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AUDIX™ Voice Power
Release 2.1.1
System Manager's Guide

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4 Voice Administration

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About This Guide

Purpose and Scope

The information in this guide is organized to help the System Manager in performing day-to-day management and operation of the AT&T AUDIX™ Voice Power system. Each feature of AUDIX Voice Power is described and information on administration and daily operation is provided.

Basic information is offered about connections to, and administration of, supported telephone switches as they are affected by the AUDIX Voice Power system. Each switch, however, requires detailed installation and administrative functions. This *AT&T AUDIX™ Voice Power System Manager's Guide* is not intended to replace the documents that accompany your switch. The *AT&T AUDIX™ Voice Power Planning Guide and Forms* and the *AT&T AUDIX™ Voice Power Switch Notes* for each supported switch discuss the switch-specific tasks and sequences of tasks to be followed for initial implementation,

This guide is divided into the following chapters and appendices:

- **Chapter 1: Introduction** presents an overview of AUDIX Voice Power including features and basic components.
- **Chapter 2: Feature and Planning Review** provides an abbreviated description of system features, system planning, and system planning forms. This subject is covered in more detail in the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
- **Chapter 3: Administering AUDIX Voice Power** explains how to enter the data from the system planning forms to administer system-wide features when setting up your AUDIX Voice Power system. It describes system-wide tasks, with related menus and windows, required to administer the system.
- **Chapter 4: Voice Administration** explains how to tinker the voice phrases for AUDIX Voice Power services. It is segmented according to specific tasks.
- **Chapter 5: System Operations** describes operational procedures that need to be performed on a regular basis.
- **Chapter 6: Generating Reports** explains how to generate reports on telephone and message space usage, as well as other system reports.
- **Chapter 7: Troubleshooting** explains general problem resolution.
- **Appendix A: User Interface Information** explains how to use menus and windows, describes function keys and their use, and gives general information that is particularly helpful to the novice system user.
- **Appendix B: Error Messages** gives a full listing of system error messages together with suggested responses.

Intended Audience

This guide is for the System Manager. The information is organized to help the System Manager in performing day-to-day management and operation of the system. Each feature of AUDIX Voice Power is described along with information on administration and daily operation.

Assistance

If you have questions or problems with AUDIX Voice Power, please try to resolve them by using this guide and the other AUDIX Voice Power documents. If you are still unable to resolve the problem, contact your Account Team Representative or AT&T Authorized Dealer for additional assistance.

How to Use This Guide

This guide contains a complete description of the AUDIX Voice Power system.

During initial implementation, the System Manager should become familiar with the AUDIX Voice Power system by reading all of this guide and the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

For day-to-day operations, the System Manager and the Administrators should read those portions of this guide and of the *AT&T AUDIX™ Voice Power Planning Guide and Forms* that are related to their job responsibilities,

Conventions used in This Guide

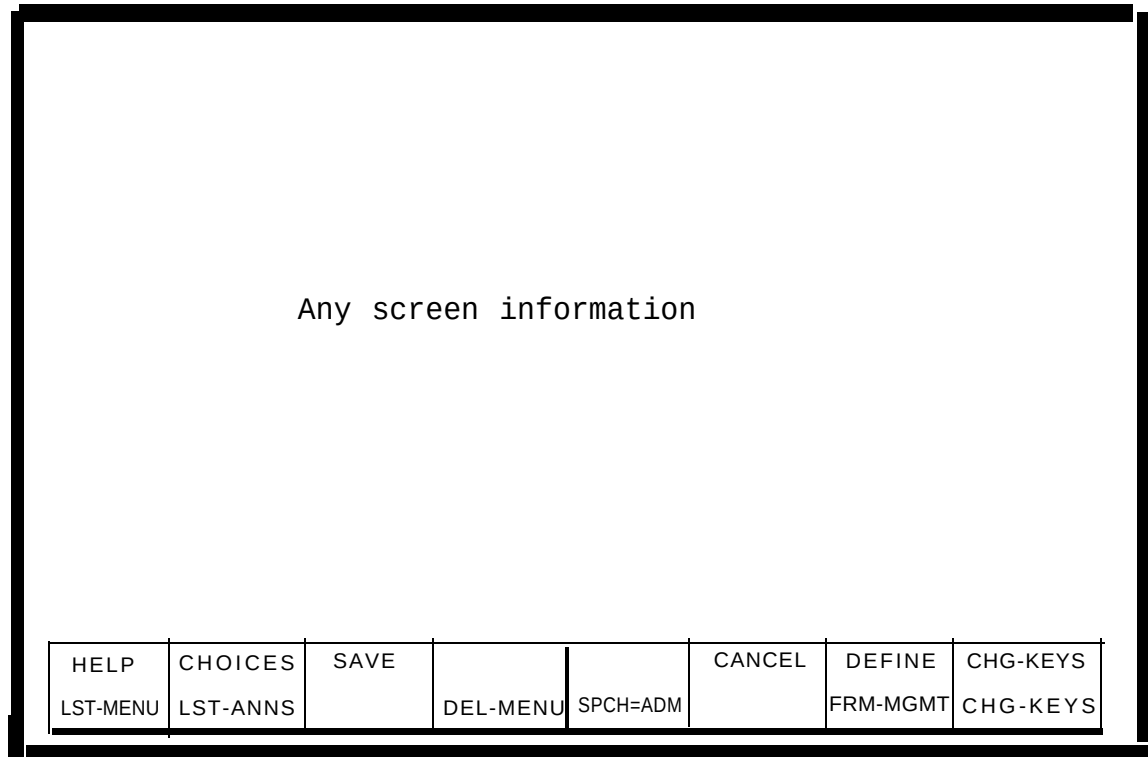
The following conventions are used in this guide:

- Commands and text you should type appear *in this style of type* .
- Values, instructions, and prompts that appear on the screen are shown in this style of type.
- Key names that are always located on the keyboard in the same place appear in round-cornered boxes, as in **{Enter}**.
- A plus sign (+) is used to indicate an operation in which one key is held down while another is pressed. For example, **{Ctrl} + {Alt} + {Del}** indicates that the **{Ctrl}** key should be held while the **{Alt}** and **{Del}** keys are pressed.
- Touch-Tone keys on the telephone set keypad are enclosed in squares, such as **{3}** and **{#}**.
- Function keys (keys that start with an F, followed by a number), appear in boxes with the current meaning following in parentheses, such as **{F3} (SAVE)**.

The current meanings of the function keys are shown by labels at the bottom of the screen. On the screen diagrams in this guide, each label box may contain two labels (top and bottom). On the actual screen, either the top set of labels or the bottom set of labels will show, not both. On the screen diagrams, the top label is the meaning of the function key when the screen first appears. These meanings have been selected to be the most useful for that screen. The bottom label is the meaning of the function key after the **{F8} (CHG-KEYS)** key has been pressed. Pressing **{F8} (CHG-KEYS)** again restores the top labels.

About This Guide

A typical set of key labels on a screen diagram might be:



Screen i-1 Typical Function Key Labels

Information Conventions

The following conventions are used in this guide to describe the different types of data that appear on your screen.

Menus	A menu is a list of options, usually numbered in sequential order, which appears on your screen or is spoken. By selecting an option, you can access a submenu or a form.
Forms	Forms which appear on your screen are similar to the paper forms. Forms appear when you enter or edit data for the database. They contain information that you can change and blanks for you to provide new information.
Fields	The areas in a form where you change or provide information.
Choice List	[In some forms, in addition to the cursor highlighting a field, a list of logical choices appears on the screen for that field. This list may show previously entered data or the default values for the field.
Window	A box of text that appears on the screen for informational purposes. A typical information window will instruct you to perform a certain action such as Press any Key to Continue. No data is entered in a window.

Related Documents

You need to be familiar with the following documents:

- *AT&T AUDIX™ Voice Power User's Guide*
(Document No. 585-310-521)
- *AT&T AuDtX™ Voice Power Installation and Maintenance Guide*
(Document No. 585-310-108)
- *AT&T AUDIX™ Voice Power Planning Guide and Forms*
(Document No. 585-310-901)
- *AT&T AUDIX™ Voice Power Switch Notes*
(Separate documents are provided for each supported telephone system. For integrated configurations, the appropriate document is provided with the switch integration software. For non-integrated configurations, your Account Representative will order the appropriate document for your telephone system.)

A glossary for AUDIX Voice Power is included in the *AT&T AUDIX™ Voice Power Planning Guide and Forms* document.

Introduction

1

AUDIX Voice Power is a software application that provides business-oriented, computerized voice services in support of a telephone system. AUDIX Voice Power is based on the integrated Voice Power system software that runs on the 80386 microprocessor-based family of computers.

AUDIX Voice Power interfaces with a local, customer-owned telephone system and processes voice messages and controls announcements that are stored on disk memory. (Analog voice messages are converted to digital signals and are stored on the hard disk of the computer.) It also provides administrative management of the voice messaging system.

AUDIX Voice Power uses voice prompts and announcements to guide callers in sending and retrieving voice messages through the use of Touch-Tone buttons on the caller's telephone; AUDIX Voice Power can be used as a personal answering service, a messenger to individuals or groups, an office receptionist, an information service, and a message drop service.

AUDIX Voice Power Services

AUDIX Voice Power is easy to operate. Internal and external callers receive spoken prompts to guide them in making choices by pressing the appropriate Touch-Tone button on the telephone. (Rotary telephones are standard on a limited basis.)

AUDIX Voice Power includes the following services:

■ Call Answer Service

When the extension originally called is busy, or there is no answer, the Call Answer Service allows the caller to leave a message, transfer to another extension, or transfer to an attendant. The caller may hear a personal greeting provided by the subscriber or a standard system greeting selected by the subscriber.

■ Voice Mail Service

The Voice Mail Service allows subscribers to send messages to other subscribers, listen to received messages, forward messages received with comments attached, and reply to messages. Subscribers can record personal greetings or select a standard system greeting to play when AUDIX Voice Power answers their calls. Subscribers can create and edit group lists and send messages to one or more groups.

Each subscriber has a password to help protect against unauthorized access to messages. Messages can be picked up from the office or from an outside telephone.

The Outcalling feature allows AUDIX Voice Power to call a subscriber when a new message arrives. The subscriber can specify the telephone or pager number to be called.

The Voice Mail Service also allows the System Manager to send broadcast messages to everyone on the system.

■ Automated Attendant Service

The Automated Attendant Service directs callers through a series of menu selections to reach a desired department, extension, or attendant. Callers are greeted with spoken prompts that guide them in pressing Touch-Tone buttons to connect to their desired destination. If there is no answer, or the desired extension is busy, the caller may leave a message or transfer to an attendant.

The Automated Attendant Service has separate menus for Day and Night Service, and may have multilevel submenus. A custom list of holidays may be defined. The Night Service will be provided on holidays, regardless of the day of week.

■ Information Service

Information Service is a customer-oriented, call-in information facility. The caller hears a prerecorded, informational message and is then disconnected.

■ Message Drop Service

Message Drop is an answering service that presents a message to the caller and then allows the caller to “drop off” a return message. It can be used to “drop” orders or requests for service, or to report status or sales information. (Callers cannot direct their messages to specific extensions.)

Telephone System Interface

There are several telephone systems that can support AUDIX Voice Power. Each switch has its own particular features and requirements. This switch-specific information is discussed in the *Switch Notes* document for that telephone system. The discussion in this *System Manager's Guide* is general, and applies to all systems.

Signaling information from AUDIX Voice Power to the telephone switch is provided over analog voice channels. This includes switchhook flashing to transfer calls, and in-band tone signaling to control message waiting lamps.

AUDIX Voice Power can operate in either *non-integrated* or *integrated* mode. In both modes, spoken information is transmitted over analog voice channels. Which mode your system operates in will be determined when you purchase the system. The hardware and software requirements are different for the two modes on some switches.

Non-Integrated Mode

In the non-integrated mode, the interface between the telephone switch and AUDIX Voice Power does not include identification of the caller or called person. As a result, a caller who reaches the Call Answer Service is requested to reenter the extension number of the person called because this information is not obtained from the switch. Also, it is always necessary to enter an extension number when logging into AUDIX Voice Power Voice Mail Service, because the extension in use is not obtained from the switch.

Integrated Mode

In the integrated mode, identification of the caller and called person is sent from the switch. As a result, callers do not have to enter extension numbers upon reaching the Call Answer Service, and are not required to use extension numbers when logging in to AUDIX Voice Power if they are calling from their own extension,

Basic Telephone System Administration

For AUDIX Voice Power to work properly with the telephone System, certain features must be present and enabled at the Switch:

- Station lines must be compatible with industry standard tip/ring analog telephones (AT&T 2500 or equivalent).
- The switch must recognize a 500 millisecond on-hook interval (switchhook flash) as a request to transfer a call. After a switchhook flash, AUDIX Voice Power will send the digits of the selected extension using Touch-Tone signaling.
- Each analog voice channel on the Integrated Voice Power (IVP4) boards must be associated with an extension number or hunt/Direct Group Calling group administered on the switch. The switch is responsible for transferring the calls to AUDIX Voice Power as part of a coverage path when no answer or busy is detected.

Hardware and Software Components

A basic understanding of the hardware and software components is needed to administer AUDIX Voice Power.

Hardware Configuration

The AUDIX Voice Power hardware consists of:

- An AT&T 6386 WGS computer with keyboard, monitor, hard disk, and floppy disk drive. The following processors can be used:
 - 6386 WGS-I6 or 20 MHz processor, desktop configuration
 - 6386E WGS-20 MHz processor, floor model
 - 6386/SX WGS-I6 MHz processor, small footprint desktop configuration
 - 6386/25 WGS-25 MHz processor, desktop configuration
 - 6386E/33 WGS-33 MHz processor, floor model

The hard disk is used for storing data, digitally encoded voice messages, and system prompts. The following capacities are available on hard disk:

Disk Size	Speech Storage Hours
68 MB	4.3
80 MB	6.1
135 MB	13.8
300 MB	36.1
Dual 300 MB	72.2

The floppy disk drive is used for loading the system software and making backup copies of files.

Introduction

- Special circuit boards (IVP4 boards) containing interface hardware for analog voice channels. Each IVP4 board provides four analog voice channels. A maximum of three boards (12 channels) can be included in the system.
- A special circuit board containing interface hardware for the telephone system *may* be necessary for *integrated* systems.
 - For switches that use in-band Dual Tone Modulated Frequency (Touch-Tone) signaling, special hardware is not usually necessary.
 - For switches that use the AT&T Digital Communications Protocol (DCP), a DCP (PC/PBX) board is necessary. The telephone system must also have an available digital port.

Please see the *Switch Notes* document for your switch to determine exact requirements.

- Optional AT&T 470/471 or 570/571 printer for printing reports
- Remote access may be provided by a modem built into the switch for this purpose, or by an external modem. Please see the *Switch Notes* for your switch to determine exact requirements.
- Optional cartridge tape drive if you do not have a DCP card.

The model (processing speed) of the computer, the number of analog voice channels, the size of subscriber mailboxes, and the size of the hard disk control the maximum practical number of users of the system.

A fully configured system can accommodate a maximum of 300 subscribers with private mailboxes. The maximum size of each subscriber's mailbox can be specified by the System Manager to hold from 1 minute to 99 minutes of voice messages.

Software Configuration

The software configuration has four major components:

■ UNIX® Operating System

The UNIX Operating System provides multitasking, file access, external communication, and interprocess communication facilities to the application software. It includes one of the following interfaces:

- On systems where a separate processor is used exclusively for AUDIX Voice Power, the Framed Access Command Environment (FACE) allows system administration to be done by selecting choices from menus and filling in blanks on forms. This is commonly the case on larger telephone systems.
- On systems where a single processor is used for switch administration and also for applications packages such as AUDIX Voice Power, the Integrated Scdution II (IS II) environment allows both switch administration and application administration to be done by selecting choices from menus and filling in blanks on forms. This is commonly the case on smaller telephone systems.

■ Integrated Voice Power System Software

The Integrated Voice Power System Software provides software for communications with the analog voice channels on the IVP4 circuit boards.

■ AUDIX Voice Power Appllcation Software

The AUDIX Voice Power Application Software is the application package that provides the AUDIX Voice Power services.

■ Switch Integration Software

The Switch Integration Software provides software for communications with the telephone switch. This software is not provided for non-integrated operation.

Feature and Planning Review

2

This chapter reviews the features of AUDIX Voice Power and the planning process you should follow to configure the AUDIX Voice Power system appropriately to meet your company's voice telecommunications needs.

You should use the comprehensive instructions and planning forms that accompany the *AT&T AUDIX™ Voice Power Planning Guide and Forms* to describe your system. When the planning for your system is completed, you may begin the implementation of the plan. Gather the forms that you have filled out and use their content as input in conjunction with the procedures in Chapters 3 and 4 of this guide to implement your system. The completed forms should be stored safely for ongoing administration.

Planning on the Switch Side

The planning needed on the switch side is discussed in general terms here. For more information on planning for the switch, please see the *AT&T AUDIX™ Voice Power Planning Guide and Forms* and the *Switch Notes* for your telephone system.

Call Coverage Paths

The Call Answer Service provides coverage for calls that are not answered by the subscriber at the called extension. To provide this coverage, the switch must direct the call to the Call Answer Service when the switch detects that the telephone is busy or the maximum number of rings has occurred. The designation of one or more places to direct a call is known as the call coverage path. You must plan the call coverage path for each subscriber. The AUDIX Voice Power System Manager must work closely with the Switch Administrator to coordinate this effort

Hunt Groups

A hunt group, also called a DGC group or Calling Group, assigns a single number that rings at any available extension within the group.

On non-integrated switches, and on some integrated switches, depending upon the service being used, you may need to set up hunt groups for the channels assigned to a single service.

NOTE:

On integrated switches that use the DCP, all Call Answer and Voice Mail calls come in on the digital channel and are then transferred by AUDIX Voice Power to an available channel. Hunt groups are not required on these switches for Call Answer and Voice Mail. Hunt groups are required for Automated Attendant Service, Message Drop Service, and Information Service. See your *Switch Notes* for more information on this subject.

If your switch requires hunt groups, you should assign separate hunt groups for the following services (if more than one channel is used):

- Information Service
- Message Drop Service
- Automated Attendant Service
- Call Answer Service on non-integrated configurations
- Voice Mail Service on non-integrated configurations

In some cases, Automated Attendant, Call Answer, and Voice Mail may share channels on an integrated configuration, In those cases, refer to the *Switch /Notes* for additional information.

Miscellaneous Items

Class of Restriction

If your switch has provisions for Class of Restriction {COR), you should establish the following conditions:

- The Voice Mail and Call Answer channels should be restricted so that they cannot call themselves.
- The DCP extension (if any) should be restricted so that it cannot call itself or subscribers.
- Subscribers should be restricted so that they cannot call Call Answer ports.
- Any other Class of Restriction groups should be restricted so that they cannot call Call Answer or Voice Mail ports.

Attendant Backup Coverage

If your switch allows incoming trunks to be assigned to extensions as well as operator consoles, you can arrange for the Automated Attendant to provide backup coverage for your operator consoles when the operators are busy or not available.

Directed Night Service

The Automated Attendant can also be used for Night Service. You must direct the switch to ring the hunt group for the Automated Attendant,

Planning AUDIX Voice Power

New Features for Release 2.1.1

The new features of Release 2.1.1 are described here for easy review by System Managers who are currently using Release 2.0. Features are described in more detail in the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

Day and Night Touch-Tone Gate

The Automated Attendant now has separate touch-tone gates and prompts for Day and Night Service. This allows different prompts in those situations where an attendant is available during the day, but not at night.

Automated Attendant Time-Out Actions

The action to be taken when a caller does not press a button within the time-out period can now be specified. It is separately specified for day and night service. The choices are:

- transfer to the attendant
- leave a message in the general mailbox
- disconnect after playing the good-bye message

Temporary Closure

The Temporary Closure feature provides a special temporary closure message that can be followed by either the Day or Night Automated Attendant Service, a disconnect, or an opportunity to leave a message in the general mailbox. The Temporary Closure message can be recorded and selected remotely so that it can be used for special circumstances such as days when the roads are impassable.

