② ⑦ ⑨ #.

   The Intuity AUDIX system asks you to wait while it places the call.

204

Interactions with Switch Features

The Transfer Out of AUDIX feature interacts with switch features as follows:

■ *Attendant Console Call Transfers*: On many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX feature or the Automated Attendant feature. Check your switch documentation for call transfer restrictions.

■ *Host Computer Access*: Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security with the Transfer Out of AUDIX feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.

Interactions with Other Features

The Transfer Out of AUDIX feature interacts with other Intuity AUDIX features as follows:

■ *Automated Attendant*: The Automated Attendant feature makes use of the Transfer Out of AUDIX feature to transfer callers based on the menu choice they make.

■ *Call Answer*: When a caller is sent to a subscriber's voice mailbox via the Call Answer feature, the caller can transfer to another extension in the switch dial plan using the Transfer Out of AUDIX feature. If a covering extension is administered for the subscriber or a system default covering extension is defined, the caller who reached the Intuity AUDIX system via the Call Answer feature can transfer to the covering extension by pressing ⓪.

■ *Dial-by-Name*: When transferring out of the Intuity AUDIX system, callers can use the Dial-by-Name feature to transfer to another AUDIX subscriber's extension.

■ *Online Help*: Help is available at any time and is accessed by pressing ⓧ Ⓗ.

■ *Voice Mailbox*: If a subscriber listens to a message and wants to call the sender, the subscriber can press ① ⓪ to have the Intuity AUDIX system place the call automatically.

205

Untouched Message

The Untouched Message feature provides subscribers with the ability to scan messages or message headers in the incoming section of the voice mailbox without changing the status of the message *from new* to *old*, or from *new* to *unopened*.If the message is in the *new* category, and this feature is activated, the Message-Waiting Indicator (MWI) (either the message-waiting lamp or stutter dial tone) will remain active.

Who controls it:	The Untouched Message feature is controlled by the person listening to the incoming messages.
Who can access it:	Anyone accessing messages in the incoming section of a voice mailbox can use the Untouched Message feature.

Points to Remember

■ A subscriber uses this feature while accessing *new* and *unopened* messages in the incoming section of the subscriber's voice mailbox.

■ *Unopened* and *old* messages cannot be changed back to *new* messages using this feature.However, an *unopened* message can remain unopened using this feature.

Applications

The Untouched Message feature allows a secretary or other agent to review another person's *new* messages (or just the message headers) and leave those messages in the *new* category of the incoming voice mailbox — leaving the MWI active. The secretary can act on information contained in certain messages, while allowing the addressed recipient to review other messages under their original category.

Subscribers can also use this feature on their own messages to remind them to listen to high-priority items again the next time they log in.

Requirements

None.

Feature Operation

At any time while listening to *new* incoming messages, a subscriber may press ✳ ✳ Ⓗ (for Hold) to activate the Untouched Message feature. When activated, the current message will be left in the *new* category and the next message header will be played.

Interactions with Other Features

The Untouched Message feature interacts with other Intuity AUDIX features as follows:

■ *Automatic Message Scan*: The Untouched Message feature can be used while automatically scanning messages.

■ *Broadcast Message*: The Untouched Message feature can be used on a Broadcast Message. However, since Broadcast Messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.

■ *Message-Waiting Indicator*: If the Untouched Message feature is used for messages in the *new* category of the incoming voice mailbox, the MWI will remain active.

■ *Online Help*: Help is available at any time by pressing ⁎ Ⓗ.

■ *Outcalling*: If a message is left in the *new* category in the incoming section of a voice mailbox and the Outcalling feature has been activated, Outcalling will remain active for this message.

■ *Voice Mailbox*: The Untouched Message feature is only available for messages in the incoming section of the voice mailbox.

207

Voice Mail

Voice Mail is like a "verbal letter" that can be sent to one or more of the subscribers on the Intuity AUDIX system. The system, in this case, becomes an electronic post office that delivers spoken messages.

Unlike the Call Answer feature (that offers the caller an opportunity to leave a message if the called party is unavailable), subscribers can use the Voice Mail feature to record a message that is delivered directly to the recipient's Voice Mailbox (much as a note or memo is delivered through company mail).Thus, the Voice Mail feature is a pro-active means of providing information, whereas the Call Answer feature is re-active.

Voice Mail is created, addressed, scheduled for delivery, sent, received, and stored in Voice Mailboxes.

Who has it:	All Intuity AUDIX subscribers can create, edit, send, and receive Voice Mail messages.Note that these capabilities can be limited via the Message Sending Restrictions and Private Message features.
Who controls it:	The system administrator specifies the system-wide message length limit (up to 20 minutes) on the System Parameters Limits screen. Individual subscribers can have their maximum message lengths altered up to this limit through the Cos or Subscriber screens
Related administration screens	System Parameters Limits; COS; Subscriber

Points to Remember

■ If a message is created and the subscriber either restarts or disconnects without addressing it to at least one person, the message will *not* be saved.

■ In addition to sending *new* Voice Mail messages, subscribers can review, modify, and resend messages that they created previously and then filed in the file cabinet section of their mailboxes.

■ To assist in addressing Voice Mail, the system offers the Directory feature that provides subscriber's names or extensions.

■ The maximum Voice Mail message length (including menus or greetings) is 20 minutes.

■ Speed and volume controls are available.

208

Applications

Voice Mail is an invaluable tool in any situation where an easy one-way transfer of information is needed. For example, to inform an entire department about a scheduled meeting, one message can be recorded (including the date, time, location, and agenda of the meeting) and addressed using a Mailing List that contains the names or extensions of all the members of the department. The system will transmit a copy to each person on the list and inform them that the message exists via the Message-Waiting Indicator feature.

Requirements

None.

Feature Operation

Voice Mail messages are divided into two parts: the header (equivalent to an envelope), and the message itself (equivalent to a letter), described below.

- The *header* identifies the sender, recipient, type of message (such as Call Answer, or Voice Mail), and the time and date the message was sent or received. The system automatically creates a header for each message scheduled for delivery. If a message is addressed to more than one recipient, the system creates a header for each recipient.

- The *message* is the actual statement recorded by the originator. Only one copy of the message is stored on disk at a time. Many subscribers can receive a copy of the same message by having the system create multiple headers for a single message.
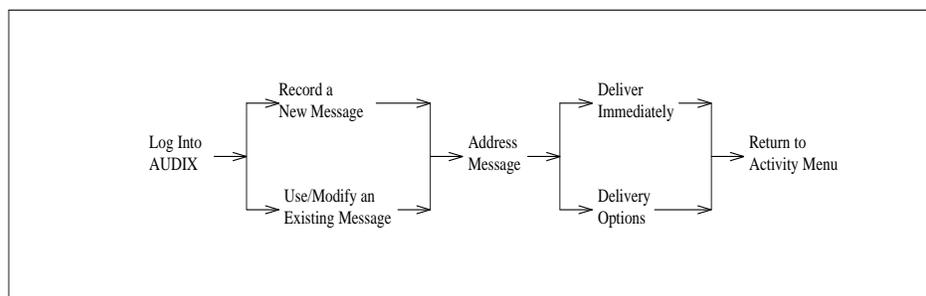
Figure 43.   Voice Mail Operation

As an AUDIX subscriber, you can create new messages, change existing messages in the outgoing section of your voice mailbox, or append to existing messages. All recording operations are performed in a similar way: record the message, play it back or change it if desired, and approve it for delivery. The system guides you through the steps with voice prompts. When a step is approved, the system announces the next step in the activity.

> **NOTE:**
> The End-of-Message Warning option causes the recording of a Voice Mail message to be interrupted at a predefined amount of time (warning time) before the maximum recording time is reached, and the message creator is informed that a specific number of seconds remain for recording. If, for example, the maximum message that can be recorded is 3 minutes and this field is set to 15, when someone has recorded 2 minutes 45 seconds of a message, the system will interrupt them with a message stating that they have 15 seconds remaining.

Before a Voice Mail message can be delivered, however, you must address it. You can send a message to one or more recipients and if your company has a network, you can address messages to remote subscribers. Messages are addressed using the name or extension of the intended recipient. Any combination of subscriber names, extension numbers, or Mailing Lists may be used to address a message. Also, a time and date may be specified for future delivery; if neither is specified, the message is sent immediately. In networking systems, a message scheduled for immediate delivery is queued for delivery to the remote machine at the next scheduled transmission period.

Messages that have been scheduled for delivery but have not yet been sent are called *undelivered* messages. These messages may be accessed and modified under the outgoing section of the Voice Mailbox any time before they are delivered.

> **NOTE:**
> Messages that have been created but not addressed to any recipients are deleted.

At the scheduled delivery time, the Intuity AUDIX system moves the message from the sender's Voice Mailbox (outgoing) to the recipient's Voice Mailbox (incoming). (In Networking systems, the system moves the message to the network transmission queue if it is to be sent to a remote machine.) The sender can no longer play, change, or delete a delivered message, although the message header and status may be tracked through the outgoing section of the Voice Mailbox (see the *Voice Mailbox* feature for more information on tracking the status of a message).

If subscribers want to keep a copy of their messages, they may save a copy in the file cabinet section of the Voice Mailbox before the message is delivered (see the *Voice Mailbox* feature for more information on filing a copy of a message).

Recording a New Voice Mail Message
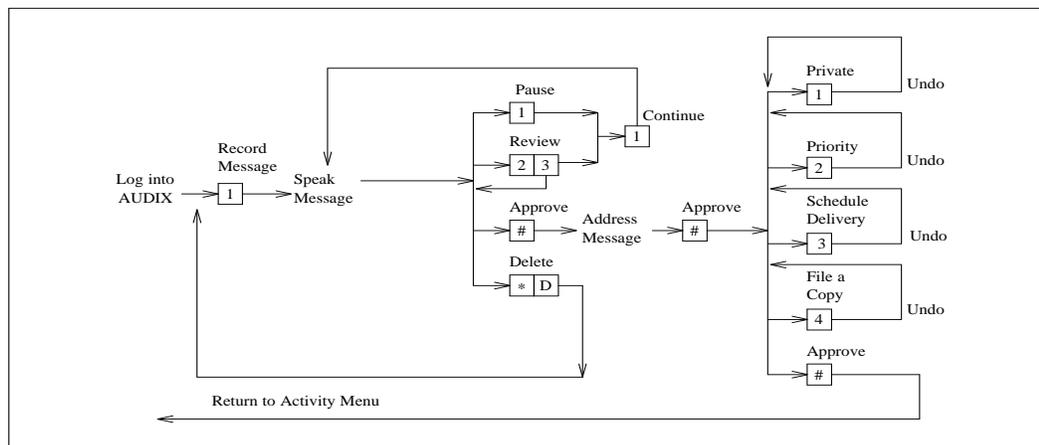
Figure 44. **Recording a New Voice Mail Message**

To record a Voice Mail message, do the following:

1. Log into the Intuity AUDIX system.

2. Press ① to create a Voice Mail message.

3. Speak your message. The following editing commands are available while you are recording the message:

   ■ To temporarily suspend recording:

      a. Press ① (if you want to pause and collect your thoughts).

      b. Press ① again to continue recording. The system will continue recording without a break in the message.