FAX Transfer

The FAX Transfer feature of Automated Attendant recognizes the fax calling (CNG) tone of certain autodialing fax machines and automatically transfers to a specified extension that is equipped to receive fax messages.

Move Subscriber

The Move Subscriber feature allows the System Manager to assign a new extension to a subscriber by copying the subscriber information rather than by deleting the subscriber at the old extension and then reentering the same information at the new extension.

Class of Service

The Class of Service parameter provides a shortcut for Subscriber Administration by setting four individual parameters simultaneously. It also helps ensure reasonable combinations of parameters.

Individual Mailbox Size

The time available for leaving messages can be set on an individual basis for each subscriber. When the time limit is exceeded, additional Call Answer messages can be optionally directed to the general mailbox on a system-wide basis.

Subscriber Recorded Name Administration

Since callers can address messages by name instead of by extension, it is desirable for all users to have a name recorded so that the caller will hear the name as confirmation rather than the extension number. Subscriber Recorded Name Administration allows the Voice Mail administrator to record multiple user names easily without having to log on as each user,

Subscriber Name Addressing Identifier

Each subscriber record must include a string of characters that is used to identify that subscriber when voice mail messages are addressed by name.

New Features Available to Callers

Addressing Messages by Name

In those places where callers dial an extension number to transfer a call or address a message, they can now dial a name. Whenever an extension number or name is required, AUDIX Voice Power will ask for either an extension number or a name, depending upon the parameter set.

Alternate Call Answer Meetings

Subscribers have two personal greetings instead of one. They can use their primary personal greeting for a general message that doesn't change from day-to-day, and their alternate personal greeting when the primary personal greeting is not appropriate. Subscribers can select either personal greeting or the system greeting for AUDIX Voice Power to use when answering their telephone.

Overflow to General Mailbox

If a subscriber's mailbox becomes full, there is a system-wide option that sends new Call Answer messages to the general mailbox instead of the subscriber's personal mailbox. If your system uses this option, callers will be asked to indicate who they are calling as part of the message, so that the owner of the general mailbox can forward any overflow messages to the subscribers.

If subscribers have frequent mailbox overflow, either they need a bigger mailbox, or they are not deleting messages on a timely basis.

The general mailbox can also be used as an option for Temporary Closure, for Automated Attendant timeouts, and on non-integrated systems, for Call Answer time-outs.

Use of the Maintenance Mailbox

A special maintenance mailbox is provided for reporting problems with AUDIX Voice Power. The number of this mailbox is 9998. To report a problem, a subscriber sends voice mail to the maintenance extension.

Evaluating Security Issues

Your AUDIX Voice Power system has been carefully designed to be very secure. Maximum security is assured by the following factors:

- Subscribers have passwords that can be up to 9 digits long to access AUDIX Voice Power. For maximum security, have subscribers use a password of 5 digits or more.
- Callers are allowed four attempts at logging into AUDIX Voice Power. If the caller has not successfully entered the extension and password in four attempts, AUDIX Voice Power plays a message to contact the System Manager for assistance and disconnects the caller.

- Access to the AUDIX Voice Power administrative terminal is limited. To use the terminal you must know the login ID and the password. This password created by you as the System Manager should be *at least* six Characters long, with one of the characters being a symbol. You should not share this password with more than one other person.

As the AUDIX Voice Power System Manager, it is your responsibility to protect subscribers from unauthorized access to their mailboxes. Careful attention to security-related administrative features, procedures, and maintenance are required to ensure the integrity of user information. It is your responsibility to make the following rules of thumb part of your AUDIX Voice Power culture:

- Establish well-controlled procedures for resetting passwords.
- Ensure that factory-installed passwords which are set with the initial installation of the system have been changed to non-trivial passwords.
- Monitor access to the dial-up maintenance port.
- Regularly back up filesystems to ensure a timely recovery should it be required.
- For improved security, do not change the System Parameter item Transfer to registered subscribers only? from the default Yes setting.
- See that the subscribers understand the importance of password security to their mailboxes and implement the following guidelines for subscribers:
 - Do not use trivial passwords such as "111" or "222."
 - Do not use your telephone number or extension as a password.
 - Passwords should be as long as possible.
 - Passwords should not be posted, shared, or printed in an obvious place.

- Passwords should not be coded in programmable function keys or speed-dialing keys which allow ready access by unauthorized persons.
- When assigned a mailbox, users should log in immediately and change their passwords to ones known only to themselves.
- Passwords should be periodically changed based on the sensitivity of the messages handled.

Assigning Services to Channels

Each AUDIX Voice Power system has from four to twelve analog voice channels to which specific services must be assigned. When a call is received from the switch, the channel upon which it appears determines what service is provided to the call. The number of channels with the same service assignment determines how many simultaneous calls can be processed by that service.

When assigning channels, take the following factors into account:

- There is only one Information Service announcement. If you use the Information Service, start by assigning to one channel, and then assign it to other channels as the need arises.

If you are using the Automated Attendant Service, the Automated Attendant announcement feature should be Used instead of the Information Service. The Automated Attendant announcement feature can provide more than one announcement. Using Automated Attendant announcements instead of Information Service will result in better channel utilization when both types of service are needed.

- There is only one Message Drop Service. If you use the Message Drop Service, start by assigning it to one Channel, and then assign it to other channels as the need arises. If you do not plan to use the Message Drop Service, do not assign it to any channel.

If you are using the Automated Attendant Service, you should use the Automated Attendant transfer feature instead of using the Message Drop Service. The Automated Attendant transfer feature can transfer calls to one or more dummy extensions (no physical telephone) whose call coverage provides separate mailboxes for dropped messages. Using Automated Attendant transfer instead of Message Drop Service will result in better channel utilization when both types of service are needed.

- On integrated systems, the information passed from the switch to AUDIX Voice Power can be used to determine which service is provided. Thus, a channel can actually be shared by more than one service. Please see Chapter 2 in your *Switch Notes* to determine the level of channel sharing that maybe available on your system.
- On non-integrated systems, you will always get the service assigned to that channel.

In addition to the type of service assigned to each channel, you must know the extension number assigned to each channel at the switch.

Switch Interface Parameters

The switch interface parameters are specific for each switch with which AUDIX Voice Power can work. The specific values are entered during initial implementation and should not be changed. The specific values to be used for your switch are discussed in the *Switch Notes* for your telephone system,

System Parameters

Certain parameters control overall system performance. These parameters must be initially set for each system, and are infrequently changed. The values for these parameters are collected on **FORM C** in the AT&T AUDIX™ *Voice Power Planning Guide and Forms*. The parameters are:

■ Voice Mail Parameters

- System Operator Extension
- Pause for Touch-Tone input
- Maximum Extension Length
- Transfer to Subscriber Only?
- System Mode of Addressing
- Maximum Message Length
- General Mailbox Owner Extension
- Enable General Mailbox for Call Answer?
- Allow Voice Mail/Call Answer Transfers'?

■ Automated Attendant Parameters

- Touch-Tone Gate Active? (Day/Night)
- Auto Attendant Time-out Action (Day/Night)
- Auto Attendant Menu Plays
- Fax Transfer Number
- Present Options Before Leaving Message

■ Message Waiting Lamp Parameters

- Code to Light
- Code to Extinguish
- Refresh?

The message waiting lamp parameters are filled in during initial implementation as these parameters are specific to the switch and will not change after initial implementation.

For more information on this topic, see the *AT&T AUDIX™ Voice Power Planning Guide and Forms* and the *Switch Notes* for your telephone system.

Subscriber Administration

Each person who will be allowed to use the Call Answer or Voice Mail features is a subscriber who must be identified to the AUDIX Voice Power system. Each subscriber should be listed on separate copies of FORM D.



NOTE:

To transfer calls to a hunt group, the hunt group must be identified to the AUDIX Voice Power system as a subscriber and listed on FORM D the *Planning Guide*.

In addition to normal subscribers, you may want to include any extension that will receive a call by a transfer from the Automated Attendant Service as a subscriber for administrative convenience, particularly if you plan to allow transfer of calls to subscribers only.

Subscriber information is collected on FORM D. The parameters are:

- Subscriber Extension
- Subscriber Name
- Subscriber Password
- Name Addressing Identifier



Note:

The administration screen corresponding to FORM D will show a field named TT Equivalent of Name Addressing Identifier immediately below this field. This is a display-only field so no space is provided on the form.

- Mode of Addressing
- Mailbox Size in minutes
- Personal Operator
- Class of Service
 - Does Subscriber Have Switch Call Coverage
 - If No Call Coverage, Maximum Rings
 - Coverage Service
 - Outcalling Allowed

The Class of Service parameter is a shortcut that specifies combinations of values for the four parameters that follow it. Either the Class of Service parameter can be specified, or the four parameters can be specified individually,

For more information on this topic, see the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

Service Administrator Registration

An administrator assigned to each of the five services has the authority to change the voice prompts and control other service variables. In most cases, there will be a single person assigned as the administrator for all services. Initially a single person should be assigned as the administrator for all services to ensure that the voice system prompts are setup consistently.

The Service Administrators must be registered with AUDIX Voice Power so that the system can identify them as authorized to make changes. These Administrators should be listed on **FORM E** in the *Planning Guide*.

For more information on this topic, see the *AT&T AUDIX™ Voice Power Planning Guide and Forms*

Outcalling Administration

Outcalling is an optional feature that allows subscriber's to request that AUDIX Voice Power call to inform them when new messages are received. The feature is controlled on both a system-wide basis and on an individual subscriber basis.

The Outcalling service parameters specify how the outcalling will operate on a system-wide basis. You should write their values on **FORM F** in the *Planning Guide*. The parameters are:

- Is outcalling active?
- Start Time
- End Time
- Retry Interval
- Initial Delay
- Maximum Number of Attempts
- Maximum Simultaneous Ports
- Maximum Number of Digits

For more information on this topic, see the AT&T AUDIX™ *Voice Power Planning Guide and Forms*.

Automated Attendant Administration

The Automated Attendant provides a spoken menu of selections that a caller can activate by pressing buttons on his or her Touch-Tone telephone.

Setting up the Automated Attendant requires careful planning.

- There are separate Day and Night Services.
- The Day and Night Services may each have multiple levels of selection. For example, one (or more) of the selections on a menu can result in another lower-level menu rather than in a call transfer.
- In addition to separate menus, hours of operation may be specified for Day and Night Service for each day of the week.
- Holidays may be specified. (None are assumed.) On holidays, Night Service is provided around the clock regardless of the day of the week.
- A spoken script must be created for each menu and announcement.

You will need to plan carefully and write all this administrative information on FORM G, FORM H, and FORM I, You should write voice menus and announcements on FORM J and FORM K.

For more information on Automated Attendant topics, see the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

Holiday Administration

Write each holiday on FORM G in the *Planning Guide*. Keep the following in mind:

- On holidays, Night Service is provided around the clock regardless of the day of the week.
- No holidays are assumed. The original list of holidays has none listed.
- You can have up to 40 holidays listed. Use more than one form if necessary.
- You can list holidays up to ten years in advance.
- Holidays do not automatically repeat. You must list each holiday for each year. The system automatically deletes the date for a past holiday to remind you to administer the holiday for the next year. Since there is no change function, you must remove the past holiday and then add it again for the next year.

Hours of Operation

Next, specify the day and night hours of operation on FORM H in the *Planning Guide*.

- For each day of the week, you can specify the hours of operation of either the Day Service or the Night Service. The remaining hours of that day of the week will have the service that you did not specify. For example, to specify day service during normal business hours on Monday, specify: Mon Day 9:00 am 5:00 pm. In this example, from midnight to 9:00 am and from 5:00 pm to midnight, Night Service will be provided.
- On holidays, Night Service is provided around the clock, regardless of the day of the week.

Refer to the *Switch Notes* for your specific switch for any exceptions to the hours of operation.

Menu Definition

Next, define the two sets of menus, one for Day Service and one for Night Service, on FORM I in the *Planning Guide*. Each service has a main menu and may have submenus at lower levels. A maximum of 99 submenus can be defined for each service.

- One copy of FORM I should be completed for each menu being defined.
- It maybe useful to draw an organization-type chart to help keep track of submenus and levels.
- Be aware that using more than three menu levels may result in caller frustration.

The following actions can be used:

Transfer	transfers the call to the given extension or telephone number. This will usually be a hunt group number for a department.
Ann	plays the announcement whose identifier is given. After the announcement is played, the caller is disconnected.
Menu	continues with the submenu whose identifier is given.

Prompt causes the Automated Attendant to request that the caller enter an extension number or name to be transferred to. Prompt, cannot be used on the same menu with *Ext*.



NOTE:

Pressing the {#} key at any time has the same effect as the Prompt action. However, the action of pressing {#} can be used on the same menu as *Ext*.

Ext is used to directly dial (without a prompt) any extension beginning with the digit just announced on the spoken menu. *Ext* cannot be used at the same menu with *Prompt*.

Voice Menus and Announcements

Finally, after all menus are defined, use FORM J in the *Planning Guide* to write out the voice prompts for each menu. Then write any announcements on FORM K in the *Planning Guide*.

- If the Touch-Tone Gate is used for Day or Night Service, the caller will hear the Touch-Tone Gate message before the main menu. (The Touch-Tone Gate message is discussed in the *Customizing Voice Prompts* section of this chapter.) If the Touch-Tone Gate is not used, the first thing the caller will hear is the main menu, Therefore, when the Touch-Tone Gate is not used, the opening statement of the main menu should identify your company and greet the caller.
- Start each menu with an opening statement explaining the menu. The main menu opening statement might identify the company while a submenu opening statement might identify the department.
- The order you use on the menu to present choices is arbitrary, but it is usually easier for the caller if you present numbered choices in sequence.

- Present the choice before indicating the digit (or letter). It is easier for the caller than remembering each digit while he or she waits to find out what it is for. For example, say, “For the sales department, press 1 now,” rather than saying, “Press 1 for the sales department.”
- Include a prompt telling the caller how to change the default addressing mode at the Automated Attendant. If asked to enter an extension, the caller can press **{*}{A}** to change to the name-addressing mode. The caller then enters the name followed by **{#}**. If asked for a name, the caller can press **{*}{A}** to change to the extension-addressing mode. The caller then enters the extension followed by **{#}**.
- You may wish to tell callers they can transfer at any time by pressing **{#}**. Once **{#}** is pressed, the caller is prompted for an extension number or name, depending on how the addressing mode is set.
- If the caller presses **{*}{L}** while a menu is playing, the caller is sent to the previous menu. If the caller presses **{*}{M}** while a menu is playing, the caller is sent to the main menu. These keys will not work while an announcement is playing.
- Reserve the digit 0 for a transfer to the operator or attendant. It should come at the end of the menu rather than at the beginning.
- The closing statement should be used to help the caller who is confused.
- FORM J contains examples at the bottom.

Customizing Voice Prompts

AUDIX Voice Power provides the ability to customize messages and announcements. For the Call Answer and Voice Mail Services, you may specify your own custom messages, and whether to use the custom messages or the system default messages. For the Automated Attendant, you may specify the Touch-Tone Gate messages and the good-bye message. For the information Service and Message Drop Services, you must specify the announcements to be used.

Write your Custom messages on FORM L in the *Planning Guide*. Use one form for each custom message. On the top of the form, check the box for the kind of message you are customizing. Write the new message on the bottom of the form.

The default messages for each service are provided on the back of **FORM L**.

For more information on customized voice prompts, see the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

Call Answer Service Messages

The Call Answer Service has a greeting message and a good-bye message. You can create your own custom greeting and good-bye messages.

The default greeting message informs the caller that the call is being answered by AUDIX Voice Power and that the caller may record a message.

Individual subscribers may create a personal, customized message and specify that it be used when AUDIX Voice Power answers their telephone instead of the message you define.

Voice Mail Greeting Message

The Voice Mail Service has a greeting message that informs the caller that the call has reached AUDIX Voice Power. You can create your own custom greeting message.

Automated Attendant Messages

The Automated Attendant Service allows separate Touch-Tone Gate messages for Day and Night Service and has a good-bye message that can be customized. The Touch-Tone Gate messages (Automated Attendant) are used only when the Touch-Tone Gate is active. (The Touch-Tone Gate setting maybe different for Day and Night Service.)

If the Touch-Tone Gate is active, the caller is prompted to press the **{1}** button. If the tone is detected, the main menu is played. If the tone is not detected within the specified time, the specified action is taken (may be different for day and night):

- transfer to attendant
- leave a message in the general mailbox
- disconnect after good-bye message

When the Touch-Tone Gate is not active, the main menu for the Day or Night Service is played immediately,

Information Service Announcement

The Information Service enables a business to play a prerecorded message to a variety of callers. Callers hear the recorded announcement, but are not given the opportunity to transfer to another extension or to leave a message. A custom Information Service announcement should always be recorded if the information Service is used.

Message Drop Messages

The Message Drop Service is used to gather information. The caller is expected to leave a message. Both a greeting and a good-bye message can be customized.

As callers are not given the opportunity to transfer to another extension or direct a message to a particular individual, you should record this message to be meaningful for your business application.

Temporary Closure Greeting Message

The Temporary Closure feature has a greeting message that informs the caller that the office has been temporarily closed. The temporary closure message can be recorded and selected remotely so that it can be used for special circumstances such as days when the roads are impassable.

Administering AUDIX Voice Power

3

Entering AUDIX Voice Power Data

This chapter describes the procedure used to enter data from the forms completed when you planned your system.



NOTE:

You use your keyboard to fill in forms displayed on the screen. If you are not familiar with keyboard operations and on-screen forms, refer to Appendix A, *User Interface Information*, for basic instructions.

You should use the comprehensive instructions and planning forms that accompany the *AT&T AUDIX™ Voice Power Planning Guide and Forms* to describe your system. If you have not yet implemented the system planning forms, do so **NOW** before continuing. Have your completed forms ready as you proceed through this chapter.



NOTE:

Be sure to update the forms in the *Planning Guide* as you make changes during ongoing administration.

Logging In

Before you can enter data, you must log in and move to the AUDIX Voice Power menu.

To log in, follow these steps:

1. At the login prompt, type ***audix*** and press **{Enter}**.
2. At the password prompt, type your password and press **{Enter}**.
(For security reasons, your password does not appear on the screen as you type it in.)
 - The User Login menu appears.
3. At the User Login menu, move the cursor to Voice System Administration, and press **{Enter}**.
 - The Voice System Administration menu appears.
4. At the Voice System Administration menu, move the cursor to Application Package Administration and press **{Enter}**.
 - The Application Package Administration menu appears.
5. At the Application Package Administration menu, move the cursor to AUDIX Voice Power and press **{Enter}**.
 - The AUDIX Voice Power menu appears.