   ■ To rewind and play back:

      a. Press ② to rewind to the beginning of the message.

      b. Press ③ to play the message. If you want to continue recording from any particular point, press ① at that point.

   ■ To delete this message and record a new one:

      a. If you are not satisfied with the message you have just recorded and want to re-record it, press ⍟ Ⓓ to delete the message. Then, press ① to begin recording a new message.

4. If you are satisfied with your message and want to approve it, press #.

211

5. Address the message. Refer to the *Addressing a Voice Mail Message* procedure in this section to complete this task.

6. Do one of the following:

■ To deliver your message right away without delivery options, press 〔#〕 and go no further.

■ To schedule delivery of your message, or specify other delivery options, do any combination of the following and continue to the next step.

— To make the message *private* (unforwardable), press 〔1〕.

— To make the message *priority* (so that it is presented to recipients before other messages), press 〔2〕.

— To schedule future delivery of the message, press 〔3〕 and follow the prompts for scheduling future delivery, or see the *Delivery Scheduling* feature.

— To file a copy of the message, press 〔4〕.

Each of these delivery options is a toggle switch. This means you can turn each option on and off like a light switch by repeatedly pressing its button. The priority option (option 2) may not be available to all subscribers, depending on how the feature is administered (see the *Priority Message* feature in this manual). Messages can be both private and priority. Two additional options are also available to system administrators or designated *broadcasters*: 〔8〕, broadcast, and 〔9〕, login announcement. See the *Broadcast Message* and *Login Announcement* features in this manual for more information on those delivery options.

7. Press 〔#〕 to approve your options and return to the Activity Menu.

Using/Modifying an Existing Voice Mail Message
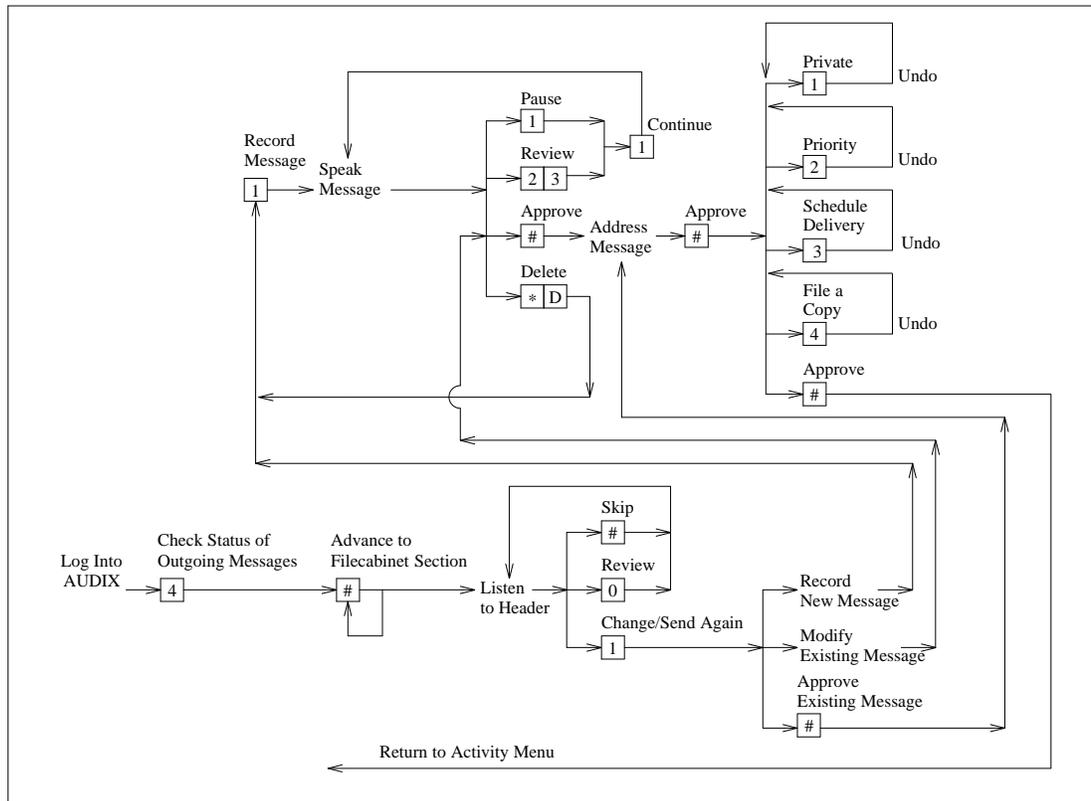
Figure 45.   Using/Modifying an Existing Voice Mail Message

To use or modify an existing Voice Mail message (you modify and re-send messages stored in the *file cabinet, undelivered,* and *nondeliverable* sections of the outgoing mailbox), do the following:

1. Log into the Intuity AUDIX system.

2. Press ④ to access the outgoing section of your Voice Mailbox.

3. Press ⓟ as many times as necessary to advance to the file cabinet section of your Voice Mailbox. The system will read the header of the first message in your file cabinet. You can press ✱ ⓟ to jump between message categories.

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

- To skip to the next message: press ⌗.

- To listen to the message: press ⓪.

- To change the message or send it again: press ①. Then, take one of the following actions according to your needs:

  — *To record an entirely new message:* Go to step 2 of the previous procedure, *Recording a New Voice Mail Message*.

  — *To modify the message:* Press ② ③ to review the message. Then, go to step 2 of the previous procedure, *Recording a New Voice Mail Message*.

  — *To send the message in its current form:* Press ⌗. You must now address the message. Refer to the following section, *Addressing a Voice Mail Message*, to complete this task.

Addressing a Voice Mail Message
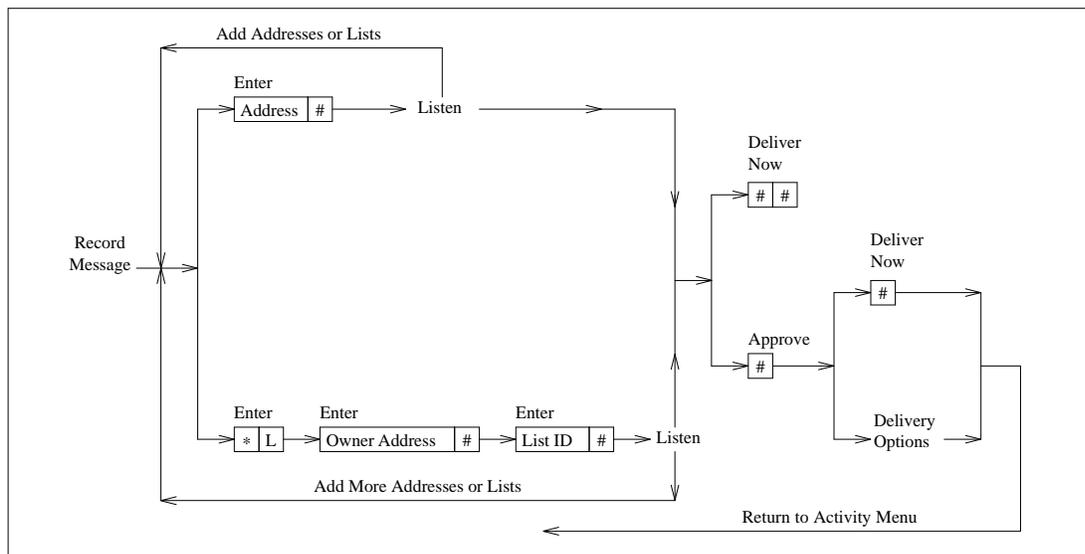
Figure 46.   Addressing a Voice Mail Message

You can address Voice Mail by extension number, name, alias, or Mailing List, and you can combine any of these four methods to address one message to several recipients. Addressing by list is explained in detail in the *Mailing List* section of this manual.

To address a Voice Mail message, do the following:

1. Log into the Intuity AUDIX system.

2. Record your message, as described in one of the previous procedures, *Recording a New Voice Mail Message* or *Using/Modifying an Existing Voice Mail Message*.

3. After you have approved your message, the system will ask you to enter an address. Your administrator has arranged for the system to ask you either for an extension number or for a name as an address.

   Take one of the following actions according to your needs:

   - To address to individual recipients:

     a. Enter the recipient's address (either name, alias, or extension). You may switch back and forth between name and extension addressing by pressing ⊛ Ⓐ. Note that you must be in name addressing mode to address by aliases.

     b. Press # to signal that you have entered the address.

        The system will voice the recipient's name or extension if no name has been recorded for that subscriber. If this is not the person you intended the message to be sent to, press ⊛ Ⓓ to delete this address.

     c. If you want to add more addresses, return to step a. If you want to add additional addresses using a Mailing List, refer to the bullet item below.

   - To address using a Mailing List:

     a. Press ⊛ Ⓛ to indicate that you will be using a list as the address.

     b. Enter the list owner's address and press #. If you own the list, you may simply press #.

     c. Enter the list ID and press #. If you want to review the names of the recipients on the list, press ⊛ ①. You may delete a name from the list by pressing ⊛ Ⓓ after the system voices the name.

     d. If you want to add more lists, return to step a. If you want to add individual recipients, refer to the above bullet item.

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

   - To review the list of addresses: press ⊛ ①.

   - To approve the addresses and deliver the message immediately: press # #. You will be returned to the Activity Menu. If the message was originally in the *file cabinet* section of your mailbox, it will no longer exist there.

■ To approve the addresses:

    a. Press #.

    b. You may either deliver the message immediately by pressing # again, or first enter a delivery option as described in step 5 of the previous section, *Recording a New Voice Mail Message*, then press # to approve your options.

After you have completed this step, you will be returned to the Activity Menu.