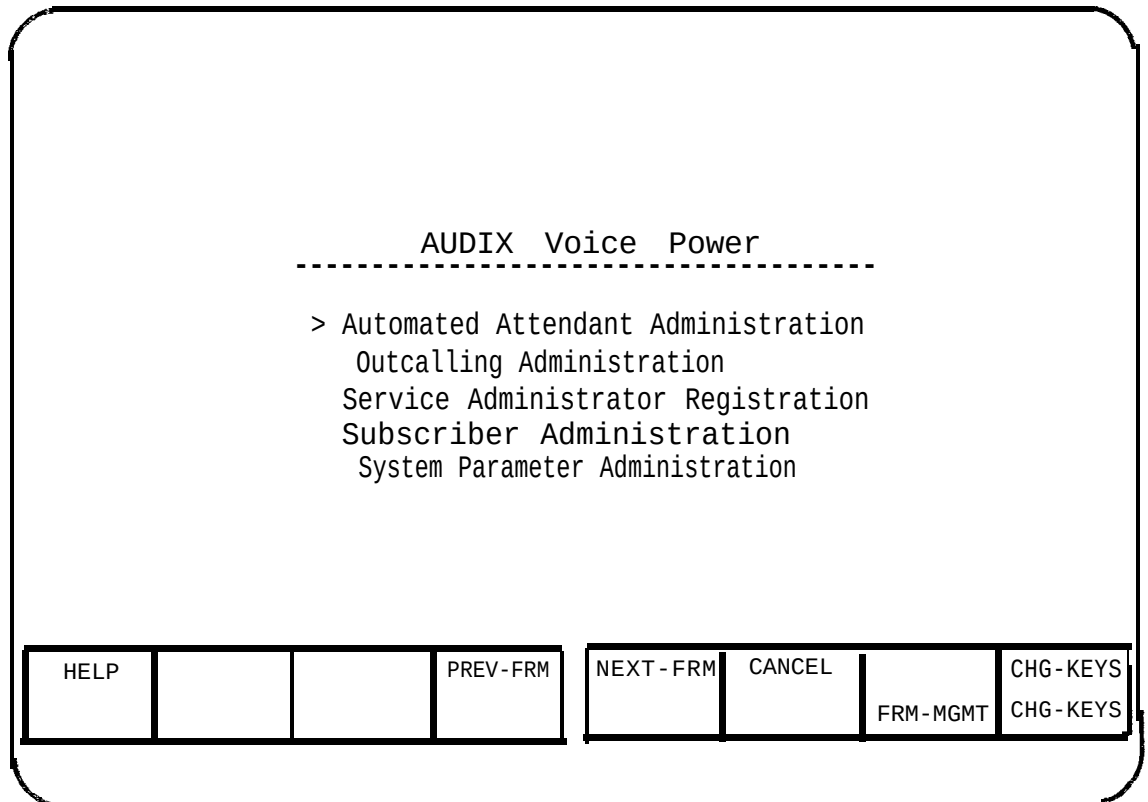


NOTE:

If you are not entering data, always return to the Console Login: prompt as a security measure.

The AUDIX Voice Power Menu

When the AUDIX Voice Power menu appears, the cursor will be at Automated Attendant Administration, and you must press  to select the function that you want to administer.



```
----- AUDIX Voice Power -----
> Automated Attendant Administration
  Outcalling Administration
  Service Administrator Registration
  Subscriber Administration
  System Parameter Administration

[HELP] [ ] [ ] [PREV-FRM] [NEXT-FRM] [CANCEL] [FRM-MGMT] [CHG-KEYS]
```

Screen 3-1. AUDIX Voice Power Menu



NOTE:

If you are administering your system for the first time, go to the next section, *System Parameter Administration*, and continue through this chapter in the order in which it is written.

If you are updating the system, go directly to the procedure that you need.

System Parameter Administration

Before you can perform ongoing administration functions for your AUDIX Voice Power system, you must administer the system parameters. Once these parameters are set, you will most likely not have to change them.

1. Get your completed FORM C from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the AUDIX Voice Power menu, move the cursor to System Parameter Administration and press **{Enter}**.

--- The System Parameter Administration form appears.

System Parameter Administration							

System Operator Extension: _____							
Pause for Touch Tone Input: _____ sec							
Maximum Extension Length: _____							
Transfer to Subscribers Only?: _____							
System Mode of Addressing: _____							
Maximum Message Length: _____ sec							
General Mailbox Owner Extension: _____							
Enable General Mailbox for Call Answer? _____							
Allow Voice Mail/Call Answer Transfers? _____							
Auto Attendant Parameters							
Touch-Tone Gate Active?: Day:_____ Night:_____							
Auto Attendant Timeout Action: Day:_____ Night:_____Text							
Auto Attendant Menu Plays: _____							
Fax Transfer Number: _____							
Present Options Before Leaving Message: _____							
Message Waiting Lamp Parameters							
Code to Light: _____ Code to Extinguish: _____ Refresh?: _____							
HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL		CHG-KEYS
						FRM-MGMT	CHG-KEYS

Screen 3-2. System Parameter Administration Form

3. Using FORM C from the *Planning Guide* that you completed while planning your system, type in the information requested on this screen. Press **{Enter}** after completing each field.
4. When you have entered all the information, press **{F3} (SAVE)** to save the parameters,
 - A window appears informing you that the system parameters have been updated.
5. Press any key to continue.
 - You return to the AUDIX Voice Power menu.

Updating System Parameters

If it is necessary to update system parameters, use the above procedure. The new values will replace the old values. Be sure to record the new values on FORM C.

Subscriber Administration

Information must be entered into the system for each subscriber. You recorded this information on FORM D while planning your system.

Initial Implementation

Follow these steps to add subscribers during initial system implementation:

1. Get the completed FORM D for each subscriber from the AT&T AUDIX™ *Voice Power Planning Guide and Forms*.
2. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears.

Subscriber Administration							

Extension: _____							
Name: _____							
Password: _____							
Name Addressing Identifier: _____							
TT Equivalent of Name Addressing Identifier: _____							
Mode of Addressing: _____							
Mailbox Size: _____							
Personal Operator: _____							
Comments: _____							
Class of Service: _____							
Custom Class of Service Parameters							
Does the Subscriber Have Switch Call Coverage? _____							
If No Call Coverage, Enter Maximum Rings: _____							
Coverage Service: _____							
Outcalling Allowed?: _____							
ADD HELP	DELETE CHOICES	CHANGE DB MGMT	DISPLAY PREV-FRM	MOVE NEXT-FRM	CANCEL CANCEL	FRM-MGMT FRM-MGMT	CHG-KEYS CHG-KEYS

Screen 3-3. Subscriber Administration Form

3. Using FORM D from the *Planning Guide*, type in the information requested on the screen, Press **{Enter}** after each field.
4. When you are finished with each FORM D, press **{F1}** (ADD) to save that subscriber's information.
 - A window appears confirming that the new subscriber was added to the system.
5. Press any key to continue.
 - An empty Subscriber Administration form appears.
6. Repeat the above process until you have completed a form for each subscriber.
7. Press **{F6}** (CANCEL) to return to the AUDIX Voice Power menu.

Updating Subscribers

The following section discusses various procedures that you must perform to update the subscriber database. These procedures include:

- Adding new subscribers to the database
- Changing subscriber information
- Moving a subscriber
- Deleting subscribers from the database
- Printing the subscriber database
- Displaying the subscriber database

Adding a New Subscriber

To add a new subscriber, follow these steps:

1. Write the information for the new subscriber on FORM D from the *Planning Guide*.
2. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears
3. Type in the new subscriber information from FORM D, pressing **{Enter}** each field.
4. When you are finished entering the subscriber information, press **[F1]** (ADD).
 - A window appears confirming that the new subscriber was added to the subscriber database.
5. Press any key to continue.
 - An empty Subscriber Administration form appears.

Subscriber Administration							

Extension: _____							
Name: _____							
Password: _____							
Name Addressing Identifier: _____							
TT Equivalent of Name Addressing Identifier: _____							
Mode of Addressing: _____							
Mailbox Size: _____min							
Personal Operator: _____							
Comments: _____							
Class of Service: _____							
Customer Class of Service Parameters: _____							
Does the Subscriber Have Switch Call Coverage?: _____							
If No Call Coverage, Enter Maximum Rings: _____							
Coverage Service: _____							
Outcalling Allowed:? _____							
ADD HELP	DELETE CHOICES	CHANGE DB MGMT	DISPLAY PREV-FRM	MOVE NEXT-FRM	CANCEL CANCEL	FRM-MGMT FRM-MGMT	CHG-KEYS CHG-KEYS

Screen 3-4. Subscriber Administration Form

- Continue to complete a Subscriber Administration form for each subscriber that you want to add, repeating Steps 3 through 5.
- After you have added the last subscriber, press **{F6}** (CANCEL) to return to the AUDIX Voice Power menu.

Changing a Subscriber Record

At some time, you may need to change information in a subscriber's record. For example, if a subscriber has a new secretary with a different extension, you will have to access that subscriber's record and change the personal operator extension. To change the information in a subscriber's record, follow these steps:



NOTE:

Be sure to update FORM D from the *Planning Guide* with the new information.

1. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press {Enter}.
 - The Subscriber Administration form appears.
2. Type in the extension number of the subscriber that you want to update.
3. Press **{F4}** (DISPLAY) to display the subscriber information associated with the specified extension number.
 - AUDIX Voice Power fills in the remainder of the Subscriber Administration form with the associated subscriber data or tells you the extension is not valid.
 - If this is not a valid extension or the correct subscriber, return to Step 2.
4. Type in your changes to the subscriber record from FORM D and press **{F3}** (CHANGE) to change the subscriber record.
 - A window appears confirming that the change has been made.
5. Press any key to continue.
 - An empty Subscriber Administration form appears.

6. Repeat Steps 2 through 5 until all changes have been made.
7. Press **{F6}** (CANCEL) to return to the AUDIX Voice Power menu.



NOTE.

You cannot change the extension number of a subscriber using the procedure described above because the extension number is used to access the records. If a subscriber moves to a new extension, you must use the specific procedure that follows to effect the move,

Moving a Subscriber

At some time, you may need to move a subscriber from one extension to another. To move a subscriber, follow these steps:



NOTE:

Be sure to update FORM C from the *Planning Guide* with the new information.

1. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears.
2. Type in the old extension number of the subscriber that you want to move.
3. Press **{F4} (DISPLAY)** to display the subscriber information associated with the specified extension number.
 - AUDIX Voice Power fills in the remainder of the Subscriber Administration form with the associated subscriber data or tells you the extension is not valid.
 - If this is not a valid extension, return to Step 2.
4. If this is the correct subscriber, press **[F5] (MOVE)** to begin the move.
 - The Move Subscriber form appears.

5. Enter the new extension from FORM D from the *Planning Guide* and press **{F3}** (SAVE).
 - A window appears requesting confirmation of the move.
6. Press **y** to confirm the move (or **n** to cancel the move).
 - A window appears confirming that the move has taken place.
7. Press any key to continue.
 - An empty Subscriber Administration form appears.
8. Repeat Steps 2 through 7 until all changes have been made.
9. Press **{F6}** (CANCEL) to return to the AUDIX Voice Power menu.



NOTE:

The new extension cannot already be in use within the database. On confirmation, the new extension will inherit voice mail, call answer greeting, name, and other subscriber attributes of the old extension. The old extension will be deleted from the database.

You cannot move the general mailbox (extension 9999) or the maintenance mailbox (9998) to another extension.

Deleting a Subscriber

To remove a subscriber, follow these steps:



NOTE:

Be sure to mark the deletion on FORM D from the *Planning Guide*.

1. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears.
2. Type in the extension number of the subscriber that you want to remove.
3. Press **{F4}** (DISPLAY) to display the subscriber information associated with the specified extension number.
 - AUDIX Voice Power fills in the remainder of the Subscriber Administration form with the associated subscriber data or tells you the extension is not valid.
 - If this is not a valid extension, return to Step 2.
4. If this is the correct subscriber record, press **{F2}** (DELETE) to remove the subscriber.
 - AUDIX Voice Power prompts you to type y to confirm the deletion, or n to cancel it.
5. If this is the correct subscriber, press y to confirm the deletion.
 - A window appears to confirm that the subscriber has been deleted.
6. Press any key to continue.
 - An empty Subscriber Administration form appears,



NOTE:

If you already deleted the wrong extension, you must reenter all the information and press **[F1]** (ADD).

7. Repeat Steps 2 through 6 until all changes have been made.
8. Press **[F6]** (CANCEL) to return to the AUDIX Voice Power menu.

Displaying the Subscriber Database

You can display a list of the current subscriber database on your screen to assist in administering the system. Whenever you add a subscriber, remove a subscriber, or change subscriber information, you can display the new subscriber list to verify the changes. Always work from the latest subscriber database. To display the subscriber database, perform the following steps:

1. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears.
2. Press **{F8}** (CHG-KEYS) to display the alternate key labels, then press **{F8}** (DB-MGMT) to display the option menu.
3. Use  or  to highlight the *Display* option.
4. Press **{Enter}** to select the highlighted option.

Printing the Subscriber Database

If you have a printer connected to your system, you can print a list of the current subscriber database. Use this printout when you are administering the system. Whenever you add a subscriber, remove a subscriber, or change subscriber information, print the new subscriber list for your records. Always work from the latest subscriber database. To print the subscriber database, perform the following steps:

1. Make sure that the printer is connected to your computer and turned on.
2. At the AUDIX Voice Power menu, move the cursor to Subscriber Administration and press **{Enter}**.
 - The Subscriber Administration form appears.
3. Press **{F8}** (CHG-KEYS) to display the alternate key labels, then press **{F3}** (DB-MGMT) to display the option menu.
4. Use  or  to highlight the *Print* option.
5. Press **{Enter}** to select the highlighted option.

Service Administrator Registration

Voice prompts may be customized for your system. To prevent unauthorized modification of voice prompts, Service Administrators are registered. The data is compiled on FORM E from the *Planning Guide*. To register Service Administrators, follow these steps:

1. Get your completed FORM E from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the AUDIX Voice Power menu, move the cursor to Service Administrator Registration and press **{Enter}**.
 - The Service Administrator Registration form appears.

Service Administrator Registration		
Service	Administrator's Name	Extension
Automated Attendant	_____	_____
Call Answer	_____	_____
Information Service	_____	_____
Message Drop	_____	_____
Voice Mail	_____	_____

HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS CHG-KEYS
------	---------	------	----------	----------	--------	----------	----------------------

Screen 3-5. Service Administator Registration Form

3. Using your completed FORM E from the *Planning Guide*, type in the name and extension number of the subscriber(s) assigned as the administrator for each of the services. Press **{Enter}** after each field.
4. When you are finished, press **{F3}** (SAVE) to save the information.
 - A window appears to inform you that the information has been saved.
5. Press any key to continue.
 - You return to the AUDIX Voice Power menu.

Updating Service Administrator Registration

To update Service Administrator information, use the preceding procedure. The new information will replace the old information.



NOTE:

Be sure to update FORM E from the *Planning Guide* with the new information.

Outcalling Administration

Parameters that control Outcalling must be set during initial implementation. They are generally not changed. The information is collected on FORM F from the *Planning Guide*. To set the outcalling parameters, follow these steps:

1. Get your completed FORM F from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the AUDIX Voice Power menu, move the cursor to Outcalling Administration and press **{Enter}**.
 - The Outcalling Administration form appears.

----- Outcalling Administration -----

Is outcalling active?: _____

Start Time: _____

End Time: _____

Retry Interval: _____min

Initial Display: _____min

Maximum Number of Attempts:_____

Maximum Simultaneous Ports:_____

Maximum Number of Digits:_____

HELP

CHOICES

SAVE

PREV-FRM

NEXT-FRM

CANCEL

FRM-MGMT

CHG-KEYS
CHG-KEYS

Screen 3-6 Outcalling Administration Form

3. Using your completed FORM F from the *Planning Guide*, type in the information for each item and press **{Enter}** after each field.
4. When you are finished, press **{F3}** (SAVE) to save your information.
 - A window appears to inform you that the information has been saved.
5. Press any key to continue.
 - You return to the AUDIX Voice Power menu.

Updating Outcalling Parameters

To update outcalling parameters, use the preceding procedure. The new parameter values will replace the previous parameter values.



NOTE:

Be sure to update FORM F from the *Planning Guide* with the new information.

Automated Attendant Administration

Be sure to completely plan the Automated Attendant using FORM G, FORM H, FORM I, FORM J, and FORM K before entering any data.

To enter the data for the Automated Attendant, follow these steps:

1. At the AUDIX Voice Power Menu, move the cursor to Automated Attendant Administration and press **(Enter)**.
 - The Automated Attendant Administration menu appears.

```
Automated Attendant Administration
-----
>Holiday Administration
Service Hour Administration
View Day Service
View Night Service
Workspace Administration
```

HELP			PREV-FRM	NEXT-FRM	CANCEL	FFM-MGMT	CHG-KEYS CHG-KEYS
------	--	--	----------	----------	--------	----------	----------------------

Screen 3-7. Automated Attendant Administration Menu

2. Move the cursor to the function for which you want to enter information or need to view and press **{Enter}** to select that function.



NAME:

If you are administering your system for the first time, go to the next section, *Holiday Administration*, and continue through the Automated Attendant sections in the order in which they are written.

If you are updating the system, go directly to the procedure that you need.

Holiday Administration

Holiday Administration information is contained on FORM G from the *Planning Guide*. To enter the data, follow these steps:

1. Get your completed **FORM G** from the *AUDIX™ Voice Power' Planning Guide and Forms*.
2. At the Automated Attendant Administration menu, move the cursor to Holiday Administration.
3. Press **{Enter}**.

— The Holiday Administration window appears.

If you have already assigned holidays, they will be listed on this screen. Initially, no holidays appear on this screen. Past holidays have blank dates.

Holiday Administration

> Date	Description
--------	-------------

HELP

REMOVE

ADD

PREV-FRM

NEXT-FRM

CANCEL

FIRM-MGMT

CHG-KEY
CHG-KEY

Screen 3-8. Holiday Administration Window

If you are administering this function for the first time, go to *Adding Holidays*. To remove a holiday, skip to the section titled *Removing Holidays*.

Adding Holidays

To add a holiday, follow these steps:



NOTE:

Be sure to update FORM G from the *Planning Guide* with the new information.

1. Press **[F3]** (ADD) to add a holiday.
 - The Add a Holiday Form appears.

Add a Holiday

mm/dd/yy
Date: __/__/__

Description
_____.

HELP

SAVE

PREV-FRM

NEXT-FRM

CANCEL

FRM-MGMT

CHG-KEYS
CHG-KEYS

Screen 3-9. Add a Holiday Form

2. Referring to your completed FORM G, type in the month, day, and year (in numbers), and describe what holiday that date represents.
3. Press **{Enter}** after each field.
4. When you are finished, press **[F3]** (SAVE) to add each holiday.
 - A window appears to inform you that the information has been saved.
5. Press any key to continue.
6. Repeat Steps 1 through 5 to add more holidays.
7. Press **[F6]** (CANCEL) to return to the Automated Attendant Administration menu.



NOTE:

- You can't add holidays with dates that are in the past.
- You can add holidays only ten years into the future.
- You can have a maximum of 40 holidays in the system at a time.

Removing Holidays

To remove a holiday, follow these steps:



NOTE:

Be sure to update FORM **G** from the *Planning Guide* with the new information.

1. At the Holiday Administration menu, move the cursor to the holiday that you want to remove and press **{F2}** (REMOVE).
 - A window appears to inform you that the holiday has been removed.
2. Press any key to continue.
3. Repeat Steps 1 and 2 to remove any additional holidays.
4. Press **[F6]** (CANCEL) to return to the Automated Attendant Administration menu.

Service Hour Administration

Service Hour Administration information is contained on FORM H from the *Planning Guide*. To set service hour parameters, follow these steps:

1. Get your completed FORM H from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Automated Attendant Administration menu, move the **cursor** to Service Hour Administration and press **(Enter)**.

— The Service Hour Administration form appears. The first time it appears, it will show the default settings.

Service Hour Administration			
	Service	Start Time	End Time
Sun:	Night	12:00 AM	12:00 AM
Mon:	Day	08:00 AM	05:00 PM
Tue :	Day	08:00 AM	05:00 PM
Wed:	Day	08:00 AM	05:00 PM
Thu :	Day	08:00 AM	05:00 PM
Fri:	Day	08:00 M	05:00 FM
Sat:	Night	12:00 M	12:00 AM

HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	FRM-MGMT	CHG-KEYS
							CHG-KEYS

Screen 3-10. Service Hour Administration Form with Default Settings Displayed

3. Using the data from your completed FORM H, type over the Service, Start Time, and End Time information, pressing **{Enter}** after each field. (Just press **{Enter}** to skip over a field without changing it.)
4. When you are finished, press **{F3}** (SAVE) to save your work.
 - A window appears to inform you that the information has been saved.
5. Press any key to continue.
 - You return to the Automated Attendant Administration menu.

Updating Service Hour Parameters

To update the service hours, use the preceding procedure. The new parameters will replace the previous parameters.



NOTE:

Be sure to update FORM H from the *Planning Guide* with the new information.

View Day Service

To review the Day Service of the Automated Attendant, use View Day Service. You cannot make any changes to this screen since it is a viewing screen *only*. If you want to make changes to Day Service, go to the Workspace Administration menu and follow the instructions in the *Workspace Administration* section later in this chapter.