Speed and Volume Control

The Intuity AUDIX system provides subscribers with the ability to control the speed and volume at which voice prompts and messages are played. The commands shown in Figure 47 do not change the prompts or messages, only the speed and volume at which you hear them.
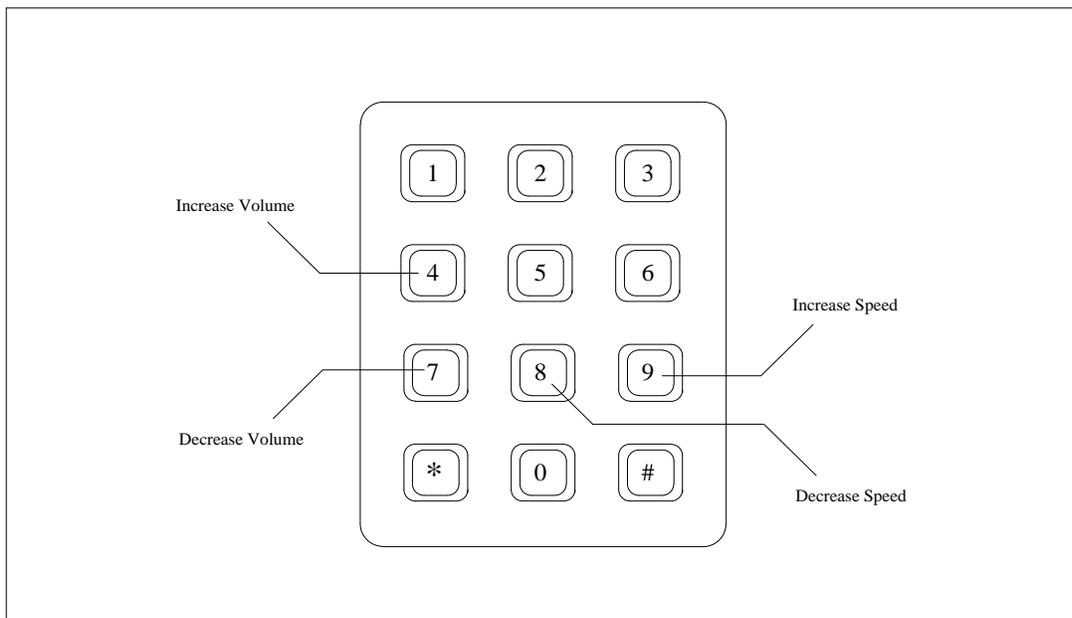
Figure 47.   **Speed and Volume Control**

After pressing one of the keys (see the above figure) several times, the speed or volume stays at the lowest or highest setting.

Nondeliverable Messages

If messages cannot be delivered because of incorrect addresses, nonexistent remote subscribers, or full mailboxes, the originating subscriber will receive a *nondeliverable message* notification. The message will be placed in the *nondeliverable* section of the subscriber's outgoing mailbox.

Interactions with Other Features

The Voice Mail feature interacts with other Intuity AUDIX features in the following ways:

- *ADAP*: Voice Mail traffic data can be transferred to a personal computer (PC) using ADAP. Information on Voice Mail includes: subscriber use of Voice Mail, remote Voice Mail message use, and the number of Voice Mail messages created and sent (daily or hourly).

- *Delivery Scheduling*: Intuity AUDIX subscribers can use the Delivery Scheduling feature to schedule when a Voice Mail message is to be delivered to the intended recipient(s).

- *Directory*: The Intuity AUDIX system keeps a directory of subscriber names and extension numbers. Callers may use the ⍟ ⍟ Ⓝ (Names and Numbers Directory) command to find out the name or extension number of an Intuity AUDIX subscriber to whom they want to send a Voice Mail message. This command can also be used to verify that the person the caller is trying to send a message to is an Intuity AUDIX subscriber.

- *Mailing List*: After a Voice Mail message has been created, it can be easily sent to many subscribers using a Mailing List.

- *Message Sending Restrictions*: Subscribers can be categorized as members of specific communities that are allowed to send Voice Mail messages only to other members of that group or to other specific groups.

- *Message-Waiting Indicator*: New messages light the message-waiting lamp (if available) or activate an audible message-waiting indication. In most cases, when the last new message or header in the incoming mailbox is scanned, the light goes out. The exception is when a message is retained in the new category using the *Untouched Message* feature. An untouched message leaves message-waiting indication active.

- *Name Record by Subscriber* Header information attached to a Voice Mail message can contain the sender's name voiced by the sender instead of the administrator.

- *Online Help*: While creating and addressing Voice Mail, the system guides the subscriber through each step. However, if the subscriber requires more information, an online help facility is available by pressing ⍟ Ⓗ. The system will define the activity that the subscriber is using and will voice all options available at that specific point in the procedure.

217

- *Outcalling*: When a Voice Mail message has been delivered to a sub-scriber's mailbox, the Outcalling feature (if activated) will inform the sub-scriber that a new message exists by placing a call to a predefined telephone or pager.

- *Playback and Recording Control*: While creating a Voice Mail message, subscribers can use the Playback and Recording Control feature to mod-ify new or existing messages.

- *Priority Message*: Voice Mail messages can be given priority status. These messages will be specially marked and preferentially presented to recipi-ents.

- *Priority Outcalling*: When a priority message has been delivered to a sub-scriber's mailbox, the Priority Outcalling feature (if activated) will inform the subscriber that a new message exists by placing a call to a predefined telephone or pager.

- *Private Message*: Voice Mail messages can be made private (the recipient will not be allowed to forward the message to other subscribers).

- *Traffic Reports*: Subscriber use of Voice Mail can be monitored and ana-lyzed using the Traffic Reports feature. Specifically, data is gathered on the number of Voice Mail messages created, the average storage time of a Voice Mail message, the number of messages rescheduled for delivery, the number of messages sent to remote AUDIX machines, and the num-ber of Voice Mail messages and sessions that occurred during prime time and nonprime time.

- *Untouched Message*: The Untouched Message feature provides the abil-ity to listen to a new Voice Mail message (in the incoming section of the Voice Mailbox) and by pressing ⁎ ⁎ H (Hold) leave the message in the *new* category. Thus, the MWI remains active for this message.

- *Voice Mailbox*: Voice Mail messages are created in the outgoing section of a subscriber's Voice Mailbox. After the message is created, it can be stored in the file cabinet section of the mailbox and sent to other subscrib-ers where it is stored in the incoming section of their mailboxes. If the mes-sage cannot be delivered, it will remain in the outgoing section of the sender's mailbox.

Voice Mailbox

A Voice Mailbox is a storage area on disk where voice mail messages are created and stored (the outgoing section of the mailbox), and where voice mail messages from other subscribers and call answer messages are received and accessed (the incoming section of the mailbox).

Who has it:	All subscribers automatically receive a Voice Mailbox when they are administered on the system.
Who controls it:	The system administrator controls specific features for subscribers' mailboxes such as the order that messages play, the length of time messages are stored, and the amount of disk space available.
Who can access it:	Intuity AUDIX system subscribers control access to their individual mailboxes through a private, user-defined password. Other users or outside callers can leave messages in a subscriber's mailbox, but cannot access or change messages or private mailing lists in that mailbox.

Points to Remember

- Messages and headers stored in a subscriber's Voice Mailbox automatically expire after an interval set by the system administrator.

- Personal greetings (used for Call Answer and Automated Attendant menus) are also stored in subscribers' Voice Mailboxes.There is no expiration time limit for personal greetings.

- Mailing Lists are also stored in subscribers' Voice Mailboxes.There is no expiration time limit for Mailing Lists.

- If a subscriber is low on storage space in their Voice Mailbox, a warning message is given when the subscriber logs into the system.

Applications

The Voice Mailbox feature has many applications. A voice mailbox can not only be used to create and deliver voice mail messages to other subscribers, but it can also store messages (and other information) as shown in the following list.

- *Attendant Menu:* This is a menu voiced by the system that provides callers with options for call transfers (no expiration).

- *Bulletin Board:* Where messages are posted so that any caller can access them (no expiration).

219

- *File Cabinet:* Where messages are saved (for reference) by subscribers in the outgoing section of their mailboxes (expiration is set by system administrator under outgoing mailbox).

- *Incoming Mailbox:* Where new messages are received by subscribers and saved messages are stored.

- *Mailing Lists:* These are addresses of regular Intuity AUDIX subscribers (no expiration).

- *Personal Greetings:* These are personal messages used for the Call Answer feature (no expiration).

- *Undelivered Messages:* These are messages scheduled for delivery but not yet sent.

- *Nondeliverable Messages:* These are messages that could not be delivered.

Requirements

The Voice Mailbox feature has no requirements other than those of the Intuity AUDIX system itself.

Feature Operation

Subscribers access their Voice Mailboxes by logging into the Intuity AUDIX system. Subscribers may use a touch-tone voice terminal or telephone (recommended) or a rotary phone if a tone generator is used. Subscribers first dial the main Intuity AUDIX number. When the system answers, they enter their extension number and password. The password preserves security for the system and prevents unauthorized access to subscribers' messages.

After a subscriber logs in, the system plays a Login Announcement (if one is active), and then voices the name of the subscriber. The system next reports the number of broadcast, priority, private, and other new messages (if any) that were received. Each message consists of two parts: the header and the message itself (you might think of headers as envelopes that contain your messages).

Your messages will contain the following information:

Header   The time and date of delivery and the type of message: Call Answer, AMIS Analog, or Voice Mail. You will also be notified if the message is a private, priority, or broadcast message. If your incoming message is from another Intuity AUDIX subscriber, the system will tell you the sender's name and extension number. With Call Answer, the system will tell you the name and extension number of the caller if the caller is an subscriber on your system. If the call is from an internal caller who is *not* a Intuity AUDIX subscriber, the system will tell you the extension number of the caller, but not the name.

Message   The caller's spoken message or, in the case of a nondeliverable message notification or an LWC notification, a standard system message.

Voice Mailboxes are divided into two sections: the incoming mailbox, and the outgoing mailbox.
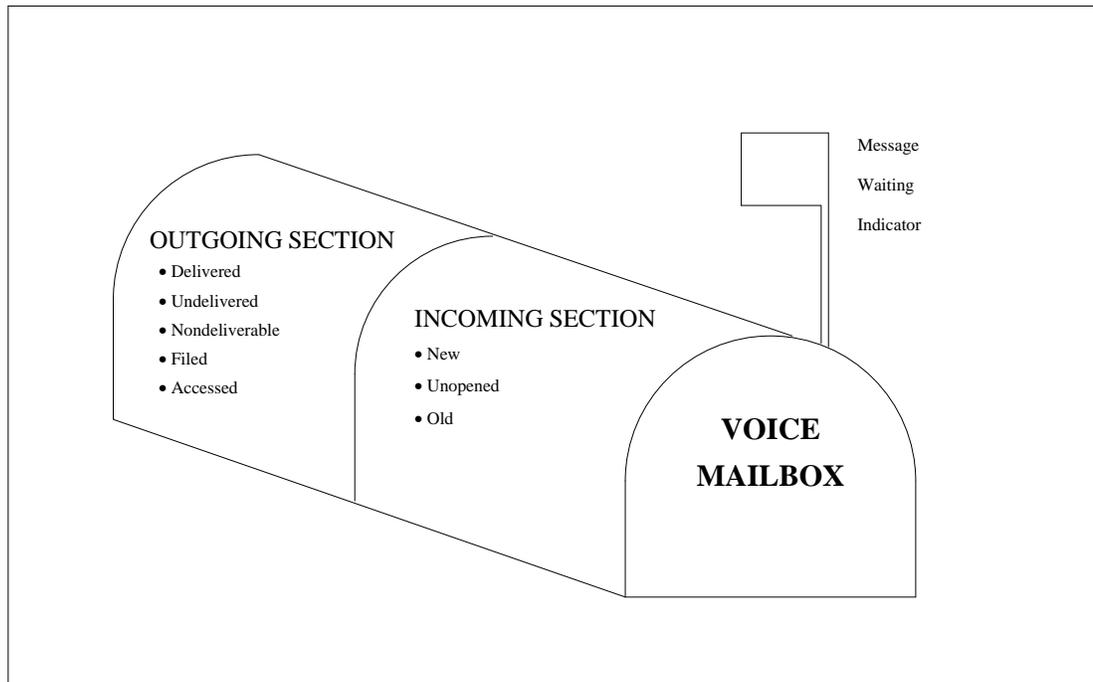
Figure 48.   Voice Mailbox Sections

Incoming Mailbox

The incoming section of the mailbox receives messages from Intuity AUDIX sub-scribers, guest-password users, the Intuity AUDIX system (nondeliverable mes-sage notification), and all callers who are redirected to the system through the Call Answer features. These messages may be saved, deleted, sent back to the sender, or forwarded to another subscriber with a message attached (unless the message has been defined as private).