1. At the Automated Attendant Administration menu, move the cursor to View Day Service, and press **{Enter}**.
 - The View Day Service window appears.

View Day Service

Menu Name: Main Description: Automated Attendant Main Menu

Menu Path:

Touch-Tone	Action	Object	Description
1:	_____	_____	_____
2:	_____	_____	_____
3:	_____	_____	_____
4:	_____	_____	_____
5:	_____	_____	_____
6:	_____	_____	_____
7:	_____	_____	_____
8:	_____	_____	_____
9:	_____	_____	_____
0:	_____	_____	_____

HELP

LST-MENU

LST-ANNS

PREV-FRM

NEXT-FRM

CANCEL

SHOW
FRM-MGMT

CHG-KEYS

CHG-KEYS

Screen 3-11. View Day Service Window

2. Press **{F8}** (CHG-KEYS) to list menus or announcements.
 - a. Press **{F1}** (LST-MENU) to display a list of all of the Day Service menus defined. (Use  and  to scroll.)
 - b. Press **{F2}** (LST-ANNS) to display a list of all of the Day Service announcements defined. (Use  and  to scroll.)
3. Press **{F7}** (SHOW) while the cursor is anywhere on the line
4. Press **{F6}** (CANCEL) repeatedly to back up one menu level until you reach the main menu and then once more to return to the Automated Attendant Administration menu.



NOTE:

A maximum of 10 menu windows can be open at one time.
Use **[F1]** (LST-MENU) to open a menu more than 10 levels deep.

View Night Service

To review the Night Service of the Automated Attendant, use View Night Service. You cannot make any changes to this screen since it is a viewing screen *only*. If you want to make changes to Night Service, go to the Workspace Administration menu and follow the instructions in the *Workspace Administration* section later in this chapter.

1. At the Automated Attendant Administration menu, move the cursor to View Night Service, and press {Enter} .
 - The View Night Service window appears.

View Night Service			
Menu Name:		Main Description: Automated Attendant Main Menu	
Menu Path:			
Touch-Tone	Action	Object	Description
1:	_____	_____	_____
2:	_____	_____	_____
3:	_____	_____	_____
4:	_____	_____	_____
5:	_____	_____	_____
6:	_____	_____	_____
7:	_____	_____	_____
8:	_____	_____	_____
9:	_____	_____	_____
0:	_____	_____	_____

Screen 3-12. View Night Service Window

2. Press **{F8}** (CHG-KEYS) to list menus or announcements,
 - a. Press **{F1}** (LST-MENU) to display a list of all of the Night Service menus defined. (Use  and  to scroll.)
 - b. Press **{F2}** (LST-ANNS) to display a list of all of the Night Service announcements defined. (Use  and  to scroll.)

**NOTE:**

A maximum of 10 menu windows can be open at one time.
Use **{F1}** (LST-MENU) to open a menu more than 10 levels deep.

3. Press **{F7}** (SHOW) while the cursor is anywhere on the line containing a menu number to open that menu in a new window.
4. Press **{F6}** (CANCEL) repeatedly to back up one menu level until you reach the main menu and then once more to return to the Automated Attendant Administration menu.

Workspace Administration

The workspace is used to create, modify, verify, and install menus for Day and Night Services for Automated Attendant. If you are administering your system for the first time, or after installing a new Day or Night Service, you work with an empty Edit Workspace form. If you have already installed Day or Night Service for Automated Attendant, you need to copy the existing service to the workspace before making changes unless you wish to start over.

When the menus have been completed in the workspace, you need to administer the corresponding voice prompts and announcements before the menus may be verified and then installed for Day or Night Service. Instructions for administering voice prompts and announcements are presented in Chapter 4, *Voice Administration*.

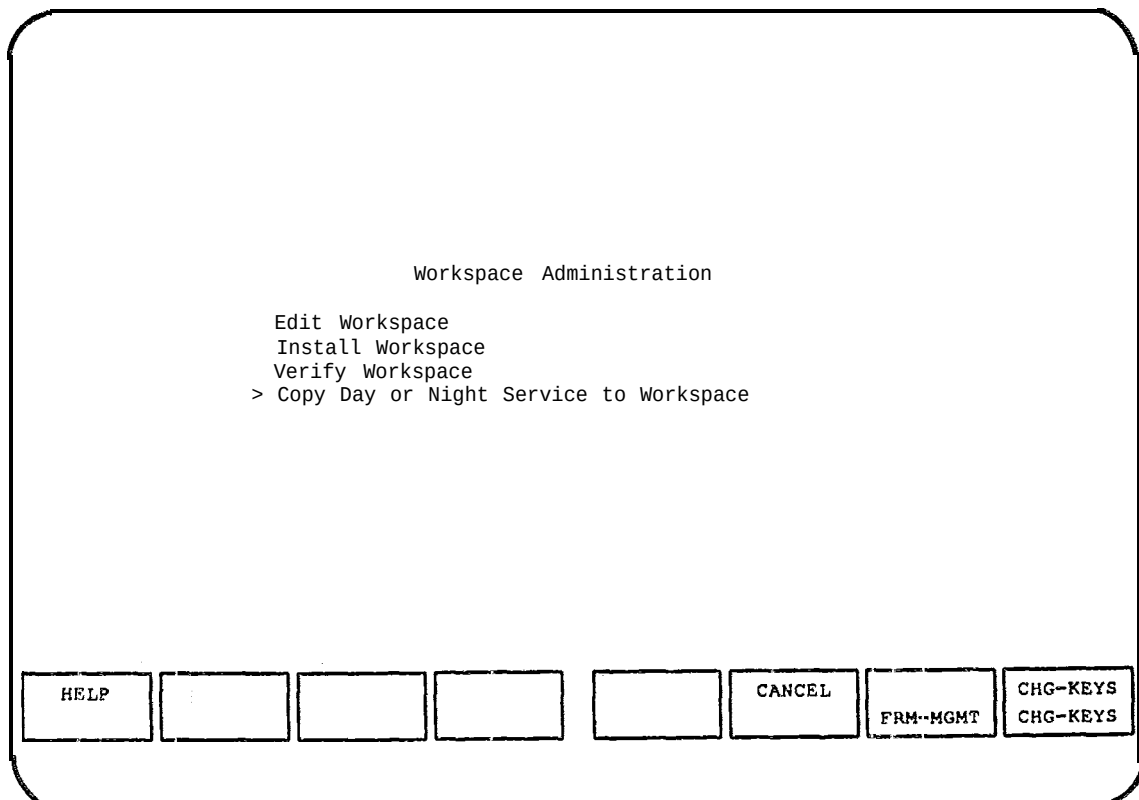


CAUTION:

Make sure that you copy the Day or Night Service menus to the Edit Workspace area if you want to make any changes. If you make entries in the workspace *without* copying the existing service and then install the workspace, you will lose all the information that was previously assigned to the service.

To reach the Workspace Administration menu, follow these steps:

1. At the Automated Attendant Administration menu, move the cursor to Workspace Administration and press **{Enter}**.
 - The Workspace Administration menu appears.



Screen 3-13. Workspace Administration Menu

Copying Day or Night Service to the Workspace

If you are updating an existing service, first copy the existing service to the workspace. To copy Day or Night Service to the workspace, follow these steps:

1. At the Workspace Administration menu, move the cursor to `COPY Day or Night Service to Workspace` and press {Enter}.
 - The Copy Into Workspace menu appears. It prompts you to enter a service to copy.
2. Specify the service to be copied and press {Enter} to perform the copy.
 - A window appears asking you to confirm the copy operation.

3. Type **y** to confirm the copy operation.
 - The selected service is copied to the workspace. A window appears to inform you the copy was successful.
4. Press any key to continue.
 - The Workspace Administration menu appears.

Editing the Workspace

The Edit Workspace option enables you to create a set of menus for Automated Attendant. If you are making changes to existing service menus, be sure you copy the existing information *before* working in this area.



CAUTION:

If you do not work from a copy of your existing Day or Night Service, you will lose all the information that you had previously set up for Day or Night Service when you install the new workspace.

The menus for Automated Attendant Service are prepared on FORM I. To edit the workspace, follow these steps:

1. Get your completed FORM I from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Workspace Administration menu, move the cursor to Edit Workspace, and press **{Enter}**.
 - The Edit Workspace form appears.

Edit Workspace

Menu Name: _____ Description: _____
Menu Path: _____
Touch-Tone

	Action	Object	Description
1:	_____	_____	_____
2:	_____	_____	_____
3:	_____	_____	_____
4:	_____	_____	_____
5:	_____	_____	_____
6:	_____	_____	_____
7:	_____	_____	_____
8:	_____	_____	_____
9:	_____	_____	_____
0:	_____	_____	_____

HELP

CHOICES

SAVE

DEL-MENU

SPCH-ADM

CANCEL

DEFINE

CHG-KEYS

LST-MENU

LST-ANNS

FIRM-MGMT

CHG-KEYS

Screen 3-14. Edit Workspace Form

- Copy the information from FORM I from the *Planning Guide* to the edit workspace, being careful to replicate the information on the screen exactly as you have entered it on the form(s). Press {Enter} after each field.

NOTE :

Be sure to keep track of anything you create or change on FORM I. Also, keep several extra *blank* copies of this form for future additions or changes.

4. To display menus or announcements, press **{F8}** (CHG-KEYS):
 - a. Press **{F1}** (LST-MENU) to display the list of all menus defined.
 - b. Press **{F2}** (LST-ANNS) to display the list of all announcements defined.
5. Press **{F7}** (DEFINE) while the cursor is anywhere on the line containing a submenu number to open a new form to define that submenu, or to open a new form containing the existing submenu.
6. To delete an existing submenu, while in the window for that submenu, press **{F8}** (CHG-KEYS) to display the alternate key labels and then press **{F4}** (DEL-MENU).

**NOTE:**

You can only delete the current submenu (the window you are working in), and only if there are no submenus defined below it. Deleting the menu does not delete the associated speech.

7. When you are finished, press **[F3]** (SAVE) to save your work. SAVE returns you to the previous level.

**NOTE:**

You may not save the current level if a menu, announcement, or transfer action does not have a valid "menuxx," "annxx," or extension object.

You may return to the previous level without saving the current level by pressing **{F6}** (CANCEL). CANCEL does not delete the associated speech.

8. Press **{F6}** (CANCEL) repeatedly to back up to a previous menu level until you reach the main menu and then once more to return to the Workspace Administration menu.

Verifying the Workspace

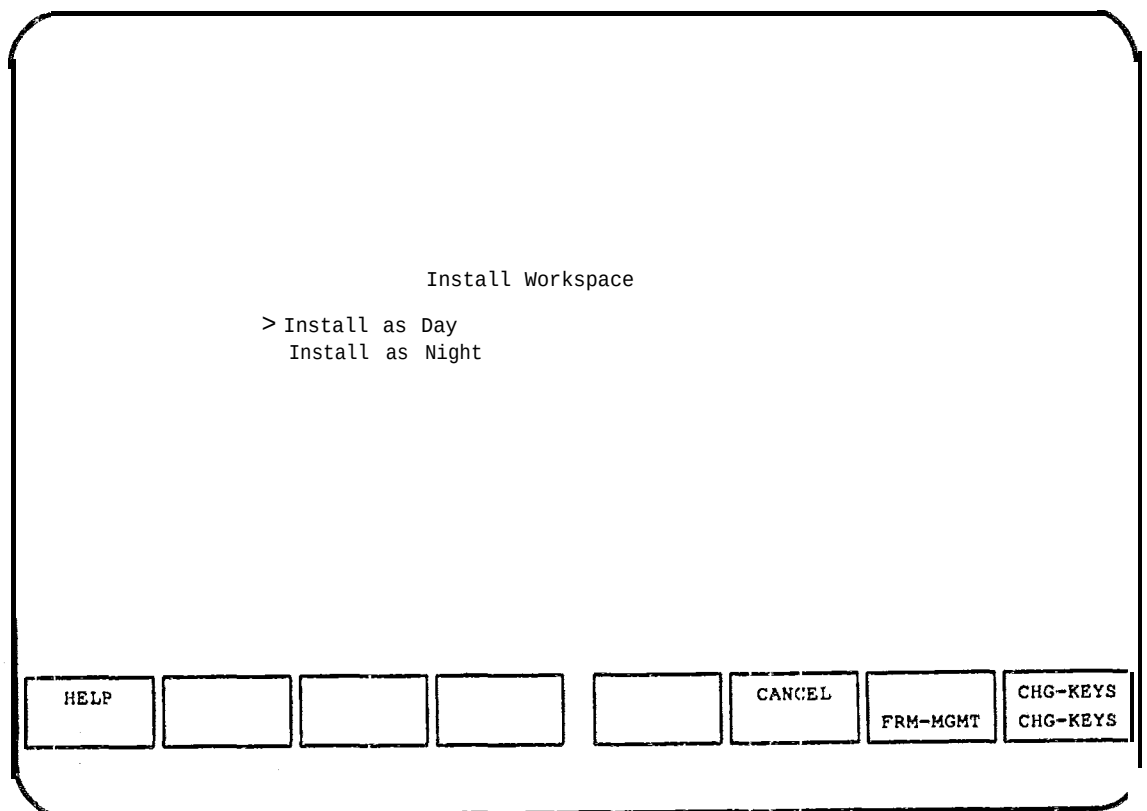
Verification of the workspace checks that all information entered is self-consistent and consistent with other known data. An error will be indicated if a submenu is undefined or if any speech is unrecorded. Speech recording is discussed in Chapter 4, *Voice Administration*. To verify the workspace, follow these steps:

1. At the Workspace Administration menu, move the cursor to `Verify Workspace` and press (Enter).
 - The system notifies you if there are any problems with the workspace you created, or tells you that the workspace may be installed “as is.”
2. Press any key to continue.
 - You return to the Workspace Administration menu.

Installing the Workspace

When the set of menus in the workspace has been completed, it can be installed as either Day or Night Service. Installation includes verification, so it is not necessary to separately verify the workspace. To install the workspace, follow these steps:

1. At the Workspace Administration menu, move the cursor to Install workspace and press (Enter).
 - The Install Workspace menu appears.



```

                                Install Workspace
                                > Install as Day
                                Install as Night

```

HELP					CANCEL	FRM-MGMT	CHG-KEYS CHG-KEYS
------	--	--	--	--	--------	----------	----------------------

Screen 3-15. Install Workspace Menu

2. Select the appropriate option and press {Enter}.
 - You are asked to confirm your selection.

3. Type *y* .
 - You are asked if you want to remove unused speech from the workspace before installing. (Unused speech corresponds to deleted or canceled menus and announcements.)

 NOTE :

You may want to keep unused speech for another time.

4. Type *y* or *n* .
 - A window appears informing you either that the installation was successful, or that it was unsuccessful and gives a reason.
5. If the installation was successful, press any key to continue. If the installation was unsuccessful, press **{F6}** (CANCEL).
 - You return to the Workspace Administration menu.
6. After a successful installation, it is a good idea to go to the View Day Service or View Night Service window and check to be sure that your information is properly installed.

 NOTE :

The workspace becomes empty after it has been installed as either the Day Service or the Night Service.

Administering Voice Prompts and Announcements

The spoken menus and announcements are recorded while in the Edit Workspace by pressing the **{F5}** (SPCH-ADM) function key. You must be logged into Voice Mail Service and must be the Automated Attendant Administrator at the time. You can then use the keyboard to select each menu or announcement and use the telephone to record them. This subject is covered in detail in Chapter 4, *Voice Administration*.

Voice Administration

4

Custom Voice Prompts

Many of the voice prompts in the AUDIX Voice Power system can be customized. Some of them *must* be customized. This chapter describes the procedures used to enter custom prompts from the forms completed in the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.

If you have not yet completed the system planning forms, do so **NOW** before continuing. Have your completed forms ready as you proceed through this chapter.



NOTE:

Be sure to update the forms in the *Planning Guide* as you make changes during ongoing administration.

The messages printed in this document may not exactly match the actual messages you hear when using AUDIX Voice Power.

Logging In to the Voice System

For security purposes, only a Service Administrator can change the voice prompts for each service. The Service Administrator must be registered as described in Chapter 3. The Service Administrator can only change the prompts of the service(s) for which he or she is registered.

All voice prompts are administered from the Voice Mail Service. To access the Service Administration menu, follow these steps:

1. Dial the AUDIX Voice Power number and wait for the system to answer.
2. If you reach the Call Answer Service or the Automated Attendant Service, you have an indirect login. Press [*] [R] to reach the Voice Mail Service.
 - The standard system greeting for the Voice Mail Service is: “Welcome to AUDIX Voice Power.” It is followed by a request to enter your extension number. If you have previously recorded and selected a custom Voice Mail greeting message, you will hear that message instead.
3. Enter your own extension number followed by [#]
 - You are asked to enter your password.
4. Enter your password followed by [#] .
 - You have now accessed AUDIX Voice Power and hear the Activity menu.

[1]	<i>Record Message</i>
[2]	<i>Get Message</i>
[3]	<i>Administer Name or Greeting</i>
[5]	<i>Administer Lists and Password</i>
[6]	<i>Administer Calling</i>
[*] [T]	<i>Transfer to Another Extension</i>

Voice Administration

5. Press **9** at any time during the Activity Menu for the Service Administration menu.

Press ***** **H** at anytime to replay the current menu.

- There is no spoken prompt for the Service Administration menu.

You can access the Service Administration menu only if you are registered as a Service Administrator. You hear only the part of the Service Administration menu that applies to the services for which you are the registered Service Administrator.

- | | |
|-------------------|---|
| 1 | <i>Administer Voice Mail Prompts</i> |
| 2 | <i>Administer Call Answer Prompts</i> |
| 3 | <i>Administer Automated Attendant Prompts</i> |
| 4 | <i>Administer Message Drop Prompts</i> |
| 5 | <i>Administer Information Service Prompts</i> |
| 6 | <i>Administer Subscriber Recorded Names</i> |
| * R | <i>Return to Voice Mail Activity Menu</i> |

Voice Mail Service Administration

To administer the AUDIX Voice Power Voice Mail Service, follow these steps:

1. At the Service Administration menu, press **1**
 - AUDIX Voice Power presents the Administer Voice Mail Greeting menu.

1	<i>Record Voice Mail Greeting</i>
0	<i>Listen to Voice Mail Greeting</i>
* #	<i>Select System or Custom Greeting</i>
* R	<i>Return to Voice Mail Activity Menu</i>

Listening to the Voice Mail Greeting Message

To listen to the Voice Mail Greeting Message, press **0** at the Administer Voice Mail Greeting menu.

Recording a Custom Voice Mail Greeting Message

To record a custom Voice Mail Greeting Message, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Voice Mail Greeting menu, press **1**.
3. At the prompt, speak your greeting, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press ***** **#** to approve your greeting.
 - Press **2** **3** to play back your greeting.
 - Press **2** **1** to rerecord your greeting.
 - Press ***** **D** to delete your greeting.
6. After approving your greeting, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Selecting the Voice Mail Greeting Message

To select the standard system greeting message or a previously recorded custom greeting message, follow these steps:

1. At the Administer Voice Mail Greeting menu, press ***** **#**.
2. At the prompt, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Call Answer Service Administration

To administer the AUDIX Voice Power Call Answer Service, follow these steps:

1. At the Service Administration menu, press **2**
 - AUDIX Voice Power presents the Call Answer Administration menu.
 - 1** *Administer Call Answer Greeting*
 - 2** *Administer Call Answer Good-bye Message*
 - *** **R** *Return to Voice Mail Activity Menu*

Administration of Call Answer Greeting Message

To administer the Call Answer Greeting Message, follow these steps:

1. At the Call Answer Administration menu, press **1** to administer the Call Answer Message.
 - AUDIX Voice Power presents the Administer Call Answer Greeting menu.
 - 1** *Record Call Answer Greeting*
 - 0** *Listen to Call Answer Greeting*
 - *** **#** *Select System or Custom Greeting*
 - *** **R** *Return to Voice Mail Activity Menu*

Listening to the Call Answer Greeting Message

To listen to the Call Answer Greeting Message, press **0** at the Call Answer Greeting menu.

Recording a Custom Call Answer Greeting Message

To record a custom Call Answer Greeting Message, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Call Answer Greeting menu, press **1**.
3. At the prompt, speak your greeting, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press *** #** to approve your greeting.
 - Press **2 3** to play back your greeting.
 - Press **2 1** to rerecord your greeting.
 - Press *** D** to delete your greeting.
6. After approving your greeting, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Selecting the Call Answer Greeting Message

To select the standard system greeting or a previously recorded custom greeting, follow these steps:

1. At the Administer Call Answer Greeting menu, press *** #**.
2. At the prompt, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Administration of Call Answer Good-bye Message

To administer the Call Answer Good-bye Message, follow these steps:

1. At the Call Answer Administration menu, press **2** to administer the Call Answer Good-bye Message.

— AUDIX Voice Power presents the Administer Call Answer Good-bye menu.

- 1** *Record Call Answer Good-bye Message*
- 0** *Listen to Call Answer Good-bye Message*
- *** **#** *Select System or Custom Good-bye Message*
- *** **R** *Return to Voice Mail Activity Menu*

Listening to the Call Answer Good-bye Message

To listen to the Call Answer Good-bye Message, press **0** at the Administer Call Answer Good-bye menu.

Recording a Custom Call Answer Good-bye Message

To record a custom Call Answer Good-bye Message, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Call Answer Good-bye menu, press **1** :
3. At the prompt, speak your good-bye message, reading it from FORM L.
4. Press **1** to stop recording.

Voice Administration

5. You may then do one of the following:

- Press *** #** to approve your good-bye message.
- Press **2 3** to play back your good-bye message.
- Press **2 1** to rerecord your good-bye message.
- Press *** D** to delete your good-bye message.

6. After approving your good-bye message, press **Y** to select your custom good-bye message, or press **N** to select the system good-bye message.

Selecting the Call Answer Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1. At the Administer Call Answer Good-bye menu, press *** #**.
2. At the prompt, press **Y** to select your custom good-bye message, or press **N** to select the system good-bye message.

Message Drop Administration

To administer the AUDIX Voice Power Message Drop Service, follow these steps:

1. At the Service Administration menu, press **4**.
 - AUDIX Voice Power presents the Message Drop Administration menu.
 - 1** Administer Message Drop Greeting
 - 2** Administer Message Drop Good-bye Message
 - * R** Return to Voice Mail Activity Menu

Administration of Message Drop Greeting Message

To administer the Message Drop Greeting Message, follow these steps:

1. At the Message Drop Administration menu, press **1** to administer the Message Drop Greeting Message.

— AUDIX Voice Power presents the Administer Message Drop Greeting menu.

1 *Record Message Drop Greeting*

0 *Listen to Message Drop Greeting*

***** **#** *Select System or Custom Greeting*

***** **R** *Return to Voice Mail Activity Menu*

Listening to the Message Drop Greeting Message

To listen to the Message Drop Greeting Message, press **0** at the Administer Message Drop Greeting menu.

Recording a Custom Message Drop Greeting Message

To record a custom Message Drop Greeting, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Message Drop Greeting menu, press **1**.
3. At the prompt, speak your greeting, reading it from FORM L.
4. Press **1** to stop recording.

5. You may then do one of the following:

- Press ***** **#** to approve your greeting.
- Press **2** **3** to play back your greeting.
- Press **2** **1** to rerecord your greeting.
- Press ***** **D** to delete your greeting.

6. After approving your greeting, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Selecting the Message Drop Greeting Message

To select the standard system greeting or a previously recorded custom greeting, follow these steps:

1. At the Administer Message Drop Greeting menu, press ***** **#** .
2. At the prompt, press **Y** to select your custom greeting, or press **N** to select the system greeting.

Administration of Message Drop Good-bye Message

To administer the Message Drop Good-bye Message, follow these steps:

1. At the Message Drop Administration menu, press **2** to administer the Message Drop Good-bye Message.

— AUDIX Voice Power presents the Administer Message Drop Good-bye menu.

- 1** *Record Message Drop Good-bye Message*
- 0** *Listen to Message Drop Good-bye Message*
- *** **#** *Select System or Custom Good-bye Message*
- *** **R** *Return to Voice Mail Activity Menu*

Listening to the Message Drop Good-bye Message

To listen to the Message Drop Good-bye Message, press **[0]** at the Administer Message Drop Good-bye menu.

Recording a Custom Message Drop Good-bye Message

To record a custom Message Drop Good-bye Message, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Message Drop Good-bye menu, press **[1]**.
3. At the prompt, speak your good-bye message, reading it from FORM L.
4. Press **[1]** to stop recording.
5. You may then do one of the following:
 - Press **[*] [#]** to approve your good-bye message.
 - Press **[2] [3]** to play back your good-bye message.
 - Press **[2] [1]** to rerecord your good-bye message.
 - Press **[*] [D]** to delete your good-bye message.
6. After approving your good-bye message, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

Selecting the Message Drop Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1. At the Administer Message Drop Good-bye menu, press **[*] [#]**.
2. At the prompt, press **[Y]** to select your custom good-bye message, or press **[N]** to select the system good-bye message.

General Mailbox Greeting Administration

A special system greeting for the General Mailbox is provided with AUDIX Voice Power. This text is tailored for users with Call Answer Service where callers know who they are trying to reach. The greeting should be modified if the General Mailbox is to be used primarily for Automated Attendant time-outs where callers may not know exactly to whom they wish to talk. The greeting should also be modified if no system operator is defined. The General Mailbox greeting provided with AUDIX Voice Power is:

You will now be able to leave a message in a general mailbox. You can press 0 to speak to an operator at any time. If you know the intended recipient of your message be sure to include their name in your message. This will enable the system administrator to forward your message to them. Please wait for the tone to begin recording.

A new General Mailbox greeting can be recorded in the same manner as any other subscriber would record a new greeting. To administer the greeting for the General Mailbox, follow these steps:

1. Log in as extension 9999 with the password assigned to that mailbox.
2. AUDIX Voice Power presents the Activity menu.
 - 1** *Record Messages*
 - 2** *Get Messages*
 - 3** *Administer Name or Greeting*
 - 5** *Administer Lists and Password*
 - 6** *Administer Outcalling*
 - * T** *Transfer to Another Extension*

3. Press **3**
 - AUDIX Voice Power presents the Name and Greetings Administration submenu.
 - 1** *Administer Greeting*
 - 2** *Administer Name*
 - *** **#** *Return to Activity Menu*
4. Press **1**
 - AUDIX Voice Power presents the Greetings Administration submenu.
 - 1** *Administer Primary Personal Greeting*
 - 2** *Administer Alternate Personal Greeting*
 - 3** *Administer System Greeting*

Listening to the General Mailbox Greeting Message

To listen to the General Mailbox Greeting Message, at the Greetings Administration submenu, select the greeting to be listened to and press **0**.

Recording a General Mailbox Greeting Message

To record a General Mailbox Greeting Message, follow these steps:



Note:

You must be logged in as the General Mailbox Service Administrator to record the greeting.

1. At the Greetings Administration submenu, press **3** to administer the system greeting.
 - AUDIX Voice Power states which greeting is currently in use.
 - The Administer Greeting submenu is presented.

Voice Administration

2. Press **1** .
3. At the prompt, speak your greeting, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press **3** **7** to approve your greeting.
 - Press **2** **3** to play back your greeting.
 - Press **2** **1** to rerecord your greeting.
 - Press **2** **D** to delete your greeting.



NOTE:

If the system greeting is not currently in use, at the Greetings Administration submenu press **3** . Press **3** at the Administer Greeting submenu to select the system greeting.

Information Service Administration

To administer the AUDIX Voice Power Information Service, follow these steps:

1. At the Service Administration menu, press **5**
 - AUDIX Voice Power presents the Administer Information Service Announcement menu.
 - 1** *Record Information Service Announcement*
 - 0** *Listen to Information Service Announcement*
 - *** **#** *Select System or Custom Announcement*
 - *** **R** *Return to Voice Mail Activity Menu*

Listening to the Information Service Announcement

To listen to the Information Service Announcement, press **0** at the Administer Information Service Announcement menu.

Recording a Custom Information Service Announcement

To record a custom Information Service announcement, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Information Service Announcement menu, press **1**.
3. At the prompt, speak your announcement, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press *** #** to approve your announcement.
 - Press **2 3** to play back your announcement.
 - Press **2 1** to rerecord your announcement.
 - Press *** D** to delete your announcement.
6. After approving your announcement, press **Y** to select your custom announcement, or press **N** to select the system announcement.

Selecting the Information Service Announcement

To select the standard system announcement or a previously recorded custom announcement, follow these steps:

1. At the Administer Information Service Announcement menu, press *** #**.
2. At the prompt, press **Y** to select your custom announcement, or press **N** to select the system announcement.

Automated Attendant Gate and Good-bye Message Administration

To administer the Touch-Tone Gate prompts and the good-bye message of the AUDIX Voice Power Automated Attendant Service, follow these steps:

1. At the Service Administration menu, press **3** .
 - AUDIX Voice Power presents the Automated Attendant Administration menu.
 - 1** *Administer Touch-Tone Gate Prompts*
 - 2** *Administer Automated Attendant Good-bye Message*
 - 3** *Administer Day or Night Service Main Menu*
 - 4** *Administer Temporary Closure Message*
 - 5** *Administer Workspace Menus and Announcements*
 - 6** *Administer Selection of Day, Night, or Temporary Closure Service*
 - * R** *Return to Voice Mail Activity Menu*



NOTE:

Menu items 3,4,5, and 6 are discussed in the section *Automated Attendant Menus and Announcements* found later in this chapter.

An additional menu item, 9, for which no prompt is given, is used for remote workspace menu and announcement administration. This selection is discussed separately at the end of this chapter.

Administration of the Touch-Tone Gate Prompts

To administer the Touch-Tone Gate prompts, follow these steps:

1. At the Automated Attendant Administration menu, press **1** to administer the Touch-Tone Gate prompts.
 - AUDIX Voice Power presents the Administer Touch-Tone Gate Prompts menu.
 - 1** *Administer Day Service Touch-Tone Gate*
 - 0** *Administer Night Service Touch-Tone Gate*
 - *** **R** *Return to Voice Mail Activity Menu*
2. At the Administer Touch-Tone Gate Prompts menu, select the Day or Night Service.
 - AUDIX Voice Power presents the Administer Day Service Touch-Tone Gate Prompt menu or the Administer Night Service Touch-Tone Gate Prompt menu.
 - 1** *Record Custom Touch-Tone Gate Prompt*
 - 0** *Listen to Custom Touch-Tone Gate Prompt*
 - *** **#** *Select System or Custom Touch-Tone Gate Prompt*
 - *** **R** *Return to Voice Mail Activity Menu*

Listening to the Custom Touch-Tone Gate Prompts

To listen to the Touch-Tone Gate prompts, follow these steps (the steps are the same for both the Day and Night Service):

1. Press **0** at the Administer Day (or Night) Touch-Tone Gate Prompt menu.
 - AUDIX Voice Power presents the Touch-Tone Gate prompt.
 - After the prompt has played, the Administer Day (or Night) Touch-Tone Gate Prompt menu plays again.

Recording a Custom Touch-Tone Gate Prompt

To record a custom Touch-Tone Gate prompt, follow these steps (the steps are the same for both the Day and Night Service):

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. Press **1** at the Administer Day (or Night) Touch-Tone Gate Prompt menu.
3. When prompted, speak your Touch-Tone Gate prompt, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press ***** **#** to approve your prompt.
 - Press **2** **3** to play back your prompt.
 - Press **2** **1** to rerecord your prompt.
 - Press ***** **D** to delete your prompt.
6. After approving your prompt, press **Y** to select your custom prompt, or press **N** to select the system prompt.

Selecting the Touch-Tone Gate Prompt

To select the standard system prompt or a previously recorded custom prompt, follow these steps (the steps are the same for both the Day and Night Service):

1. At the Administer Day (or Night) Touch-Tone Gate Prompt menu, press ***** **#** .
2. At the prompt, press **Y** to select your custom prompt, or press **N** to select the system prompt.

Administration of the Automated Attendant Good-bye Message

To administer the Automated Attendant Good-bye Message, follow these steps:

1. At the Automated Attendant Administration menu, press **2** to administer the Automated Attendant Good-bye Message.
 - AUDIX Voice Power presents the Administer Automated Attendant Good-bye menu.
 - 1** *Record Custom Automated Attendant Good-bye Message*
 - 0** *Listen to Custom Automated Attendant Good-bye Message*
 - *** **#** *Select System or Custom Good-bye Message*
 - *** **R** *Return to Voice Mail Activity Menu*

Listening to the Custom Automated Attendant Good-bye Message

To listen to the custom Automated Attendant Good-bye Message, follow these steps:

1. Press **0** at the Administer Automated Attendant Good-bye menu.
 - AUDIX Voice Power presents the Automated Attendant Good-bye Message.
 - After the prompt has played, the Administer Automated Attendant Good-bye menu plays again.

Recording a Custom Automated Attendant Good-bye Message

To record an Automated Attendant custom Good-bye Message, follow these steps:

1. Get your completed FORM L from the *AT&T AUDIX™ Voice Power Planning Guide and Forms*.
2. At the Administer Automated Attendant Good-bye menu, press **1**.
3. At the prompt, speak your good-bye message, reading it from FORM L.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press *** #** to approve your good-bye message.
 - Press **2 3** to play back your good-bye message.
 - Press **2 1** to rerecord your good-bye message.
 - Press *** D** to delete your good-bye message.
6. After approving your good-bye message, press **Y** to select your custom good-bye message, or press **N** to select the system good-bye message.

Selecting the Automated Attendant Good-bye Message

To select the standard system good-bye message or a previously recorded custom good-bye message, follow these steps:

1. At the Administer Automated Attendant Good-bye menu, press *** #**.
2. At the prompt, press **Y** to select your custom good-bye message, or press **N** to select the system good-bye message.

Voice Administration

Subscriber

Recorded Name Administration

Because subscribers can be dialed by name, it is desirable for all subscribers to have a name recorded so that the caller can hear the name in confirmation rather than just the extension number. The Subscriber Recorded Name Administration feature enables the Voice Mail Service Administrator to record all subscriber names at the same time.

To record subscriber names, follow these steps:

1. At the Service Administration menu, press **6** .
 - AUDIX Voice Power requests that you enter an extension followed by **#** .
2. Enter each extension followed by **#** .
 - AUDIX Voice Power plays the name if one was already recorded or indicates that one has not been recorded.
 - AUDIX Voice Power presents the Record Names for Individual Subscribers menu.
 - 1** *Record Name for Current Extension*
 - *** **#** *Return to Prompt for Extension*
 - *** **R** *Return to Voice Mail Activity Menu*
3. Press **1** to begin recording the name.
4. Record the name of the subscriber.
5. Press **1** to end recording.

6. You may then do one of the following:
 - Press **[*]** **#** to approve your name recording (and be prompted for the next extension).
 - Press **[2]** **[3]** to play back your name recording.
 - Press **[2]** **[1]** to rerecord your name recording.
 - Press **[*]** **[D]** to delete your name recording.
7. When you have approved the name recording (by pressing **[*]** **[*]**), you are prompted for the next extension. Continue recording names as necessary. After recording the last name, press **[*]** **[R]** to return to the Activity Menu.

Automated Attendant Menus and Announcements

Unlike the other AUDIX Voice Power services, which have only greeting and good-bye messages that may be administered, the Automated Attendant has four additional features that may be administered.

- **Day or Night Service main menu**

The Day or Night Service main menu is normally recorded during the administration of the workspace menus and announcements. You may change it directly when necessary.

- **Temporary Closure Service**

The Temporary Closure Service is used for special circumstances such as impassable roads. A Temporary Closure Message may be recorded in advance, or when it is required. The selection of Temporary Closure Service is normally controlled by the administration of service hours. If you change this directly, it will stay changed until the next 3:00 am.

- **Selection of Day or Night Service**

The selection of Day or Night Service is normally controlled by the administration of service hours. If you change this directly, it will stay changed until the next scheduled change.

- **Workspace menus and announcements**

The first three items can be administered remotely. A good example is a snow day. In this case, the Service Administrator might call in and change the Temporary Closure Message to say: "We are closed today because of the snow emergency. Please call tomorrow." Similarly, selection of the Night Service to follow the Temporary Closure Message might be appropriate under these conditions.

 NOTE:

If the Day or Night Service main menu prompt is changed remotely, the actual main menu will not be changed. Thus, a caller who was familiar with the button presses could still use them although they are not announced.

As the first three items are intended for remote use, no forms have been provided for their use. However, it is recommended that you write out any special announcements before recording them. If you change the main menu for Day or Night Service, you will have to rerecord it to return to the previous version. (It is recommended that you use the Temporary Closure Message instead.) It is a good idea to write down the old message or menu before recording the new one.

The last item, administration of workspace menus and announcements, is used to record all menus and announcements used by the Automated Attendant Service under normal circumstances. The menus to be recorded are written ON FORM J and the announcements to be recorded are written ON FORM K.

An additional item, *Remote Voice Administration*, is discussed separately at the end of this chapter.

Changing the Day or Night Service Main Menu

To administer the Day or Night Service main menu, follow these steps:

1. At the Service Administration menu, press **[3]**.
 - AUDIX Voice Power presents the Automated Attendant Administration menu.
 - [1]** *Administer Touch-Tone Gate Prompts*
 - [2]** *Administer Automated Attendant Good-bye Message*
 - [3]** *Administer Day or Night Service Main Menu*
 - [4]** *Administer Temporary Closure Message*
 - [5]** *Administer Workspace Menus and Announcements*
 - [6]** *Administer Selection of Day, Night, or Temporary Closure Service*
 - [*]** **[R]** *Return to Voice Mail Activity Menu*

NOTE :

Menu items 1 and 2 are discussed under *Automated Attendant Gate and Good-bye Message Administration* earlier in this chapter.

Administration of the Day or Night Service Main Menu

To administer the Day or Night Service main menu, follow these steps:

1. At the Automated Attendant Administration menu, press **3** to administer the Day or Night Service main menu.
 - AUDIX Voice Power presents the Day/Night Service Main Menu Administration menu.
 - 1** *Administer Day Service Main Menu*
 - 2** *Administer Night Service Main Menu*
 - *** **R** *Return to Voice Mail Activity Menu*
2. Press **1** or **2** to administer the Day or Night Service main menu, respectively.
 - AUDIX Voice Power presents the Administer Day (or Night) Service main menu.
 - 1** *Record Day (or Night) Service Main Menu*
 - 0** *Listen to Day (or Night) Service Main Menu*
 - *** **R** *Return to Voice Mail Activity Menu*

Listening to the Day or Night Service Main Menu

To listen to the Day or Night Service main menu, press **0** at the Administer Day (or Night) Service main menu.

Recording the Day or Night Service Main Menu

To record the Day (or Night) Service main menu, follow these steps:

1. At the Administer Day (or Night) Service main menu, press **1**.
2. At the prompt, speak your Day (or Night) Service main menu, reading it from a convenient form.
3. Press **1** to stop recording.

Voice Administration

4. You may then do one of the following:

- Press ***** **#** to approve your menu.
- Press **2** **3** to play back your menu.
- Press **2** **1** to rerecord your menu.
- Press ***** **D** to delete your menu.



NOTE:

If you change the Day or Night Service main menu while the same service is being updated in the workspace, the changed main menu will be lost when the workspace is installed.