The Intuity AUDIX system separates your incoming mail into three categories: new, unopened, and old. Unless your system administrator has reset the order, you will hear them in the following order:

New Messages
: Messages and headers that have not yet been lis-tened to. If you have a message-waiting lamp (MWL), it turns off after you have listened to all of your new messages. However, when a message is retained in the *new message* category, using the Untouched Message feature, the MWL remains lit.

Unopened Messages
: Messages whose headers you have heard, but the message itself you have not yet listened to. The MWL does not stay on for an unopened message after you listen to its header.

Old Messages
: Messages you have listened to but have not deleted.

You can also ask your system administrator to set the order in which your individ-ual messages are heard within the incoming section of your mailbox: either the last message received to be the first one played (lifo) or the first message received to be the first one played (fifo). Note that Broadcast Messages are always played first followed by any Priority Messages that you receive.

Outgoing Mailbox

The outgoing section of a mailbox stores messages created or forwarded by subscribers until they can be delivered to the intended recipient(s). Unless you ask your system administrator to reset the order that you access your outgoing mailbox categories, you will hear them in the following order:

Filed Messages	Copies of messages that are created to send to other subscribers can be saved in the outgoing section of a mailbox for future reference. These messages may later be accessed, modified, addressed and sent again, or deleted.
Undelivered Messages	Messages that have not yet been sent (for example, those scheduled for delivery at a future time or date). Messages and their addresses may be accessed or changed at any time before delivery.
Nondeliverable Messages	Copies of messages that could not be delivered. The system will attempt to deliver the message up to 10 times (this limit is set by the system administrator on the System-parameter Features screen before placing the message in this category. Usually this indicates that the intended recipient's incoming mailbox is full. On AMIS networks, this may mean the remote subscriber does not exist (the sender probably misdialed the address) or that there were transmission problems across the analog lines. Messages defined as "nondeliverable" may be rescheduled for delivery with a new address, or altered to allow forwarding if needed.
Delivered Messages	Copies of message headers that have been successfully delivered to a recipient's incoming mailbox but have not yet been listened to.
Accessed Messages	Copies of message headers that have been delivered to a recipient, and either the header or the message has been listened to.

Incoming Mailbox Operation
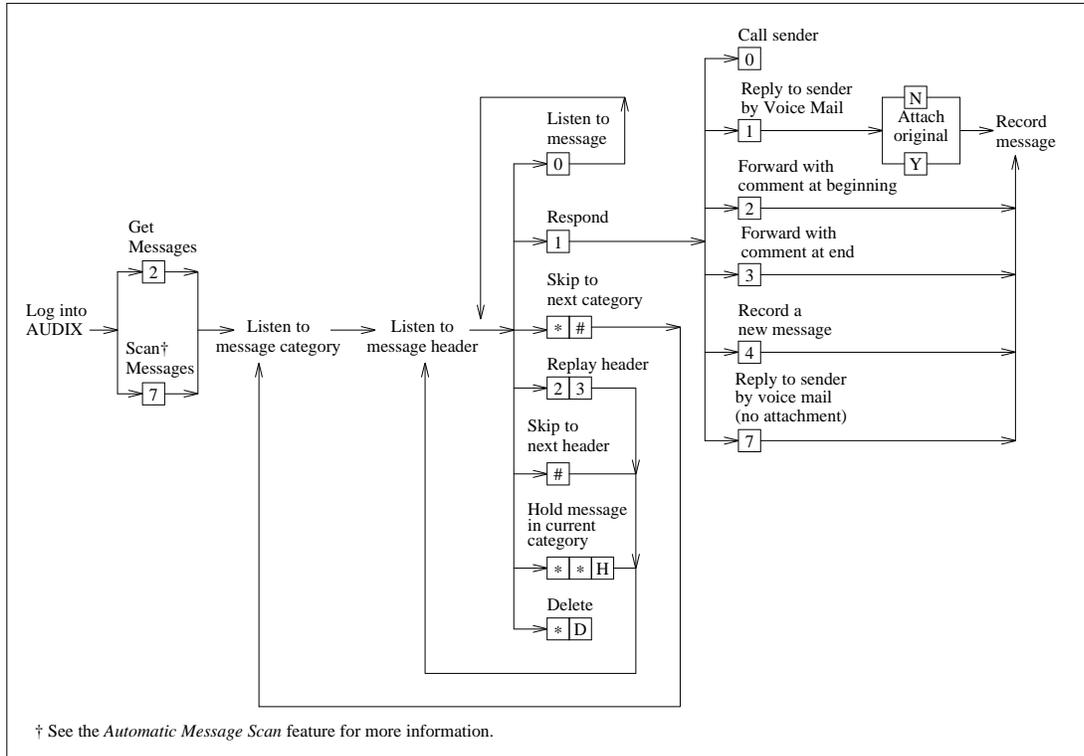
Figure 49. Incoming Mailbox Operation

When a new message arrives in your incoming mailbox, the Message-Waiting Indicator feature or the Outcalling feature informs you that the message is present. After you log in and tell the system that you want to listen to your incoming messages, the system will read the header information for the first new message and give you a choice of things to do with the message. For example, you can choose to listen to the message or respond immediately to the message. If you choose to listen to the message, the following options are available to you: replay the message or header; respond to the message; skip to the next message header; skip to the next message category; hold this message in its current category (Untouched Message feature); or delete the message.

If you choose to respond to the message, the following options are available to you: place a return call, automatically, to the sender of the message; reply to the sender via Voice Mail; forward the message to other subscribers; or create a new message for other subscribers.

Listening to Incoming Messages

To listen to your incoming messages, do the following:

1. Log in to the Intuity AUDIX system. You will be told the number of new messages you have received.

2. Press ② to get your incoming messages (or you may press ⑦ to use the Automatic Message Scan feature). The system will read you the first header (you may dial through the header to access the message).

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

   ■ To listen to the message:

      a. Press ⓪. If you want to stop the message momentarily while you take notes, press ③. To continue playback, press ③ again. To replay portions of the message, rewind in four-second increments by pressing ⑤ as many times as necessary. Advance by four-second increments by pressing ⑥. To replay the entire message, press ⓪.

      b. Go on to step 4.

   ■ To rewind and replay the header:

      a. Press ② ③. You can rewind more than once to step back more than one header.

      b. Choose an action from step 3.

   ■ To skip this message and save it until later:

      a. Press #. The system will move the message from the *new* category to the *unopened* category and read the next header.

      b. Choose an action from step 3 for the next header.

   ■ To skip to the next message category:

      a. Press ✱ #. The system will read the header of the first message in the next category.

      b. Choose an action from step 3 for the next header.

   ■ To hold this message in the new category and save it until later:

      a. Press ✱ ✱ H. Your message-waiting lamp will stay on and the system will go to the next header.

      b. Choose an action from step 3 for the next header.

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

   ■ To delete the message after you have listened to it: press ✱ D. The message will be deleted and the system will automatically go to the next header.

■ To hold the new message in its current category after you have lis-
tened to it: press ⊛ ⊛ Ⓗ. Your message-waiting lamp will stay on
and the system will automatically go to the next header.

■ To save the message after you have listened to it: press #. The
message will be stored in the *old message* category of your incom-
ing mailbox and the system will automatically go to the next header.

5. Repeat steps 3 and 4 to hear the next message. When you have finished
listening to your incoming messages, you will be returned to the Activity
Menu.

⮕ **NOTE:**
After you have listened to your new messages, the system will
begin reading the unopened and old message headers to you.
However, you need not wait until you have new messages to listen
to unopened or old messages.You can call the system at any time
to listen to any of the messages in your incoming mailbox.

Shortcut   To listen to an incoming message, save it, and skip to the next
header, do the following:

1. Log into the Intuity AUDIX system.

2. Press ② to get your incoming messages. The system will play the
first header.

3. Press ⓪ to listen to the message.

4. Press # to save this message and skip to the next header.

5. Listen to the next header.

Shortcut   To listen to an incoming message, delete it, and automatically skip to
the next header, do the following:

1. Log into the Intuity AUDIX system.

2. Press ② to get your incoming messages. The system will play the
first header.

3. Press ⓪ to listen to the message.

4. Press ⊛ Ⓓ to delete this message.

5. Listen to the next header.

226

Responding to a Message
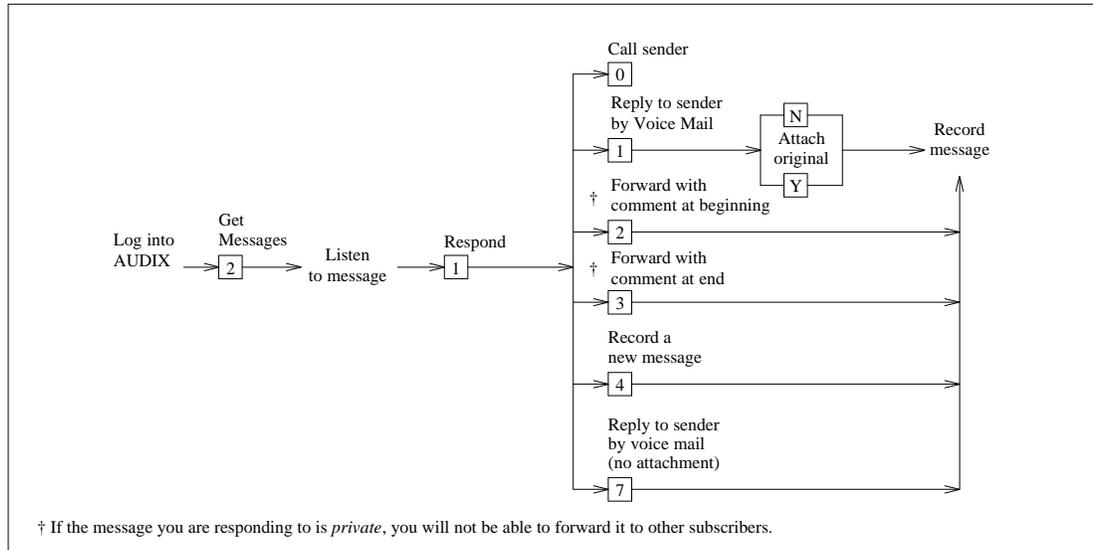
Figure 50.   Responding to a Message

If you choose to respond to an incoming message, listen carefully to the message header (the header may contain the name of the caller, just the extension number, or no information about the caller at all) so you can determine the methods of response that are available to you:

■   If the system tells you the name of the person who left you a message, you have four choices:

— Reply to the sender immediately by Voice Mail, using the Automatic Reply feature.

— Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).

— Create a new Voice Mail message for a person or persons other than the sender.

— Transfer out of the system without hanging up, and let the system call the sender automatically.

■   If the system tells you only the extension of the caller who left a message, you have three choices:

227

— Add a comment to either the beginning or end of the message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).

— Create a new Voice Mail message for a person or persons other than the sender.

— Transfer out of the Intuity AUDIX system without hanging up, and let the system call the sender immediately.

■ If the system tells you neither the name nor the extension of your caller, you have three choices:

— Add a comment to either the beginning or end of the Call Answer message and forward it. (This is not an option if the sender designated the message as private or if this is a nondeliverable message notification message).

— Create a new Voice Mail message for a person or persons other than the sender.

— Hang up, and then dial the caller's number.

Returning the Call Automatically
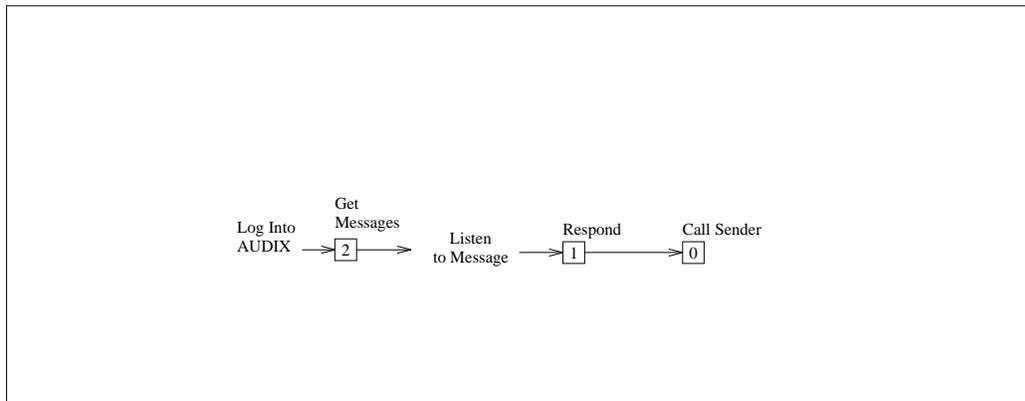
Figure 51.   Automatically Returning a Call

When you receive a message from someone within your company and the system tells you the name or extension of the sender, you can transfer out of the system and return the call directly without first hanging up.

228

To call the sender immediately without first hanging up or returning to the Activity Menu, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the sender's message.

3. Press ① to respond.

4. Press ⓪ to call the sender.

    The system will automatically place the call and save the sender's message in the *old message* category.

Replying to Sender via Voice Mail
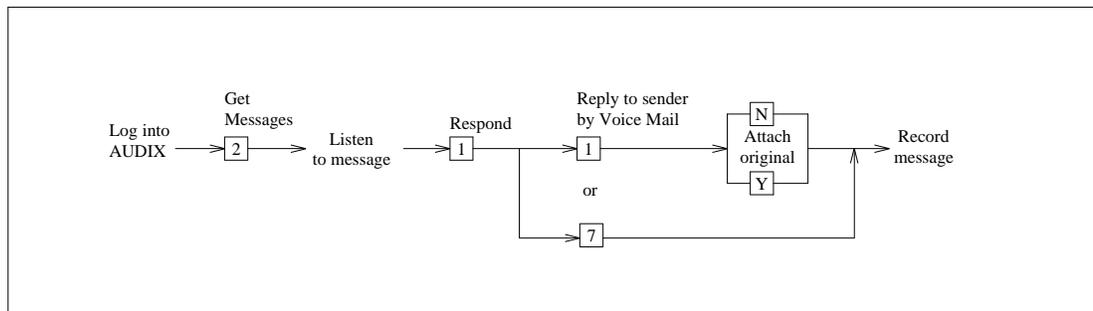
Figure 52.   Replying to Sender via Voice Mail

With an integrated system, you can immediately reply to a subscriber who has sent you a Voice Mail or Call Answer message with a Voice Mail message of your own. There is no need to wait until you have heard all of your incoming messages or to return to the Activity Menu.

To reply to a subscriber by Voice Mail, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the incoming message.

3. Press ① to respond.

4. Press ① to reply to the sender via Voice Mail.

    If the original message was a *private* message, you will not be able to forward it to other subscribers.

5. Speak your message.

229

6. If you are not satisfied with your reply and you want to re-record it, press ② to rewind (or ⊛ Ⓓ to delete). Then, press ① to begin recording, and follow steps 5 and 6.

7. Press ⌗ to approve your reply. The system automatically addresses your response.

8. Enter any combination of the following:

   ■ Press ① to make this a private message.

   ■ Press ② to make this a priority message.

   ■ Press ③ to schedule delivery of this message.

   ■ Press ④ to file a copy of this message.

   ■ Press ⌗ to approve the message (do this last).

9. You are returned to getting messages. Do one of the following:

   ■ To hear the original message you just replied to: press ⓪.

   ■ To delete the message you just replied to: press ⊛ Ⓓ.

   ■ To skip to the next message: press ⌗.

Shortcut   To reply immediately via Voice Mail without attaching a copy of the original message and without replaying your reply, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the message.

3. Press ① ⑦ to reply without attaching the original message.

4. Speak your message.

5. Press ⌗ ⌗ to stop recording, approve, and send immediately.

Forwarding Messages with Your Comments
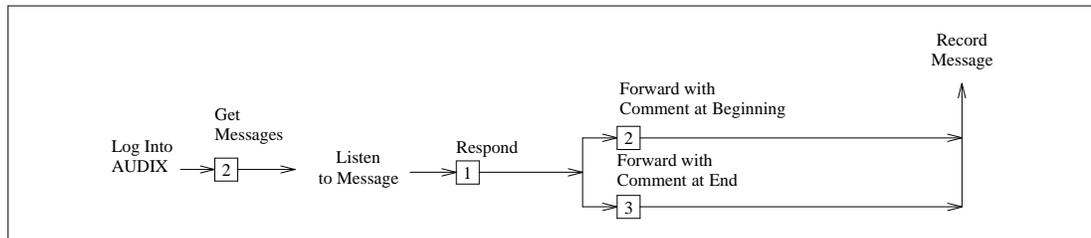
Figure 53.   Forwarding Messages with Comments

You can add a comment to the beginning or end of your incoming Voice Mail or Call Answer message and then redirect the combination. However, if the system informs you that the message is private, you cannot forward it.

To add your comments to the beginning or end of an incoming message and forward them, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the incoming header and message.

3. Press ① to respond.

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

    ■   To add your comment to the beginning of the original message: press ②.

    ■   To add your comment to the end of the message: press ③.

5. Speak your comment.

6. If you are not satisfied with your reply and you want to re-record it, press ② to rewind (or ⊛ Ⓓ to delete). Then, press ① to begin recording, and follow step 5.

7. Press Ⓗ to approve your reply.

8. Enter the new recipient's address and press Ⓗ. Repeat this step for additional subscribers.

9. Enter any combination of the following:

    ■   Press ① to make this a private message.

    ■   Press ② to make this a priority message.

    ■   Press ③ to schedule delivery of this message.

231

■ Press ④ to file a copy of this message.

■ Press 🔘 to approve the message (do this last).

10. You are returned to getting messages. Do one of the following:

■ To hear the original message you just forwarded: press ⓪.

■ To delete the message you just forwarded: press ✱ Ⓓ

■ To skip to the next message: press 🔘.

Shortcut   To add a comment to the beginning of a message and forward it
               immediately to one person, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the message.

3. Press ① ② to begin recording.

4. Speak your comment.

5. Press 🔘 to stop recording and approve your comment.

6. Enter the recipient's address.

7. Press 🔘 🔘 to approve your address and send immediately.

Creating a New Message for a Third Person
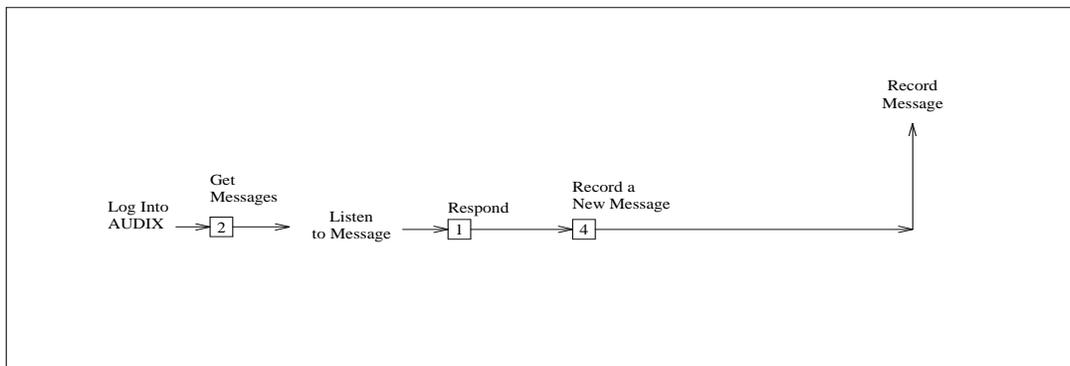
Figure 54.   Responding to a Message with a New Message

After you have just listened to an incoming Voice Mail message, you can create a
new message and address it to a third person without returning to the Activity
Menu.

232

To create a new message and send it to one or more persons, do the following:

1. Log into the Intuity AUDIX system.

2. Listen to the incoming message.

3. Press $\boxed{1}$ to respond.

4. Press $\boxed{4}$ to create a new message.

5. Speak your message.

6. If you are not satisfied with the message you have just recorded and you want to re-record it, press $\boxed{2}$ to rewind (or $\boxed{*}$ $\boxed{D}$ to delete). Then, press $\boxed{1}$ to begin recording, and follow steps 5 and 6.

7. Press $\boxed{\#}$ to approve your message.

8. Enter the new recipient's address and press

   $\boxed{\#}$. Repeat this step for additional subscribers.

9. Press $\boxed{\#}$ to tell the system that you have finished addressing.

10. Press $\boxed{\#}$ to schedule immediate delivery, or see the *Delivery Scheduling* feature for information on scheduling future delivery.

11. You will be returned to receiving your messages.

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

    ■ To hear the last message: press $\boxed{0}$.