Changing the Temporary Closure Message

To administer the Temporary Closure Message, follow these steps:

1. At the Service Administration menu, press **3** .
 - AUDIX Voice Power presents the Automated Attendant Administration menu.
 - 1** *Administer Touch-Tone Gate Prompt*
 - 2** *Administer Automated Attendant Good-bye Message*
 - 3** *Administer Day or Night Service Main Menu*
 - 4** *Administer Temporary Closure Message*
 - 5** *Administer Workspace Menus and Announcements*
 - 6** *Administer Selection of Day, Night, or Temporary Closure Service*
 - *** **R** *Return to Voice Mail Activity Menu*

2. At the Automated Attendant Administration menu, press **[4]**, Administer Temporary Closure Message.
 - AUDIX Voice Power presents the Administer Temporary Closure Message menu.
 - [1]** *Record Temporary Closure Service Message*
 - [0]** *Listen to Temporary Closure Service Message*
 - [*] [R]** *Return to Voice Mail Activity Menu*

Listening to the Temporary Closure Message

To listen to the Temporary Closure Message, press **[0]** at the Administer Temporary Closure Message menu.

Recording the Temporary Closure Message

To record the Temporary Closure Message, follow these steps:

1. At the Administer Temporary Closure Message menu, press **[1]**.
2. At the prompt, speak your Temporary Closure message.
3. Press **[1]** to stop recording.
4. You may then do one of the following:
 - Press **[*] [#]** to approve your message.
 - Press **[2] [3]** to play back your message.
 - Press **[2] [1]** to rerecord your message.
 - Press **[*] [D]** to delete your message.

Selecting Day, Night, or Temporary Closure Service

To select Day, Night, or Temporary Closure Service, follow these steps:

1. At the Service Administration menu, press **3**.

— AUDIX Voice Power presents the Automated Attendant Administration menu.

- 1** Administer *Touch-Tone Gate Prompt*
- 2** Administer *Automated Attendant Good-bye Message*
- 3** Administer *Day or Night Service Main Menu*
- 4** Administer *Temporary Closure Message*
- 5** Administer *Workspace Menus and Announcements*
- 6** Administer *Selection of Day, Night, or Temporary Closure Service*
- * R** *Return to Voice Mail Activity Menu*

2. At the Administer Automated Attendant menu, press **6**.

— AUDIX Voice Power announces which service is currently in effect and then presents the Select Day, Night, or Temporary Closure Service menu.

- 1** *Change to Day Service*
- 2** *Change to Night Service*
- 3** *Change to Temporary Closure Service*
- * R** *Return to Voice Mail Activity Menu*

3. To change to the Day or Night Service, follow these steps.
 - a. Press **1** or **2**, respectively, at the Select Day, Night, or Temporary Closure Service menu.
 - AUDIX Voice Power announces how long the selected service will be in effect.
 - b. To confirm, press **Y**, or press **N** to leave the current service in effect.
 - The Activity menu plays.
4. To change to the Temporary Closure Service, follow these steps.
 - a. Press **3** at the Select Day, Night, or Temporary Closure Service menu.
 - AUDIX Voice Power announces how long the selected service will be in effect.
 - b. To leave the current service in effect, press **N**.
 - The Activity menu plays.
 - c. Otherwise, press **Y** to confirm.
 - AUDIX Voice Power presents the Temporary Closure Service Activity menu.
 - 1** *Provide Day Service after Temporary Closure Message*
 - 2** *Provide Night Service after Temporary Closure Message*
 - 3** *Disconnect after Temporary Closure Message*
 - 4** *General Mailbox Coverage*
 - * R** *Return to Voice Mail Activity Menu*
 - d. Select the desired option.
 - The Activity menu plays.



NOTE:

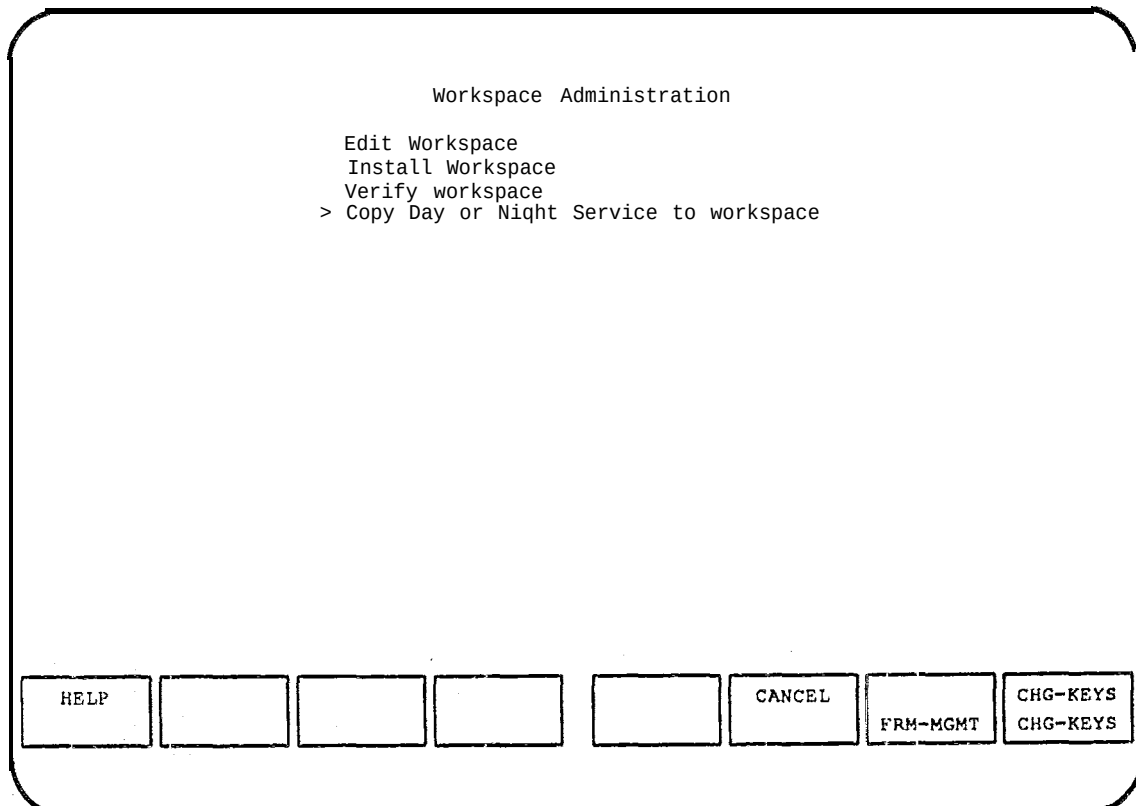
Changing the service generally results in the new service remaining in effect until the next scheduled service change or until any change is made to the administered service hours. If a change is made on a holiday, the holiday is effectively canceled and is then treated as the day of the week. If Temporary Closure Service is chosen, the service will remain in effect until the next 3:00 am.

Administering Workspace Menus and Announcements

Recording the workspace menus and announcements is the most complicated of the administrative tasks for the Automated Attendant because it involves the use of both the computer and the telephone at the same time. The computer is used to select the menu or announcement within the workspace that is to be recorded. The telephone is used for the actual recording.

Refer to Chapter 3, *Entering AUDIX Voice Power Data*, for information on the computer procedures. Refer to earlier parts of this chapter for information on the telephone procedures. To record the Automated Attendant menus and announcements, follow these steps for both the Day and Night Services.

1. Be sure to have completed FORM J and FORM K from the *Planning Guide* on hand before starting this procedure.
2. On the computer, at the AUDIX Voice Power menu, move the cursor to Automated Attendant Administration and press **(Enter)**.
 - The Automated Attendant Administration menu appears.
3. At the Automated Attendant Administration menu, move the cursor to Workspace Administration and press **(Enter)**.
 - The Workspace Administration menu appears.



Workspace Administration

Edit Workspace
Install Workspace
Verify workspace
> Copy Day or Night Service to workspace

HELP [] [] [] [] CANCEL FRM-MGMT CHG-KEYS CHG-KEYS

Screen 4-1. Workspace Administration Menu

4. If it is necessary to change the Day or Night Service menus or announcements:
 - a. At the Workspace Administration menu, move the cursor to Copy Day or Night Service to Workspace and press **(Enter)**.
 - The Copy Into Workspace menu appears prompting you for which service to copy.
 - b. Specify the service to be copied and press **(Enter)** to perform the copy.
 - You are asked to confirm the copy.
 - c. Type y.
 - The selected service is copied to the workspace. A screen appears informing you that the copy was successful.

Voice Administration

- d. Press any key to continue.
 - You return to the Workspace Administration menu.
5. At the Workspace Administration menu, move the cursor to Edit Workspace and press **(Enter)**.
 - The Edit Workspace form appears.

----- Edit Workspace -----

Menu Name:			
Menu Path:			
Touch-Tone	Action	Object	Description
1:			
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
0:			

HELP
LST-MENU

CHOICES
LST-ANNS

SAVE

DEL-MENU

SPCH-ADM

CANCEL

DEFINE
FRM-MGMT

CHG-KEYS
CHG-KEYS

Screen 4-2. Edit Workspace Form

6. Press **F8** (CHG-KEYS) to access the alternate function keys.
 - The alternate function keys are displayed.
7. Press **F5** (SPCH-ADM).
 - A window opens listing this menu and all of the announcements used on this menu. The names of menus and announcements that have not yet been recorded are preceded by an asterisk (*).

Voice Administration

8. Dial the AUDIX Voice Power system and log in. You must log in as the registered Service Administrator for the Automated Attendant.
9. Press **9** at any time during the Activity menu for the Service Administration menu.

— There is no spoken prompt for the Service Administration menu.

You hear only the part of the Service Administration menu that applies to the services for which you are the registered Service Administrator.

- 1** *Administer Voice Mail Prompts*
- 2** *Administer Call Answer Prompts*
- 3** *Administer Automated Attendant Prompts*
- 4** *Administer Message Drop Prompts*
- 5** *Administer Information Service Prompts*
- 6** *Administer Subscriber Recorded Names*
- * R** *Return to Voice Mail Activity Menu*

10. At the Service Administration menu, press **3**.

— AUDIX Voice Power presents the Automated Attendant Administration menu.

- 1** *Administer Touch-Tone Gate Prompts*
- 2** *Administer Automated Attendant Good-bye Message*
- 3** *Administer Day or Night Service Main Menu*
- 4** *Administer Temporary Closure Message*
- 5** *Administer Workspace Menus and Announcements*
- 6** *Administer Selection of Day, Night, or Temporary Closure Service*
- * R** *Return to Voice Mail Activity Menu*

11. At the Automated Attendant Administration menu, press **5**.

— AUDIX Voice Power presents the Workspace Menu and Announcement Administration menu.

Move cursor to menu or announcement to be administered and press the Record or Listen function key.

*** R** Return to Voice Mail Activity Menu

12. At the computer, move the cursor to any of the menus or announcements listed and press **F2** (RECORD) or **F3** (LISTEN).

— You then record or listen to the selected menu or announcement.

13. To record a menu or announcement, follow these steps:

- a. Press **1** to begin recording. Speak your menu or announcement, reading it from FORM J (menu) or FORM K (announcement) from the *Planning Guide*.
- b. Press **1** to stop recording.
- c. You may then do one of the following:
 - Press *** #** to approve your menu or announcement.
 - Press **2 3** to play back your menu or announcement.
 - Press **2 1** to rerecord your menu or announcement.
 - Press *** D** to delete your menu or announcement.

- d. After approving your menu or announcement, you are prompted to select another menu or announcement by moving the cursor and pressing **F2** (RECORD) or **F3** (LISTEN). Continue recording menus and announcements until all have been recorded.

Remember that an asterisk (*) appears at the beginning of any menu or announcement name that has not yet been recorded. The asterisk in front of the menu or announcement name disappears in the Speech Administration window as soon as you record the menu or announcement, but remains in the Edit Workspace form until you close the Speech Administration window by pressing **F6** (CANCEL) when you are done.



NOTE:

You must visit all levels and record all menus and announcements.

- e. When you have finished recording, press *** R** to return to the Voice Mail Activity menu, or hang up.
14. At the computer, press **F6** (CANCEL) repeatedly until you reach the Workspace Administration menu.
 15. At the Workspace Administration menu, move the cursor to Install Workspace and press **(Enter)**.
 - The Install Workspace menu appears.

Voice Administration

Install Workspace

> Install as Day
Install as Night

HELP [] [] [] [] CANCEL FRM-MGMT CHG-KEYS
CHG-KEYS

Screen 4-3. Install Workspace Menu

16. Select Day or Night and press **(Enter)**.
 - You are asked to confirm your choice.
17. Type y.
 - You will be asked if you want to remove unused speech from the workspace before installing.
18. Type y.
 - A window appears informing you either that the installation was successful, or that it was unsuccessful and gives a reason.

Voice Administration

19. Press any key to continue.
 - If the installation was successful, you return to the Workspace Administration menu.

If the installation was unsuccessful, you return to the Edit Workspace form. Define any undefined menus and record speech for unrecorded menus or announcements. Then try installing again.
20. After a successful installation, it is a good idea to go to the View Day Service or View Night Service window and check to be sure that your information is properly installed.



NOTE:

The workspace becomes empty after it has been installed as either the Day Service or the Night Service.

21. Repeat the above steps for the other service.

Remote Voice Administration

AUDIX Voice Power also provides the ability for you to administer all of the workspace menus and announcements from the telephone without simultaneously using the keyboard. While this feature appears simpler to use than the previously described method of administering the menus and announcements, it does not have any of the built-in checks, and is therefore more likely to result in an incorrectly administered system unless your planning is superb.

Voice Administration

To use the remote administration feature, follow these steps:

1. At the Service Administration menu, press **3** .
 - AUDIX Voice Power presents the Automated Attendant Administration menu.
 - 1** *Administer Touch- Tone Gate Prompt*
 - 2** *Administer Automated Attendant Good-bye Message*
 - 3** *Administer Day or Night Service Main Menu*
 - 4** *Administer Temporary Closure Message*
 - 5** *Administer Workspace Menus and Announcements*
 - 6** *Administer Selection of Day, Night, or Temporary Closure Service*
 - * R** *Return to Voice Mail Activity Menu*
2. Press **9** at anytime during the Automated Attendant Administration menu for the Remote Workspace Menu and Announcement Administration menu.
 - There is no spoken prompt for the Remote Workspace Menu and Announcement Administration menu.



NOTE:

You can access the Remote Workspace Menu and Announcement Administration menu only if you are registered as the Automated Attendant Service Administrator.

- 1** *Record or Listen to Workspace Menus*
- 2** *Record or Listen to Workspace Announcements*
- * R** *Return to Voice Mail Activity Menu*

3. At the Remote Workspace Menu and Announcement Administration Menu, press **1** or **2** depending on whether you want to administer menus or announcements.
 - AUDIX Voice Power presents the Remote Workspace Menu Administration menu, or the Remote Workspace Announcement Administration menu.
 - 1** *Record Workspace Menu (Announcement) prompts*
 - 0** *Listen to Workspace Menu (Announcement) prompts*
 - * R** *Return to Voice Mail Activity Menu*

Remote Listening to a Menu or Announcement

To listen to a menu or announcement, press **0** at the Remote Workspace Menu Administration menu or the Remote Workspace Announcement Administration menu. You are prompted to enter the menu (announcement) number followed by **#**. (Use **0** for the main menu.) You will then hear the menu (announcement).

Remote Recording of a Menu or Announcement

Use the following steps to record a menu or announcement from the telephone:

1. At the Remote Workspace Menu and Announcement Administration menu, press **1** or **2** depending on whether you want to administer menus or announcements.
 - AUDIX Voice Power presents the Remote Workspace Menu Administration menu, or the Remote Workspace Announcement Administration menu.
2. Press **1** .
3. You are prompted to enter the menu (announcement) number followed by a **#** . (Use **0** for the main menu.)

4. You are prompted to record at the tone.
5. Terminate recording by pressing **1**.
6. You may then do one of the following:
 - Press *** #** to approve your menu or announcement.
 - Press **2 3** to play back your menu or announcement.
 - Press **2 1** to rerecord your menu or announcement.
 - Press *** D** to delete your menu or announcement.
7. After listening to or recording a menu (announcement), you return to the Remote Workspace Menu Administration menu or the Remote Workspace Announcement Administration menu, depending on whether a menu or announcement was originally chosen, so that you can listen to or record another menu (announcement).
8. When you are finished recording all menus and announcements, press *** R** to return to the Activity Menu.
9. After the menus and announcements have been recorded in the workspace, you must install the workspace as either the Day or Night Service. See instructions in Chapter 3, *Installing the Workspace*.

Introduction

This chapter discusses procedures that you use to operate and maintain AUDIX Voice Power on a regular basis. These procedures include:

- System Management
 - Retrieving messages from the Message Drop Service
 - Broadcasting messages
 - Retrieving messages from the General Mailbox
 - Retrieving messages from the Maintenance Mailbox
 - Viewing the Event Log Report
- System Operation
 - **Starting the voice system**

The voice system starts automatically when the UNIX system boots. At other times, you must specifically start the voice system.
 - **Stopping the voice system**

There are specific steps that you should follow to stop the voice system to properly save any administered information and to avoid cutting off calls in progress.

- **Displaying the System Status report**

The System Status report tells you whether the system is running or stopped.

- **Resetting the voice system**

You may need to reset the voice system to recover from certain errors.

- **Shutting down the UNIX System**

There are specific steps that you should follow in shutting down the UNIX System to avoid damaging the files.

- **Rebooting the UNIX System**

You may need to reboot the UNIX System to recover from certain errors.

- **Displaying the System Monitor**

The System Monitor shows the activity and service status of each voice channel.

- **Changing the service state of voice channels**

After recovering from errors, you may need to place voice channels back in service. For testing, you may wish to manually place voice channels out of service.

- **System Backup**

- **Backing up the system**

You should back up the administrative and speech files on a regular basis so that you have current information in case of a system failure.

- **Restoring backed up files**

In case of system failure, you need to follow the restore procedures using the backup files you created.

System Management Operations

System management operations include:

- Retrieving messages from the Message Drop Service, General Mailbox, and Maintenance Mailbox
- Broadcasting messages
- Viewing the Event Log Report

Retrieving Messages from the Message Drop Service

Messages can be retrieved from the Message Drop Service in much the same way that any other AUDIX Voice Power subscriber listens to the messages in his or her mailbox.

NOTE:

If more than 250 messages have accumulated, a warning message will be sent to the Message Drop Service Administrator. Additional warning messages will be sent when the accumulated number of messages reaches 500, 1,000, and 2,000.

To collect the messages left in the Message Drop Service, follow these steps:

1. Call the Message Drop Service.
2. While the Message Drop greeting is playing, press .
3. Enter your extension and password. You must be the registered Service Administrator for the Message Drop Service or you are not allowed to log in.
4. The system announces the number of messages stored.

Each message consists of a header and a body. The header tells when the message arrived. The body is the actual message left by the caller.

System Operations

5. Press **[2]**.
 - AUDIX Voice Power plays the header of the first message.
6. You may then use the following commands:
 - Play** Press **[0]** to play the current message body.
 - Pause** Press **[3]** to pause during the message body.
 - Resume** Press **[3]** again to resume after the pause.
 - Back Up** Press **[5]** one or more times to back up the message by 4 seconds for each press.
 - Forward** Press **[6]** one or more times to space forward by 4 seconds for each press.
 - Review** Press **[2] [2]** to review (rewind and play) the previous message header.
Press **[2] [3]** to review (rewind and play) the current message header.
 - Skip** Press **[#]** to skip to the beginning of the next message.
Press **[#]** again to continue skipping messages.
 - Delete** Press **[*] [D]** to delete your message.



NOTE:

Messages from the Message Drop Service cannot be replied to or forwarded to other subscribers.

Broadcasting Messages

The Voice Mail Service Administrator may send a broadcast message to all subscribers on the system. To send a broadcast message, follow these steps:

1. Log into AUDIX Voice Power as the Voice Mail Service Administrator.
2. At the Activity Menu, press **1** *Record Messages*.
3. Speak your message.
4. Press **1** to end recording.
5. You may then do one of the following:
 - Press **#** to approve your message and proceed to addressing the message.
 - Press **2** **1** to rerecord your message.
 - Press **2** **3** to review (rewind and play) your message. After reviewing, you must approve, delete, or rerecord your message, or review it again.
 - Press *** D** to delete your message.
6. After you have approved your message, AUDIX Voice Power prompts you to enter an extension or name.
7. Press *** M**.
8. If you are not the Voice Mail Service Administrator, or if you have already entered other address information, you will receive an error message.

If you are the Voice Mail Service Administrator, AUDIX Voice Power asks you to verify that the message is to be sent as a broadcast by pressing **Y** or **N**.

9. Press **Y** to send the message as broadcast.

**NOTE:**

A broadcast message does not cause a message waiting lamp to be lit and it does not cause Outcalling to be performed. A broadcast message cannot be forwarded.

Retrieving Messages from the General Mailbox

The General Mailbox handles both overflow mail and mail directed to a non-existent mailbox from Call Answer or from the Automated Attendant as a result of a time-out. Excessive overflow indicates that the subscriber's mailbox is either too small, or is not being emptied out on a regular basis. The General Mailbox Service Administrator is responsible for forwarding messages to the appropriate subscriber and deleting them from the General Mailbox.

The General Mailbox functions like any other mailbox. A special greeting for the General Mailbox is provided with AUDIX Voice Power. To customize this greeting, refer to *Recording a General Mailbox Greeting Message* in Chapter 4.

To collect the messages left in the General Mailbox, follow these steps:

1. Log in as extension 9999 with the password assigned to that mailbox.

**NOTE:**

You do not need to be the Service Administrator of the General Mailbox, as long as you know the password.

2. The system announces the number of messages stored.

Each message consists of a header and a body. The header tells when the message arrived and, if it's from another AUDIX Voice Power subscriber, who it's from. The body is the actual message left by the caller.

3. Press **2**

— AUDIX Voice Power plays the header of the first message.

4. You may then use the following commands:

Play Press **0** to play the current message body.

Pause Press **3** to pause during the message body.

Resume Press **3** again to resume after the pause.

Back Up Press **5** one or more times to back up the message by 4 seconds for each press.

Forward Press **6** one or more times to space forward by 4 seconds for each press.

Review Press **2** **2** to review (rewind and play) the previous message header.

Press **2** **3** to review (rewind and play) the current message header.

Skip Press **#** to skip to the beginning of the next message.
Press **#** again to continue skipping messages.

Delete Press ***** **D** to delete your message.

Reply or Forward Press **1** to go to a submenu to reply to or forward a message. (See the procedures *Replying to a Message* or *Forwarding a Message* in this chapter for instructions.)

Retrieving Messages from the Maintenance Mailbox

The Maintenance Mailbox handles voice mail for reporting problems with AUDIX Voice Power. The Maintenance Mailbox functions like any other mailbox. The Maintenance Mailbox Service Administrator is responsible for deleting messages from the Maintenance Mailbox.

To collect the messages left in the Maintenance Mailbox, follow these steps :

1. Log in as extension 9998 with the password assigned to that mailbox.



NOTE:

You do not need to be a Service Administrator to obtain access to the Maintenance Mailbox as long as you know the password.

2. The system announces the number of messages stored.

Each message consists of a header and a body. The header tells when the message arrived and, if it's from another AUDIX Voice Power subscriber, who it's from. The body is the actual message left by the caller.

3. Press **2** .

— AUDIX Voice Power plays the header of the first message.

4. You may then use the following commands:

Play Press **0** to play the current message body.

Pause Press **3** to pause during the message body.

Resume Press **3** again to resume after the pause.

Back Up Press **5** one or more times to back up the message by 4 seconds for each press.

Forward Press **6** one or more times to space forward by 4 seconds for each press.

- Review** Press **2** **2** to review (rewind and play) the previous message header.
Press **2** **3** to review (rewind and play) the current message header.
- Skip** Press **#** to skip to the beginning of the next message.
Press **#** again to continue skipping messages.
- Delete** Press *** D** to delete your message.
- Reply or Forward** Press **1** to go to a submenu to reply to or forward a message. (See the procedures *Replying to a Message* or *Forwarding a Message* in this chapter for instructions.)

Replying to a Message

To reply to voice mail messages, follow these steps:

1. At the submenu, press **1**, *Reply*.
2. When prompted, press **Y** to attach the original message, or **N** to send your reply only.
If the original is a forwarded message, a reply with original attached, or a broadcast message, you will not be able to attach it to your reply.
3. At the tone, speak your message.
4. Press **1** to stop recording.
5. You may then do one of the following:
 - Press *** #** to approve your message.
 - Press **2 3** to play back your message.
 - Press **2 1** to rerecord your message.
 - Press *** D** to delete your message.
6. After reviewing, you must approve, delete, or rerecord your message, or review it again.

Your message will be sent when you approve it.

Forwarding a Message

You may forward a received message to other subscribers, with an added message (or comment) of your own, or you can send a new message (or comment) to other subscribers in response to a message you receive.

To forward a message, follow these steps:

1. At the submenu, press **[2]**, *Forward* (with comment), or **[4]**, *Record a New Message*.
2. When prompted, press **[Y]** to attach the original message, or **[N]** to send your reply only.

If the original is a forwarded message, a reply with original attached, or a broadcast message, you will not be able to attach it to your reply.

3. At the tone, speak your message.
4. Press **[1]** to stop recording.
5. You may then do one of the following:
 - Press **[*]** **#** to approve your message.
 - Press **[2]** **[3]** to play back your message.
 - Press **[2]** **[1]** to rerecord your message.
 - Press **[*]** **[D]** to delete your message.
6. After reviewing, you must approve, delete, or rerecord your message, or review it again.
7. You can address the message by extension number or name to send it to one or more subscribers, or you can send it to a group of subscribers by entering a list. Refer to *How to Send Messages* in the AT&T AUDIX™ Voice Power User's Guide for additional information.

Viewing the Event Log Report

System messages are logged automatically in an error log when problems or potential problems occur within the AUDIX Voice Power system. It is a good practice to periodically review the errors in the log. *Appendix B: Error Messages* provides further details on the messages in the log and the corrective actions required. Not all error messages require you to immediately contact a field service representative every time they occur. Errors that occur numerous times may indicate a problem that requires further actions be taken.

To view the messages in the Event Log, follow these steps:

1. At the AUDIX Voice Power menu, move the cursor to Voice System Administration and press **(Enter)**.
 - The Voice System Administration menu appears.
2. Move the cursor to Reports Administration and press **(Enter)**.
 - The Reports Administration menu is displayed.
3. Move the cursor to System Reports and press **(Enter)**.
 - The System Reports menu is displayed.
4. Press **(Enter)** to display the Event Log Report.
5. Press **F8** (CHG-KEYS) to show the alternate keys.
6. Press **F2** (DISPLAY) to display the report.
7. Scroll through the report to view the messages in the Event Log.

Refer to the procedure *Using the Explain Command* for information on how to use the **explain** command for additional information on a particular message. The format of the messages in the Event Log and a listing of the messages is included in *Appendix B: Error Messages*.

8. To return to the AUDIX Voice Power menu interface, press **F6** (CANCEL) repeatedly.

Using the Explain Command

An ***explain*** command is available for you to find out the problem specified by an error message. This command uses the error number to provide the user with information about how to respond to the error message.

To use the ***explain*** command, follow these steps:

1. At the AUDIX Voice Power menu, move the cursor to Voice System Administration and press **(Enter)**.
 - The Voice System Administration menu appears.
2. Move the cursor to Reports Administration and press **(Enter)**.
 - The Reports Administration menu is displayed.
3. Move the cursor to System Reports and press **(Enter)**.
 - The System Reports menu is displayed.
4. Press **(Enter)** to display the Event Log Report.
5. Press  (CHG-KEYS) to show the alternate keys.
6. Press the  (EXPLAIN) key.
 - The Explain form is displayed.

System Operations

- 7 . Type the error message code that you want explained and press **F3** (**SAVE**).

— An Explanation of Event message appears.

For example, to get an explanation for message 401,

```
401 (TSM_RCV) , CRITICAL
TSM: Cannot Receive Msg: ret =
<integer> errno = <integer>
```

type **401** and press **F3** (**SAVE**).

The system responds with an explanation similar to the explanation in this document:

```
The message for error code 401 is:
TSM failed to receive a message from
another process. The value of the errno
indicates the reason for the error.
Contact your AT&T Field Service
Representative for assistance.
```

8. To return to the AUDIX Voice Power menu interface, press **F6** (**CANCEL**) repeatedly.

System Operation Procedures

Reaching the Configuration Management Menu

To reach the Configuration Management menu, follow these steps:

1. Log into the system as ***audix***.
 - The User Login menu appears.
2. At the User Login menu, move the cursor to Voice System Administration.
 - The Voice System Administration menu appears.
3. At the Voice System Administration menu, move the cursor to Configuration Management and press **(Enter)**.
 - The Configuration Management menu appears.
4. Continue with the instructions that follow for the specific operation required.

Starting the Voice System

The voice system starts automatically when the UNIX system boots. If you stop the voice system, you must restart it with this procedure.

NOTE:

If you stop the voice system, wait at least 30 seconds for all processes to complete before restarting it.

To start the voice system, follow these steps:

1. At the Configuration Management menu, move the cursor to System Control and press **(Enter)**.
 - The System Control menu appears.
2. At the System Control menu, move the cursor to Start Voice System and press **(Enter)**.
 - The voice system starts. A number of messages appear on the screen. If there are any problems with the Voice Mail database, a message displays telling the Service Administrator to examine the Most Recent Audit report.
3. When prompted, press **(Enter)** to return to the System Control Menu.

Stopping the Voice System

There are specific steps you should follow to stop the voice system to properly save any administered information and to avoid cutting off calls in process.

To stop the voice system, follow these steps:

1. At the Configuration Management menu, move the cursor to System Control and press **(Enter)**.
 - The System Control menu appears.
2. At the System Control menu, move the cursor to Stop Voice System and press **(Enter)**.
 - The Specify Wait Time form appears.
3. If the default of 180 seconds for a graceful shutdown is not acceptable, enter a new number of seconds from 60 to 600.
4. Press **F3** (SAVE).
 - The system stops answering calls immediately, but allows the specified amount of wait time for completion of calls already in progress. A number of messages appears on the screen.
5. When prompted, press **(Enter)** to continue.
6. Press **F6** (CANCEL) to return to the System Control menu.

System Operations

Displaying the System Status Report

The System Status Report tells you whether the system is running or stopped. To display the System Status Report, follow these steps:

1. At the Configuration Management menu, move the cursor to System Control and press **(Enter)**.
 - The System Control menu appears.
2. At the System Control menu, move the cursor to Report Voice System Status and press **(Enter)**.
 - The Status of Voice System Report appears. If the voice system is running, the following message appears:

Voice system is up and running at
run level 4.

If the voice system is stopped, the following message appears:

Voice system is down and stopped with
run level 2.
3. Press  (CANCEL) to return to the System Control menu.

Resetting the Voice System

You may need to reset the voice system to recover from certain errors. To reset the voice system, follow these steps:

1. Follow the procedure under *Stopping the Voice System*.
2. Wait at least 30 seconds for all processes to complete.
3. Follow the procedure under *Starting the Voice System*.

Shutting Down the UNIX System

There are specific steps you should follow in shutting down the UNIX system to avoid damaging the files. Shutting down the UNIX system without stopping the voice system causes any calls in process to terminate rather than allowing them to complete. You should stop the voice system before shutting down the UNIX system.

To shut down the UNIX system, follow these steps:

1. At the configuration Management menu, move the cursor to System Control and press **(Enter)**.
 - The System Control menu appears.
2. At the System Control menu, move the cursor to Stop Voice System and press **(Enter)**.
 - The Specify Wait Time form appears.
3. If the default of 180 seconds for a graceful shutdown is not acceptable, enter a new number of seconds from 60 to 600.
4. Press **F3** (SAVE).
 - The system stops answering calls immediately, but allows the specified amount of wait time for completion of calls already in progress.
5. When prompted, press **(Enter)** to continue.
6. Press **F6** (CANCEL) to return to the System Control menu.
7. At the System Control menu, move the cursor to Shutdown System and press **(Enter)**.
 - The Wait Time form appears.
8. If the default of 60 seconds for a graceful shutdown is not acceptable, enter a new number of seconds from 1 to 60.

System Operations

9. Press **F3** (**SAVE**).

- The system broadcasts a shutdown message immediately, but allows the specified amount of wait time for any users to log off. Since there are no other users, a minimum wait time can be specified.

After the wait time, the following prompt appears:

Do you want to continue (y or n) ?

10. Type **y** and press **{Enter}**.

- More messages appear, the last of which is:

Reboot the system now.

11. Shut the power OFF.

Rebooting the UNIX System

You may need to reboot the UNIX system to recover from certain errors. To reboot the system, follow these steps:

1. At the Configuration Management menu, move the cursor to **System Control** and press **(Enter)**.

- The System Control menu appears.

2. At the System Control menu, move the cursor to **Stop Voice System** and press **(Enter)**.

- The Specify Wait Time form appears.

3. If the default of 180 seconds for a graceful shutdown is not acceptable, enter a new number of seconds from 60 to 600.

4. Press **F3** (**SAVE**).

- The system stops answering calls immediately, but allows the specified amount of wait time for completion of calls already in progress.

5. When prompted, press **(Enter)** to continue.

System Operations

6. Press **F6** (CANCEL) to return to the System Control menu.
7. At the System Control Menu, move the cursor to Shutdown System and press **{Enter}**.
 - The Wait Time form appears.
8. If the default of 60 seconds for graceful shutdown is not acceptable, enter a new number of seconds from 1 to 60.
9. Press **F3** (SAVE).
 - The system broadcasts a shutdown message immediately, but allows the specified amount of wait time for any users to log off. Since there are no other users, a minimum wait time can be specified.
 - After the wait time, the following prompt appears:

Do you want to continue (y or n) ?
10. Type **y** and press **{Enter}**.
 - More messages appear, the last of which is:

Reboot the system now.
11. Press the **{Ctr} + {Alt} + {Del}** keys simultaneously to reboot.
 - The UNIX system boots up. The voice system restarts automatically.

Displaying the System Monitor

The System Monitor shows the activity and service status of each voice channel. There are two ways to reach the System Monitor:

- The System Monitor is listed on the Voice System Administration menu.
- The System Monitor is also listed on the Command menu that appears when the **F7** (CMD-MENU) key is pressed. The **F7** (CMD-MENU) key is available on many of the system operation menus, but not on the system administration menus.

The System Monitor maintains an up-to-date listing of the following information:

- **Channel** means the voice channel (0 to 11).
- **Calls Today** is the number of calls serviced on this channel since midnight.
- **Voice Service** is the service currently in use on the channel.
- **Service Status** is the service status of the channel. The following service states are possible:
 - **On hook** means the channel is on hook (idle).
 - **Off hook** means the channel is off hook.
 - **DIP <0-34>** means that a Data Interface Process (DIP) is processing a transaction on the channel.
 - **Talking** means the channel is playing speech.
 - **Collect** means the channel is collecting caller input.
 - **CCA** means the channel is classifying the call.
 - **Transfer** means the channel is transferring the call.
 - **Coding** means the channel is encoding voice.
 - **Dialing** means the channel is dialing digits.

System Operations

- **Pending** means the channel is in a transitory state.
 - **Diagnose** means the channel is being diagnosed.
 - **MANOOS** means the channel has been put manually out of service.
 - **FOOS** means the facility is out of service by the software.
 - **Nonex** means the channel is non-existent.
 - **Broken** means the channel is broken.
 - **Initing** means the channel is being initialized at system startup.
 - **Inserv** means the channel is in service.
 - **UNKNOWN** means that there has been a breakdown in communication between the channel and the voice system.
- **Caller Input** is the Touch-Tone digits input by the last or current caller serviced on this channel.
 - **Dialed Digits** are the digits dialed on this channel by AUDIX Voice Power to service the last or current caller.

Changing the Refresh Rate

By default, the System Monitor refreshes every five seconds. To change the refresh rate, follow these steps:

1. Press **F8** (CHG-KEYS) to activate the alternate keys at the System Monitor screen.
2. Press **F1** (CHG-RATE).
 - The Change Refresh Rate form opens.
3. Enter a new refresh rate from 1 to 30 seconds.
4. Press **F3** (SAVE) to activate the new refresh rate.

Changing the State of Voice Channels

After recovering from errors, you may need to place voice channels back in service. For testing, you may wish to place voice channels manually out of service. To change the state of a voice channel, follow these steps:

1. At the Configuration Management menu, move the cursor to Voice Equipment and press **{Enter}**.
 - The Voice Equipment window appears.
2. Press **F8** (CHG-KEYS).
3. Press **F2** (CGSTATE).
 - The Change State of Voice Equipment form appears, requesting the identification of the equipment whose state is to be changed and the new state it is to assume.
4. At the New State: field, press **F2** (CHOICES).
 - A menu of choices is displayed.
5. Select either `inserv` (in service) or `manoos` (manually out of service) from the menu and press **{Enter}**.
 - The selection is entered in the New State: field.
6. Press **{Enter}** to move to the Equipment: field.
7. Press **F2** (CHOICES).
 - A menu of choices is displayed.
8. Select `Channel` from the menu and press **{Enter}**.
9. Press **{Enter}** to get to the Equipment Number: field.
10. Enter the channel number or a range of channels for which you want to change the state and press **{Enter}**.
 - The cursor moves to the Change Immediately: field.
11. Type **y** for yes to have the change implemented immediately, or **n** for no to wait for calls to complete before changing state.

12. Press **F3** (SAVE).
 - The service state of the specified channel is changed.
A Command Output window displays showing the result of the change state command.
13. Press **F6** (CANCEL) to return to the Voice Equipment window.

System Backup Procedures

You should back up the administrative and speech files on a regular basis, so that you have current information in case of a system failure. In case of system failure, you need to follow the restore procedures using the backup files that you created.



CAUTION:

Under no circumstances should you attempt to restore files from an earlier release of AUDIX Voice Power. Only restore files backed up on a Release 2.1.1 system.

It is important to back up the administrative and speech files together. One without the other cannot be used to restore the system. Backing up should be done only during periods when there are very few incoming calls.

Put the channels in the MANOOS state when backing up and restoring. Then change the channels back to INSERTV after the backup or restores are complete. If channels are INSERTV during a backup and the system is being used, there is a chance that some messages may be lost if this data is restored. If channels are INSERTV during a restore and the system is being used, there is a chance of messages being lost that were recorded while the restore was in progress.

You need formatted disks for backup. You should have at least 20 formatted disks available before beginning backup. If you're using a cartridge tape drive for backup, have at least two tapes available before beginning backup.

Backing Up Administrative Files

The selective personal backup is used to back up administrative files.



CAUTION:

Be sure to remove all channels from service by changing their state to MANOOS to prevent loss of data before beginning the backup procedure. Refer to *Changing the State of Voice Channels* for instructions.

Follow these steps to backup the administrative files:

1. Log into the system as **root**.
2. At the # prompt, type **face** and press **{Enter}**.
 - The AT&T FACE menu appears.
 - Make sure you have a supply of formatted disks on hand before continuing with this procedure. If necessary, format disks using the procedure *Formatting a Floppy Disk* in this chapter before continuing.

If you are using a cartridge tape drive for backup, make sure you have a blank cartridge tape on hand.
3. At the AT&T FACE menu, move the cursor to System Administration and press **{Enter}**.
 - The System Administration menu appears.
4. At the System Administration menu, move the cursor to Backup to Removable Media and press **{Enter}**.
 - The Backup to Removable Media menu appears.
5. At the Backup to Removable Media menu, move the cursor to Personal Backup and press **{Enter}**.
 - The Personal Backup menu appears.

6. At the Personal Backup menu, move the cursor to Selective Backup of Files Under / and press **(Enter)**.
 - If you have more than one floppy disk drive, or if you have a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press **(Enter)**.

The Selective Backup of Files Under / screen appears.
7. Enter the names of the following directories:

/usr/vmdb /usr/ocdb /avp/data /gendb

Be sure to separate the names with a space as shown.
8. Press **F3 (SAVE)**.
 - The system calculates the number of disks required and the amount of time the backup will take.
9. When prompted, insert the tape cartridge or the first formatted disk and press **{Enter}**.
 - The backup begins.
10. When the backup is complete, remove the last disk or the tape cartridge and press **{Enter}**.
 - The system returns to the Backup to Removable Media menu.
11. Continue with the procedure *Backing Up Speech Files*.