    ■ To delete the message: press $\boxed{*}$ $\boxed{D}$.

    ■ To skip to the next message: press $\boxed{\#}$.

Shortcut   To create a new message and send it to a single recipient other than the sender of the last message, do the following:

1. Press $\boxed{1}$ $\boxed{4}$ to begin recording.

2. Speak your message.

3. Press $\boxed{\#}$ to stop recording and approve your message.

4. Enter the recipient's address.

5. Press $\boxed{\#}$ to signal that you have entered the address.

6. Press $\boxed{\#}$ $\boxed{\#}$ to tell the system that you have finished addressing and to send immediately.

233

Outgoing Mailbox Procedures
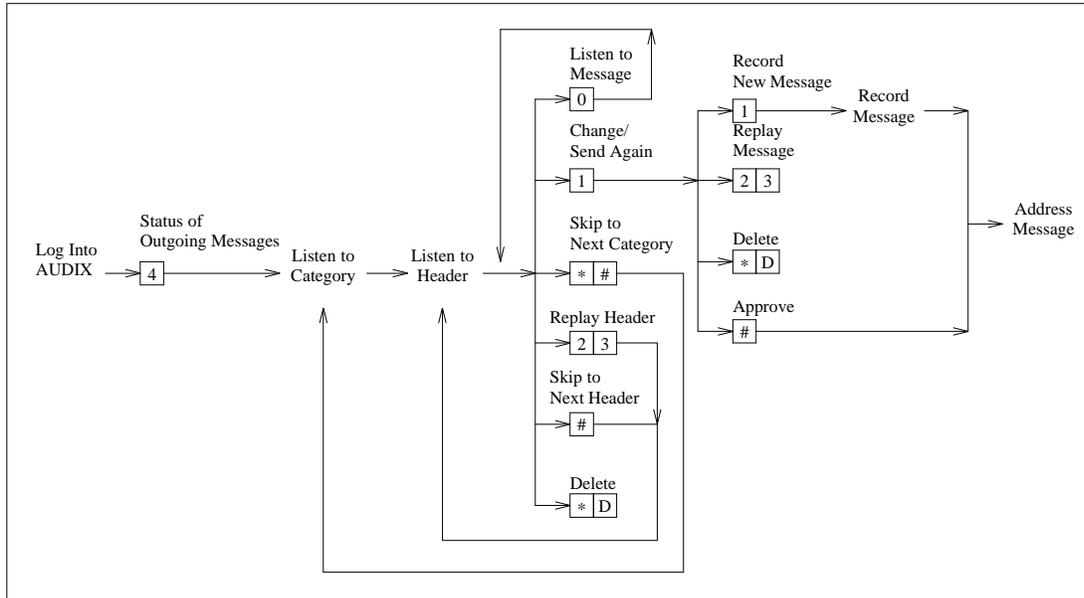
Figure 55. Outgoing Mailbox Operation

After you create, address, and schedule a Voice Mail message for delivery, the system will deposit the message header (and the message itself if it is in the *undelivered, nondeliverable*, or *filed* category) in a section of your mailbox that is reserved for outgoing messages. By reviewing your outgoing messages, you can determine whether your messages have been delivered and also whether the recipients have listened to the headers. You cannot, however, determine what happened to the message after the recipient listened to the header.

While reviewing your outgoing and file cabinet messages, the following options are available to you: listen to or delete *undelivered, nondeliverable*, or *filed* messages; replay a message header; skip to the next message header; or skip to the next message category.

You may also modify or resend *undelivered, nondeliverable*, or *filed* messages.

Reviewing Outgoing and Filed Messages

To review your outgoing and filed messages, do the following:

1. Log into the Intuity AUDIX system.

2. Press ④ to review the status of your outgoing messages.

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

   ■ To listen to an undelivered, undeliverable, or filed header and message:

      a. Listen to the header.

      b. Press ⓪ to listen to the message.

   ■ To review just the headers of any of your outgoing messages (undelivered, nondeliverable, delivered, filed, or accessed):

      a. Listen to the header.

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

   ■ To skip to the next header: press #.

   ■ To delete the header (and message, if one is attached): press ✳ D.

   ■ To skip to the next category of outgoing mail: press ✳ #.

Modifying and Resending Outgoing and Filed Messages

To modify or resend a message that has not yet been delivered, was marked as nondeliverable, or was filed, do the following:

1. Log into the Intuity AUDIX system.

2. Press ④ to review the status of your outgoing messages.

   If the message that you want to modify is not the first one that the system presents to you, press # one or more times to skip to the appropriate message. Or, press ✳ # to skip to the appropriate message category.

3. Press ⓪ to listen to the message.

4. Press ① to modify or resend the message.

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

   ■ To send the message as it already exists:

      a. Press # to keep the message as you originally recorded it.

      b. Go on to step 6.

   ■ To modify the message:

a. Press ① to re-record.

b. Speak your new message.

c. Press ⌗ to approve your recording.

d. Go on to step 6.

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

   ■ To resend to the original recipient: go on to step 7.

   ■ To resend to a new recipient:

      a. Enter the new recipient's address.

      b. Press ⌗ to signal that you have entered the address.

      c. Repeat steps a and b for more than one recipient.

7. Press ⌗ ⌗ to tell the system that you have finished addressing, and want to send the message immediately. Or, press ⌗ to tell the system that you have finished addressing, and then reschedule the message for future delivery (see the *Delivery Scheduling* feature for more information). The system will then return you to reviewing your outgoing and filed messages.

⇒ NOTE:

When you modify and resend a filed message, that message leaves your mailbox unless you file it again after addressing it (press ④).

Interactions with Other Features

This section identifies the interactions of the Voice Mailbox feature with switch features and other Intuity AUDIX features.

Interactions with Switch Features

The Voice Mailbox feature interacts with the switch in the following ways:

■ *Call Answer:* Messages left by callers through the Call Answer feature are placed in the incoming mailbox. Any internal or outside caller may access the Intuity AUDIX system through the Call Answer feature as long as it is correctly administered on the switch and on the Intuity AUDIX system. See Appendix B, *DCS Networks*, for DCS Network restrictions.

■ *Message-Waiting Indicator:* The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.

■ *Transferring Calls:* You can transfer out of a Voice Mailbox to another extension in the switch dial plan. You can also transfer into an Intuity AUDIX mailbox if you are redirected to another coverage point (such as a secretary) and that person transfers the call to the system. After leaving a message, you may transfer to another extension.

Interactions with Other Intuity AUDIX Features

The Voice Mailbox feature interacts with other Intuity AUDIX features in the following ways:

■ *ADAP:* Traffic data showing subscriber use of the Voice Mailbox feature can be transferred to a PC. Information on Voice Mailbox use includes: the number of voice mail messages created and sent on a daily and hourly basis, Automated Attendant mailbox use, and outcalling traffic to inform subscribers that messages exist in their mailboxes.

■ *AMIS Analog Networking:* Intuity AUDIX subscribers can address Voice Mail messages to subscribers on another voice mail system when AMIS Analog Networking is implemented. Subscribers can even send messages to voice mail systems made by vendors other than AT&T provided the remote system has AMIS capabilities.

■ *Automated Attendant:* The Automated Attendant feature can be administered to route callers to the mailboxes of *phantom extensions.*Phantom extensions are extension numbers that do not correspond to telephones administered by the switch; they are simply assigned to a voice mailbox.

■ *Automatic Message Scan:* This feature allows subscribers to scan all message headers and/or messages in their voice mailboxes. The user simply selects the feature from the activity menu, and selects the mode of automatic scanning: headers only, messages only, or both headers and messages.

■ *Bulletin Board:* The Bulletin Board feature is a special type of voice mailbox (listen only) that plays out only prerecorded information. It cannot receive messages via the Call Answer feature.

■ *Broadcast Message:* Subscribers are automatically notified of broadcast messages when they log into the system. These messages are treated as *new* messages in that they are presented first with other new messages in the incoming section of the voice mailbox. A broadcast mailbox serves primarily for storing broadcast messages.

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

■ *Class of Service:* This feature allows the system administrator to define how a specific group of subscribers' service is controlled. Using the Cos screen, the system administrator can specify how a subscriber's incoming and outgoing messages are presented (the last message is the first message read or the last message is the last message read), how a subscriber's incoming and outgoing message categories are presented, the retention time for messages in the mailbox, the maximum length of messages, and the size of subscribers' mailboxes.

237

- *Delivery Scheduling:* Intuity AUDIX subscribers can use the Delivery Scheduling feature to schedule when a voice mail message is to be delivered to the intended recipient's voice mailbox.

- *Directory:* When responding to incoming messages, subscribers can use the Directory feature to find other subscribers' addresses.

- *Digital Networking:* Subscriber on one Intuity system can address voice mail to subscribers on another Intuity or AUDIX R1 system that also has the networking feature installed.

- *Full Mailbox Answer Mode:* This feature provides callers with other options for completing a call when the recipient's voice mailbox is full.

- *Guest Password:* Nonsubscribers may leave a message in a subscriber's incoming mailbox by logging on to that extension and supplying a system-wide guest password. Callers may only leave a message for that subscriber, but are prevented from listening to any other messages in that subscriber's mailbox.

- *Mailing List:* Mailing lists are stored in subscribers' voice mailboxes. When using mailing lists, messages that are being sent can be stored in the filed section of the outgoing section of the mailbox. Also, the incoming section of the mailbox of each subscriber on the mailing list will receive a copy of the message.

- *Message Delivery:* Intuity AUDIX subscribers can address Voice Mail messages to any touch-tone phone (even someone's home) when the Message Delivery feature is implemented.

- *Message Sending Restrictions:* Messages that are nondeliverable because of message restrictions are kept in the *nondeliverable* category of the outgoing section of the mailbox.

- *Message-Waiting Indicator:* When a new message is delivered to a subscriber's mailbox, the Message-Waiting Indicator (either a message-waiting lamp or stutter dial tone) is activated, informing the subscriber that the message exists.

  Also, if a subscriber uses the Untouched Message feature on a new message, the MWI remains active.

- *Multiple Personal Greetings:* Subscribers can administer several personal greetings to be presented to callers under differing circumstances. These greetings are stored in the subscriber's mailbox.

- *Name Record by Subscriber:* When a caller reaches a subscriber's mailbox and this feature is administered, the caller will hear the subscriber speak his/her own name during the greeting.

- *Online Help:* Online help is available at any time while subscribers are accessing either the incoming or outgoing sections of their mailboxes by pressing ⍟ Ⓗ.

- *Outcalling:* If the Outcalling feature is administered, new messages will activate this feature and an outcall will be placed to the designated telephone number.

■ *Personal Directory:* When responding to incoming messages, subscribers can use the Personal Directory feature to address a message to the sender.

■ *Playback and Recording Control:* This feature is available to all subscribers while accessing the incoming or outgoing sections of their mailboxes.

■ *Priority Message:* When subscribers retrieve messages from their incoming mailboxes, priority messages are presented first.

■ *Priority Outcalling:* When a priority message is delivered to a subscriber's mailbox and the Priority Outcalling feature is administered, an outcall will be placed to the designated telephone number informing the subscriber that a priority message exists.

■ *Private Message:* Private messages that are delivered to subscribers' incoming mailboxes can be listened to only by the subscriber. They cannot be forwarded to other subscribers.

■ *Security Password:* Each voice mailbox has a user-defined password to ensure the integrity of the system and to prevent unauthorized access to subscribers' messages.

■ *Traffic Reports:* Statistics that illustrate how subscribers generally use the Voice Mailbox feature are collected using the Traffic Feature screens. Statistics that illustrate how a particular subscriber uses the Voice Mailbox feature are collected using the Traffic Subscriber screens.

■ *Untouched Message:* While listening to new messages, a subscriber can use the Untouched Message feature to leave a message in the *new message* category. This will leave the MWI active for this message.

■ *Voice Mail:* Voice Mail messages are created in the outgoing section of a subscriber's voice mailbox. After the message is created, it can be stored in the undelivered section of the mailbox and sent to other subscribers where it is stored in the incoming section of their mailboxes.

Intuity AUDIX Feature Summary

The following table provides a summary of all features contained in this document.

Table A-1. Intuity AUDIX Feature Summary

Feature	Summary	Related Screens
Activity Log	Permits system administrators to investigate reported problems with message-waiting notification and the delivery of messages.	System Parameters Activity Log Activity Log
Address-by-Name	Permits subscribers to address voice mail messages by name as well as by extension.	Class of Service Subscriber, page 2
Administration and Data Acquisition Package (ADAP)	Provides direct access to the system database through a PC interface, from which traffic and usage reports can be generated.	See the ADAP document
AMIS Analog Networking (AMIS)	Enables subscribers to exchange voice mail messages with any other voice mail system that has AMIS analog capabilities.	Subscriber; Machine Profile; System Parameters Outcalling; Remote Subscriber; System Parameters Analog Network
Announcement Sets	Allows the system administrator to record, change, or listen to announcement fragments (fragments are short sections of AUDIX voice prompts).	Announcement Sets; Announcement; Fragment; Copy Announcement

Table A-1. Intuity AUDIX Feature Summary — *Continued*

Feature	Summary	Related Screens
Automated Attendant	Offers callers a voiced menu of options, then routes calls to various destinations according to the touch-tone keys the caller presses.	Class of Service; Sub-scriber. pages 2 and 3; List Attendants
Automatic Message Scan	Allows subscribers to scan all message headers and/or messages at the touch of two buttons.	None. This feature is automatically available to all subscribers.
Broadcast Message	Enables administrators and users with broadcast privileges to send special messages to all local subscribers simultaneously.	Class of Service; Subscriber; System Parameters Features
Bulletin Board	Allows the system administrator to set up a special number that plays a recorded message to callers. It is often used with the Automated Attendant feature.	Class of Service; Subscriber
Call Answer	The basic function of the system answering calls and recording mes-sages for unavailable or busy subscribers.	Class of Service; Subscriber
Delivery Scheduling	Allows subscribers to schedule delivery of messages for specific days and times.	
Dial Ahead/ Through	Allows subscribers to dial through the system's voice prompts, and queue up a series of commands.	None. This feature is automatically available to all subscribers.
Dial-By-Name	Allows subscribers to dial another sub-scriber by name rather than extension number.	Class of Service; Subscriber; System Parameters Features
Directory	Provides a system directory so sub-scribers can access other subscriber's names and numbers quickly.	Class of Service; Subscriber

Table A-1. Intuity AUDIX Feature Summary — *Continued*

Feature	Summary	Related Screens
Digital Networking	Enables subscribers to exchange high speed voice mail messages with other Intuity or AUDIX R1 voice mail systems that also have digital networking.	Local Machine Administration; DCP Channel Configuration; RS232 Channel Configuration; Machine Profile; Digital Network Machine Administration; AMIS Analog Machine Administration; Remote Machines List
Escape to Attendant	Allows callers to redirect their call from the Intuity AUDIX system (in call answer mode) to an administered personal attendant or operator.	Subscriber; System Parameters Features
Exit AUDIX	Allows callers to disconnect from the system without hanging up; particularly convenient when a caller is using a calling card.	None. This feature is automatically available to all subscribers.
Full Mailbox Answer Mode	Provides a caller with options for completing a call when the recipient's mailbox is full.	Subscriber; System Parameters Features
Guest Password	Allows people who are not Intuity AUDIX subscribers to access the system and leave messages for subscribers.	System Parameters Features
Leave Word Calling	Allows a caller on the same switch to leave or send a standard-format message, usually by the touch of a button, requesting that the called party return the call.	None. This feature is automatically available to all subscribers.
Login Announcement	Enables administrators and users with broadcast privileges to create a special announcement that all subscribers hear when they log on to the system.The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until it is removed.	Class of Service; Subscriber

Table A-1. Intuity AUDIX Feature Summary — *Continued*

Feature	Summary	Related Screens
Mailing List	Allows subscribers to create lists for delivering messages to a group of subscribers at once.	Class of Service; Subscriber
Message Delivery	Enables subscribers to send voice mail messages to any touch-tone telephone anywhere in the world.	System Parameters Features; Machine Profile
Message Sending Restrictions	Allows the system administrator to avoid abuse or misuse of voice mail by restricting who certain subscribers can send messages to. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.	System Parameters Sending Restrictions; Subscriber; COS
Message-Waiting Indicator	Either a message-waiting lamp or stutter dial tone that informs subscribers of new messages.	None. This feature is automatically available to all subscribers.
Multiple Personal Greetings	Allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.	System Parameters Features
Name Record by Subscriber	Allows subscribers to record their own names, which are voiced during greetings, addressing and in message headers.	System Parameters Features
Online Help	Easily obtained information about how to use the system.	Help (for system and voice messaging administrators)
Outcalling	Allows the system to call users at a specified number to notify them of new messages. Can be activated for specific time periods.	Class of Service; Subscriber; System Parameters Outcalling

Table A-1. Intuity AUDIX Feature Summary — *Continued*

Feature	Summary	Related Screens
Personal Directory	Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions.As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.	None. This feature is automatically available to all subscribers.
Playback and Recording Control	Allows subscribers to listen to call answer and voice mail messages that they create or receive, then replay the entire message or step backwards or forwards in four-second intervals.	None. This feature is automatically available to all subscribers.
Priority Message	Allows subscribers who have permission to send priority messages, which are specially marked and preferentially presented to recipients.	Class of Service; Subscriber
Priority Outcalling	An option to the Outcalling feature that allows subscriber to be notified by an outcall only when they have new *priority* messages.	Class of Service; Subscriber; System Parameters Outcalling
Private Message	Allows subscribers or callers to designate a message they create as *private*, which prevents it from being forwarded.	None. This feature is automatically available to all subscribers.
Security Password	Allows subscribers to protect their mailboxes by restricting access.	System Parameters Features; Administration Log
Shared Extension	Allows each of several subscribers who share one extension to have a private voice mailbox.	List Attendants; Class of Service; Subscriber (pages 2 and 3)
Speed up/slow down	Allows a subscriber to make messages and recordings play faster or slower.	None. This feature is automatically available to all subscribers.

Table A-1. Intuity AUDIX Feature Summary — *Continued*

Feature	Summary	Related Screens
System Clock	A system clock that has backup power for maintaining accurate time records for message headers and delivery scheduling.	Set UNIX Time
Traffic Reports	Allows the system administrator to generate statistics about the number and timing of calls that go through the system.	System Parameters Features; Traffic Reports
Transfer Into AUDIX/Mailbox	Allows an attendant to transfer a forwarded or otherwise redirected call into the system, enabling the caller to record a message for the subscriber he/she was trying to reach.	None. This switch feature is available to attendants who know the code.
Transfer Out of AUDIX	Allows any caller who has called or been redirected to the Intuity AUDIX system to leave the system and transfer to any extension in the switch's dial plan.	System Parameters Features
Untouched Message	Allows subscribers to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.	None. This feature is automatically available to all subscribers.
Voice Mail	Allows subscriber to record a verbal letter that can be sent to one or more subscribers on the Intuity AUDIX system.	System Parameters Limits; Class of Service; Subscriber
Voice Mailbox	Provides a storage area (voice mailbox) on disk for each subscriber. The mailbox is divided into separate sections for incoming and outgoing messages. The incoming section stores call answer and voice mail messages left by others.The outgoing section stores voice mail messages and personal greetings created by the subscriber.	None. This feature is automatically available to all subscribers.

Intuity AUDIX Command Summary

All AUDIX subscribers can use the commands listed in Table A-2. Outside callers who reach the system through the Call Answer feature may also use these commands if they are familiar with the system and have a touch-tone telephone. Subscribers with the Call Answer feature may wish to include options such as `#` `T` (Transfer) or `0` (Escape to Attendant) in their personal greetings to assist outside callers. These options must be administered on the system to work.

Table A-2. AUDIX General Commands

Command	Function	Description
Available at all levels:		
`#` `H`	Help	Plays a help menu listing all available options at that point.
`#` `R`	Restart	Interrupts what you're doing and returns you to the Activity Menu.
`#` `W`	Wait	Causes the system to pause if you need more time before entering the next command. You can reactivate by pressing `#` `H`(for help) or any valid command.This value is set by the system administrator (0 to 999 seconds).If you wait the specified time, the system hangs up.
`#` `T`	Transfer	Allows any caller to transfer to another extension in the switch's dial plan by entering the number and pressing `#`. The default addressing mode for Call Transfer is by extension.To dial an AUDIX subscriber by name, first press `#` `A`,then type the name (last name first), and press `#`. If the system requests more letters, add them at the point where you left off.
`#` `#` `N`	Names or Numbers Directory	Accesses the names-and-numbers directory for all AUDIX subscribers. To find a subscriber's extension, type the name (last-name-first) and press `#`. The system announces the subscriber's name and extension number.If the system requests more letters, add them from the point where you left off. (For names, the letter Q is on the 7 key, and Z is on the 9 key.)To find out a name for an extension, press `#` `A`(for Alternate Addressing) to switch modes, then enter the extension and `#` `#`. To exit the directory, press `#`.
Available at all levels:		
`#` `0`	Escape	Transfers out of the system to a pre-administered attendant (such as a secretary). If no attendant is defined, the call will not transfer.
`#` `#` `X`	Exit	Causes the system to hang up without disconnecting, useful if you are using a calling card and wish to make another call.

Continued on next page

Table A-2. AUDIX General Commands — *Continued*

Command	Function	Description
Available at the Activity Menu:		
⟨#⟩ ⟨#⟩ ⟨R⟩	Relogin	Logs off the current session and plays a greeting message, allowing another subscriber to log on after you without redialing.
Available in Call Answer:		
⟨0⟩	Escape	Use this command instead of or after leaving a call answer message to transfer to the called party's secretary or other attendant.
⟨1⟩	Private	After leaving your message, press ⟨1⟩ to make the message private. This ensures that the message won't be forwarded.
⟨#⟩ ⟨#⟩ ⟨X⟩	Exit	Causes the system to hang up without disconnecting. This is useful if someone intercepts your call after you start to leave a message, and you want to ensure that the conversation is not being recorded.
Available when listening to or creating messages:		
⟨#⟩	End or Skip	Ends an informational string (such as a name, password, or extension number), or skips over a message or entry.
⟨#⟩	Approve	Ends a function, allowing you to go to the next step.
⟨0⟩	Listen	After the system plays the message header, press ⟨0⟩ to listen to the message. If you are currently listening to the message, you can press ⟨0⟩ to replay the message from the beginning.
⟨2⟩	Rewind	Causes the system to rewind a message or header.
⟨3⟩	Play	Plays the current message or header. For example, if you have just listened to a message and want to hear the header again (from the beginning), simply press ⟨2⟩(Rewind) and ⟨3⟩(Play).
Available when listening to or creating messages:		
⟨#⟩ ⟨D⟩	Delete	Erases a message, header, or entry.
⟨5⟩	Step back	Requests the system to back up in a message in 4-secondincrements. The system can only rewind messages, not headers. If the message is not open (you've only heard the header), the system plays it back from the beginning.

Table A-2. AUDIX General Commands — *Continued*

Command	Function	Description
⑥	Step for-ward	Requests the system to skip forward in a message in 4-second increments.
④	Raise vol-ume [*]	Increases volume each time the key is pressed.
⑦	Lower vol-ume [*]	Decreases volume each time the key is pressed.
⑧	Decrease speed [*]	Decreases speed each time the key is pressed.
⑨	Increase speed [*]	Increases speed each time the key is pressed.
Available in Mailboxes:		
⌗ Ⓑ	Back up	When reviewing several messages or headers in your incoming or outgoing mailboxes, press ⌗ Ⓑ to back up to the previous header/message pair; this function is the same as pressing ② repeatedly to back up.
⌗ Ⓛ	Listen	Listen to messages; this is equivalent to the ⓪ playback com-mand.
⌗ ⌗ Ⓗ	Hold	Save an incoming message in its current category (such as new or unopened).
①-④ ⑧-⑨	Delivery Options	After addressing a message, you can mark it as *private* by press-ing ①, and/or *priority* by pressing ②. You can have the message delivered at a specific time and date by pressing ③. To file a copy of the message, press ④. Those with broadcast permission can make the message *broadcast* by pressing ⑧, or make it a *login announcement* by pressing ⑨.
Available for addressing:		
⌗ Ⓐ	Alternate Addressing	Changes between name and extension addressing. To find out the default format, listen for the system to prompt you for *names* or *extensions*. (For names, the letter Q is on the 7 key, and Z is on the 9 key.)
⌗ Ⓛ	List	Informs the system that you will be using a list to address the mes-sage.

[*] Increase/decrease speed or volume affects message prompts and playback only, *not* mes-sage recording. After pressing the key several times, the volume or speed stays at the low-est or highest speed or volume.0

DCS Networks

B

The Distributed Communications System (DCS) is a service designed to meet the needs of customers with telecommunications requirements that exceed the capacity of a single switch. Using a DCS allows the customer to operate and control a multiple switch network as if it were a single switch.

One or more Intuity AUDIX systems can be connected to a DCS Network. For example, a single Intuity AUDIX System could be connected to Switch 1 (see Figure B-1. below) and serve the entire DCS network with call answer and voice mail functions. More than one Intuity AUDIX system can be connected to the DCS network depending on the switches used in the network; and the Intuity AUDIX systems can exchange messages throughout the DCS Network using either Digital or AMIS Analog Networking.

> **NOTE:**
> Digital or AMIS Analog Networking is a separate feature from DCS Networking. Networking provides subscribers with the ability to send and receive voice mail or forwarded call answer messages to subscribers on different Intuity AUDIX Systems or to any other voice processing system that also has AMIS capability. DCS Networking is defined in the above paragraph.

Host
Link

DCS
Channel

1
2
64

Node #2

2

Node #1
(Host)

3   59

DCS Remote
Link

Switch
Port

4

Intuity
System
Link

1
2
64

Data Link

1   2

Intuity
System
Port

Intuity
System

Intuity
System
Channel
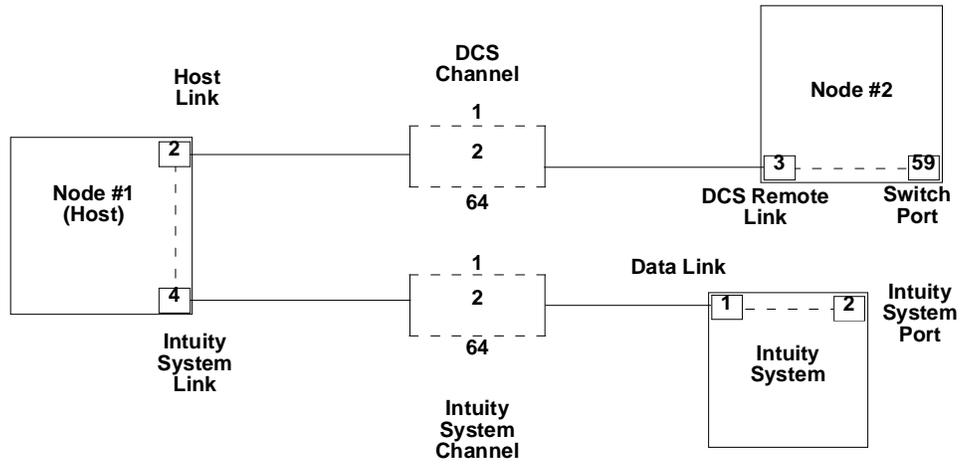
Figure B-1. Intuity AUDIX System Connection to DCS Network

The following table shows Intuity AUDIX feature transparency for different types of switches in a DCS Network. Feature transparency means the feature works the same on the host switches listed in the first column as on the remote switches listed in the second column. The third column lists the numbers of the features available to remote switch users, and the fourth column matches the numbers in the third column with feature names. Terms and functions listed in the table are described afterwards.

Table B-1. Intuity AUDIX Feature Transparency in a DCS Network

Host Switch	Remote Switch	Features Available to Remote Switch Users	Feature Template
DEFINITY Generic 3r	G3i/r/s	1,2,3,4,5,6,7[*],8,9,10	1. Call to Local Hunt Group
	S85 R2V4, G2	1,2,3,4,5,6,7,8,9,10	
	S85 R2V3	1,2,3,4,5,6,8,9,10	2. Call to Host Hunt Group
	S85 R2V2	2,3,5,6,8,9,10	
	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	
S75 R1V3 Issue 1.4 or DEFINITY Generic 1, Generic 3i/s	G3i/r/s	1,2,3,4,5,6,7*,8,9,10	3. Call Answer Using Call Forwarding
	S85 R2V4, G2	1,2,3,4,5,6,7*,8,9,10	
	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	4. Call Answer Using Call Coverage
System 85 or DEFINITY Generic 2	G3i/r/s	1,2,3,4,5,6,7,8,9,10	5. MWL
	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	6. IMN or UM
	S85 R2V4, G2	1,2,3,4,5,6,7,8,9,10	7. Transfer Into AUDIX
			8. Transfer Out of AUDIX (Enhanced)
			9. Return the Call Automatically
			10. LWC

* Works only if both the covering party and the principal are on the same remote switch (one that supports Call Transfer Into AUDIX).

1. *Call to Local Hunt Group*: The Intuity AUDIX voice ports are arranged in hunt groups on the host switch. The call-distribution feature uses the name Uniform Call Distribution (UCD) on System 75, DEFINITY Generic 1, and DEFINITY Generic 3 (administered as hunt groups).

   A call to the *local* Intuity AUDIX hunt group is considered transparent if Intuity AUDIX subscribers on a remote switch can dial the remote switch's (*their* local) Intuity AUDIX extension number and be forwarded automatically to the hunt group on the local Intuity AUDIX System's *host* switch. For example, if the Intuity AUDIX System is physically distant, remote users would *not* have to dial a long-distance number to access the Intuity AUDIX System.

2. *Call to Host Hunt Group*: All subscribers should be able to access the Intuity AUDIX System by dialing the extension number for the hunt group on the *host* switch. For remote subscribers, however, this may mean a long-distance call.

3. *Call Answer Using Call Forwarding*: All subscribers administered with the Call Answer feature should be able to activate Call Answer by forwarding their calls to the Intuity AUDIX extension number on the *host* switch using the call-forwarding features on the switch.

4. *Call Answer Using Call Coverage*: Subscribers administered with the Call Answer feature may have the Intuity AUDIX System placed at the end of their call-coverage path. This feature is considered transparent if the call-coverage features for subscribers on a remote switch redirect calls automatically to the hunt group on the Intuity AUDIX System's host switch.

5. *MWL:* The message-waiting lamp (MWL) should indicate new messages on all switches in a DCS Network.

6. *IMN or UM:* Integrated Message Notification (IMN) and Unified Messaging (UM) should correctly identify new messages on all switches in a DCS Network.

7. *Transfer Into AUDIX*: Calls may be transferred directly into the Intuity AUDIX System using a dial access code. For example, a secretary could transfer a redirected caller to the Intuity AUDIX voice mailbox of the originally called subscriber so the caller could leave a detailed message.

> **NOTE:**
> The same Transfer Into AUDIX feature access code should be administered for all switches in a DCS Network.

> **⚠ CAUTION:**
> *The Transfer Into AUDIX feature currently works only on a System 75 R1V3 Issue 1.4, System 85 R2V4, G1, G2, G3 or later PBXs where the called party has the Intuity AUDIX System in the coverage path. Both the covering party and the called party must be on the same remote switch (one that supports Call Transfer Into AUDIX) for this feature to work.*

8. *Transfer Out of AUDIX (Enhanced*): Callers can transfer out of the Intuity AUDIX System using enhanced call transfer. This method of call transfer uses the data link, and is currently available only on System 85 R2V4, System 75 R1V3 Issue 1.4, G1, G2, and G3, or later software releases.

9. *Return the Call Automatically (part of Voice Mailbox):* This feature allows a subscriber to place a call to another Intuity AUDIX subscriber who left a voice mail message by choosing to respond immediately, then pressing a single key. This part of the Voice Mailbox feature is based on the Transfer Out of AUDIX feature.

10. *LWC:* Subscribers on a switch that offers LWC should be able to place a LWC message to any other switch in a DCS Network. The message may be stored on the Intuity AUDIX System, depending on switch administration.

Index

B

C

D

G

H

I

N

R

S

T

U