Backing Up Speech Files

The Selective Backup of Speech Files screen is used to back up the speech files.

Follow these steps to backup the speech files:

1. At the Backup to Removable Media menu, move the cursor to Speech Backup and press **{Enter}**.

— The Speech Backup menu appears.

2. At the Speech Backup menu, move the cursor to Selective Backup of Talkfiles/Phrases and press **{Enter}**.

— The Selective Backup of Speech Files screen appears.

3. Enter the following names. The exact format to use is:

talkfile 46 phrase all
talkfile 47 phrase all

4. Press  (SAVE).

— If you have more than one floppy disk drive, or if you have a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press **{Enter}**.

The system calculates the number of disks required.

Note:

If more disks are needed, follow these steps:

- a. Press (Delete).
- b. Use the appropriate steps in the procedure *Formatting a Floppy Disk* in this chapter to format the disks needed. You do not need to log in again.

- c. When formatting has been completed, you do not need to exit FACE. Just press **F6** (CANCEL) repeatedly until the System Administration menu appears.
 - d. Restart the procedure *Backing Up Speech Files*.
5. When prompted, insert the cartridge tape or the first formatted disk and press **{Enter}**.
 - The backup begins.
6. When the backup is complete, remove the last disk or the cartridge tape and press **{Enter}**.
 - The system returns to the Speech Backup menu.
7. Press **F6** (CANCEL) repeatedly to return to the AT&T FACE menu.
8. At the AT&T FACE menu, move the cursor to Exit and press **(Enter)**.
 - A Confirm Exit screen appears.
9. Press **F3** (CONT) to return to the # prompt.
10. Type **exit** and press **{Enter}** to return to the Console Login: prompt.
11. Be sure to return all channels to INSERT.

Restoring Administrative Files

The voice system should be running before restoring files. Both the administrative files and the speech files must be restored together. You cannot restore the system without both.



CAUTION:

Be sure to remove all channels from service by changing their state to MANOOS to prevent loss of data before beginning the restore procedure. Refer to *Changing the State of Voice Channels* for instructions.

To restore the administrative files, follow these steps:

1. At the Console Login: prompt, log in as **root**.
2. At the # prompt, type **face** and press **{Enter}**.
 - The AT&T FACE menu appears.
 - Make sure you have a supply of formatted disks on hand before continuing this procedure. If necessary, format disks before continuing.
3. At the AT&T FACE menu, move the cursor to System Administration and press **{Enter}**.
 - The System Administration menu appears.
4. At the System Administration menu, move the cursor to Restore from Removable Media and press **{Enter}**.
 - The Restore from Removable Media menu appears.
5. At the Restore from Removable Media menu, move the cursor to Personal Restore and press **{Enter}**.
 - The Personal Restore menu appears.

6. At the Personal Restore menu, move the cursor to Restore Files under / and press **{Enter}**.
 - If you have more than one floppy disk drive or a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press **{Enter}**.

The Disk Restore form appears, asking if existing files on disk should be overwritten with files being restored.

7. Type **Yes** or press **F2** (CHOICES) to select yes.



NOTE:

If you type in **Yes**, you must type capital **Y** and lowercase **es** or you will get an Invalid Input message. It is not necessary to press **{Enter}**.

8. Press **F3** (SAVE).
 - A restore confirmation message appears telling you to insert the disk or tape containing the files that you want to restore.
9. Insert the disk or tape and press **{Enter}**.
 - After the restore starts, the following message displays:

Restore in progress.
10. When the system informs you that it has completed the restore, remove the cartridge tape or the last disk and press **{Enter}**.
11. Continue with the procedure *Restoring Speech Files*.

Restoring Speech Files

The voice system should be running before restoring files. Both the administrative files and the speech files must be restored together. You cannot restore the system without both.



CAUTION:

Be sure to remove all channels from service by changing their state to MANOOS to prevent loss of data before beginning the restore procedure. Refer to *Changing the State of Voice Channels* for instructions.

To restore speech files, follow these steps:

1. At the Restore from Removable Media menu, move the cursor to Speech Restore and press **{Enter}**.
 - The Speech Restore menu appears.
2. At the Speech Restore menu, move the cursor to Restore All Talkfiles/Phrases and press **{Enter}**.
 - If you have more than one floppy disk drive or a cartridge tape drive, the Select Removable Media menu appears. Make your choice and press **{Enter}**.

A restore confirmation message appears telling you to insert the disk or tape containing files you want to restore.
3. Insert the disk or tape and press **{Enter}**.
 - After the restore starts, the following message displays:

Restoring speech.
4. When the system informs you that it has completed the restore, remove the cartridge tape or last disk and press **{Enter}**.
5. Press  (CANCEL) repeatedly to return to the AT&T FACE menu.

System Operations

6. At the AT&T FACE menu, move the cursor to `Exit` and press **{Enter}**.
 - A Confirm Exit screen appears.
7. Press **F3** (**CONT**) to return to the `#` prompt.
8. At the `#` prompt, type `/vs/bin/stop_vs`. This stops the system.
9. At the `#` prompt, type `/vs/bin/start_vs`. This starts the system and ensures that the restore was successful.
10. Type `exit` to return to the Console Login: prompt.
11. Be sure to return all channels to INSERT.

Formatting a Floppy Disk

To format a floppy disk, follow these steps:

1. Log into the system as **root**.
2. At the `#` prompt, type `face` and press **{Enter}**.
 - The AT&T FACE menu appears.
3. At the AT&T FACE menu, move the cursor to System Administration and press **{Enter}**.
 - The System Administration menu appears.
4. At the System Administration menu, move the cursor to Disk Operations and press **{Enter}**.
 - The Disk Operations menu appears.
5. At the Disk Operations menu, move the cursor to the size of floppy disk you want to format and press **{Enter}**.
 - A screen appears to verify the size of floppy disk you want to format.
6. Press **F3** (**CONT**) if it is the size you want to format, or press **F6** (**CANCEL**) if it is not.

7. Insert the floppy disk into the floppy drive.

The floppy disk will now be formatted. A screen appears informing you that the floppy disk has been formatted.

8. Remove the floppy disk and press **F3**(CONT).
9. Repeat Steps 5 through 8 as many times as necessary.
10. Press **F6** (CANCEL) repeatedly to return to the AT&T FACE menu.
11. At the AT&T FACE menu, move the cursor to Exit and press **{Enter}**.
 - A Confirm Exit screen appears.
12. Press **F3** (CONT) to return to the # prompt.

Generating Reports

6

AUDIX Voice Power gathers various records regarding the following:

- Phone line usage
- Subscribers about to run out of space in their mailboxes
- Mailbox usage
- Most recent audit

The Reports Administration window is where you can access system or AUDIX Voice Power reports.

You should generate and monitor these administrative reports on a regular basis. This helps to ensure that the system is running properly and helps to avoid problems in the future.

Generating Reports

Reaching the Reports Administration Menu

From the Reports Administration menu, you can either generate AUDIX Voice Power reports or System reports.

To reach the Reports Administration menu, follow these steps:

1. Log into the system as ***audix***.
 - The User Login menu appears.
2. At the User Login menu, move the cursor to Voice System Administration and press **{Enter}**.
 - The Voice System Administration menu appears.
3. At the Voice System Administration menu, move the cursor to Reports Administration and press **{Enter}**.
 - The Reports Administration menu appears.
4. Continue with the instructions that follow for the specific operation required.

Generating Reports

Accessing AUDIX Voice Power Reports

To reach the AUDIX Voice Power Reports menu, follow these steps:

1. At the Reports Administration menu, move the cursor to AUDIX Voice Power Reports and press **{Enter}**.
 - The AUDIX Voice Power Reports menu appears.
2. From the AUDIX Voice Power Reports menu, highlight the desired report and press **{Enter}** to display the desired report. Alternately, you may press **F8** (CHG-KEYS) to display the alternate key labels, and then press **F7** (DISPLAY) to bring up the specified report.

AUDIX Voice Power reports focus on how much space is currently available on the system, how much space the various subscribers are using, and the current status and recent usage of the system's phone lines.

Phone Line Usage Report

The Phone Line Usage Report provides you with information regarding AUDIX Voice Power service activity for every channel during a particular time period. Only the services that have experienced any activity during the time period are displayed. For example, if no calls were made to the Voice Mail Service, no information would appear for this service. Outcalls that are sent are logged as outcalls under the Voice Mail Service. Outcalls that are received are logged as outcalls under the Call Answer Service.

If information is not relevant to one of the AUDIX Voice Power services, a blank appears in that row of information.

Generating Reports

The following information describes the various components of this report:

- **Starting Date & Time** is the date and time when the  (RESETLOG) function key was last pressed.
- **Ending Date & Time** is the current date and time.
- **Channel** is the channel for which information is being displayed.
- **Calls** is the total number of calls for each AUDIX Voice Power service.
- **Abandoned** is the number of times the user disconnected the call without pressing any touch-tones.
- **Holding Time** is the average length of calls in seconds.
- **Occupancy (%)** is the percentage of available time that the service was in use.
- **Messages Sent** is the number of Voice Mail or Call Answer messages sent.
- **Messages Read** is the number of Voice Mail messages that were read; applies only to Voice Mail and Message Drop services.
- **Messages Deleted** is the number of Voice Mail messages that were deleted; applies only to Voice Mail and Message Drop services.
- **Transfers Cmplt** is the number of user-requested transfers that were completed.
- **Transfers Busy/NA** is the number of transfers that were either busy or not answered.
- **Transfers Incmplt** is the number of incomplete transfers.
- **Attendant Cmplt** is the number of forced transfers to an attendant that were completed.
- **Attendant Busy/NA** is the number of transfers to an attendant that were either busy or not answered.
- **Attendant Incmplt** is the number of incomplete transfers to an attendant.

Generating Reports

- **MWL Updates** is the number of Message Waiting Lamp updates.
- **Logins** is the number of times subscribers have logged into the Voice Mail Service.
- **Outcalls** is the number of outcalls made.
- **Bad Switch Info** is the number of times bad information was received from the switch.
- **Fax Calls** is the number of fax calls recognized by the CNG tone and transferred to the fax extension.

A grand total of all the channels that have had activity is displayed at the end of the Phone Line Usage Report. This provides you with a summary of all the channels and their activity. (The Holding Time and Occupancy columns are averages.)

Reset Log Option

To restart the call information gathering process, press **F8** (CHG-KEYS) to display the alternate key labels. Then press the **F4** (RESETLOG) function key. This resets all the counters and starts gathering information again.

Phone Line Usage Print Option

To obtain a complete printout of the Phone Line Usage Report, make sure that the system has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **F8** (CHG-KEYS) to display the alternate key labels. Then press **F2** (PRINT).

Generating Reports

Mailbox Usage Report

The Mailbox Usage Report provides information on the number of messages and the disk space usage (in seconds) for each subscriber on the system. Subscribers who have exceeded two-thirds of the time limit (given in seconds) designated to them for message storage are indicated with a "WARNING" note. An "OVER" note is placed next to the extensions of subscribers who have gone past the allotted limit for storage.

The Mailbox Usage Report also shows the number of Message Drop messages and the number of seconds used by the messages. A space limit does not exist for Message Drop messages. The system will continue to collect these messages as long as there is ample space available on the disk. The system will send warning messages to the Message Drop Service Administrator when 250,500, 1,000, and 2,000 messages have accumulated in the Message Drop mailbox.

In addition, the total amount of disk space available for speech and the amount currently free for speech is displayed in the Mailbox Usage Report, along with the percentage of space that is free.

Mailbox Usage Print Option

To obtain a complete printout of the Mailbox Usage Report, make sure that the system has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **F8** (CHG-KEYS) to display the alternate key labels. Then press **F2** (PRINT).

Subscribers Over Mailbox Limit Report

The Subscribers Over Mailbox Limit Report provides information on those subscribers who have exceeded their message space limit. Subscribers who have reached their message limit hear a warning message whenever they dial into the Voice Mail Service.

Subscribers Over Mailbox Limit Report Print Option

To obtain a complete printout of the Subscribers Over Mailbox Limit Report, make sure that the system has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **F8** (CHG-KEYS) to display the alternate key labels. Then press **F2** (PRINT).

Most Recent Audit Report

The Most Recent Audit Report lists any errors found when the system verifies the system and speech files during system startup. (It also lists status information reported during the audit process.) Both the Message Speech File (talkfile 46) and the Custom Prompt and Automated Attendant Speech File (talkfile 47) are audited.

Most Recent Audit Report Print Option

To obtain a complete printout of the Most Recent Audit Report, make sure that the system has all the proper printer connections. (Refer to the AT&T FACE documentation for additional information on how to establish printer operations.) Press **F8** (CHG-KEYS) to display the alternate key labels. Then press **F2** (PRINT).

Accessing System Reports

The only System Report currently available is the Event Log Report. From the Reports Administration menu window, highlight System Reports and press **{Enter}** to open the System Reports window. Then press **{Enter}** to get to the Event Log report.

NOTE:

The Event Log is designed to be used by support personnel. Many of the errors, regardless of severity, are really events encountered by the software. It is necessary to contact an AT&T Field Service Representative *only* if there is a perceived problem with AUDIX Voice Power.

Event Log Report

Through the Event Log Report, you can access error data from the system. A record of system error messages is displayed, with the priority status of the error. Approximately 500 records are maintained in the system.

To display the report, press  (CHG-KEYS) to display the alternate key labels and then press  (DISPLAY).

NOTE:

You can use **{End}** to go to the end of the report. Use (Home) to go to the beginning of the report. Use (PgUp) and (PgDn) to go to the previous or the next page of the report, respectively.

The report displayed is based on the last set of options saved to the system. Refer to the information under *Event Log Report Options* later in this chapter for more information on how to establish option settings.

Generating Reports

Information displayed in the Event Log Report window includes:

- **Priority** is the urgency of the error messages. The urgency of the message is specified with one of the following definitions in the message:
 - **CRITICAL** means that the error is interrupting service, so immediate action is essential.
 - **MAJOR** means that this is a potentially serious problem and should be fixed soon, even though it is not interrupting service at this moment.
 - **INFORM** (informational) means that no immediate action is necessary, but the system's condition should be monitored.
 - **STATUS** means that this is not an error and no action is necessary. This is to inform you of a change of state within the system.
- **Time** is the date and time when an error message was generated.
- **Sender** is the originating software process; messages are divided into subgroups according to the software process which outputs the messages:
 - Transaction State Machine (TSM) Process controls transactions via script execution and commands—messages 400-499.
 - Voice Response Output Process (VROP) manages speech database and downloads speech data to the IVP4 board—messages 500-599.
 - Error Tracker (ET) Process provides error history—messages 600-699.
 - Maintenance (MTC) Process runs diagnostics—messages 700-799.
 - Tip/Ring Interface Process (TRIP) provides interface to IVP4 board—messages 2000-2099.

- Voice Mail Database Interface Process (DIP2) provides interface for voice mail database—messages 5000-5099.
- Message Delivery Process (DIP21) delivers voice mail—messages 5000-5099.
- Administration Process (UNKNOWN) provides user interface for administration—messages 5100-5149.
- DCP Communications Process (DIP27) provides interface for the DCP board—messages 5150-5199.
- Reports Process (DIP3) collects data for reports—messages 5200-5249.
- Outcalling Data Interface Process (DIP31) manages outcalling for new voice mail—messages 5250-5299.
- Fax Data Interface Process (DIP25) manages transfer of incoming Fax messages—messages 5300-5349.
- Switch Information Data Interface Process (DIP24) provides information to scripts for switch integration—messages 5400-5499.

- **Message Identification** is the number given to each error message.

Many error messages exist on the system to help you identify problems. To obtain additional informational text on any of the error messages, press **F8** (CHG-KEYS) and then press **F3** (EXPLAIN). When the Explain form appears, enter the message identification number you want to have explained and press **F3** (SAVE). The Explanation of Event Message text window appears with an explanation regarding the message specified. Press **F6** (CANCEL) twice to return to the Event Log Report window.

- **Target** is currently not used by the system.

Event Log Report Options

With **F1** (OPTIONS) in the Event Log Report window, you can specify the system error messages that you want to include in the Event Log Report. Press **F8** (CHG-KEYS) to display the alternate key labels. Then press **F1** (OPTIONS) to display the Options for Event Log Report form. This form contains the following fields:

- **Number of Event Messages** limits the number of event messages to be searched. If the **all** value is used, the system searches through all event messages. No limit is placed on what is to be searched when “all” is used in this field, but only about 500 messages are kept on the system.
- **Date** enables you to obtain event messages for a particular date. For example, entering **02/05** limits the search to event messages that occurred on February 5.

Use the format “mm/dd” for month and day. If the date field is left blank, the **all** value is used.

- **Message Priority** tells the system that you want to see only event messages with a particular priority status. If the field is left blank, the **all** value is used. Priorities are:
 - Critical
 - Major
 - Informational
 - Status

Type in the desired message priority or press **F2** (CHOICES) to make a selection from the Choices for Message Priority menu.

Generating Reports

- **Message Source** indicates what specific source should be searched for error messages. Type in the desired message source or press **F2** (CHOICES) to make a selection from the Choices for Message Source menu. If this field is left blank, the **all** value is used.

Below is a listing of the various message sources:

- all—for all sources
- TSM—Transaction State Machine
- MTC—Maintenance
- TRIP—Tip/Ring Input Process
- VROP—Voice Response Output Process
- DIO—Disk Input and Output Process
- ET—Error Tracker
- DIP2—Voice Mail Database Interface Process
- DIP3—Reports Data Interface Process
- DIP25—Fax Data Interface Process
- DIP27—DCP Communications Process
- DIP24—Switch Information Data Interface Process
- UNKNOWN—Administrative Process
- DIP21—Message Delivery Process
- DIP31—Outcalling Data Interface Process

After you have filled in the Options for Event Log Report form, press **F3** (**SAVE**) to complete the form and save it to memory. The system returns to the previously displayed event log report. You must press **F8** (**CHG-KEYS**) to display the alternate key labels, and then **F2** (**DISPLAY**) to bring up the new Event Log Report specified your options.

Event Log Print Option

To obtain a complete printout of the Event Log Report:

- Make sure that the system has all the proper printer connections.
(Refer to the AT&T FACE documentation for additional information on how to establish printer operations.)
- Press **F8** (**CHG-KEYS**) to display the alternate key labels.
- Then press **F6** (**PRINT**). The version that is printed will be based on the current set of options specified for the Event Log Report.

Troubleshooting

7

Troubleshooting is limited to two areas:

- **Hardware verification**

Hardware tests are limited to the Power-On Self Test (POST), the system diagnostics provided on the Customer Test disk, and diagnostics for additional boards that have been installed as part of the software packages.

You cannot fix hardware problems yourself, but identifying them may be helpful so that the service personnel can bring appropriate materials.

- **Application operation problems**

When the system does not operate as anticipated, there maybe problems in the administration of the application or in the administration of the switch.

If the application problem is described in the troubleshooting tables, you may be able to fix the problem by taking the action indicated.

Hardware Verification

System Module Verification

When the POST is initiated upon booting the system, two columns of information appear on the screen. The left-hand column identifies the item being tested; the right-hand column indicates `PASS`, `FAIL`, or the amount of memory allocated.

If any item has `FAIL` in the right-hand column, report this information when making a service call.

Use the Customer Test disk that is provided with the system to fully diagnose any problems. To run the Customer Test diagnostics, follow these steps:

1. Insert the Customer Test disk supplied with the system into disk drive A.
2. Boot the system by turning power ON or by pressing **{Reset}**.
 - The system boots from the Customer Test disk and displays the Customer Test introduction screen.
3. Press **{Enter}** to continue.
 - The Customer Test main menu appears.
4. Depending on the processor you are using, select either `System Checkout` or `Test All Modules` by using .



NOTE:

If `Test All Modules` appears on the main menu, the Customization Screen will also appear. The interactive mode must be set to **on** on the Customization Screen before you select `Test All Modules` for the speaker test, floppy disk drive test, keystrokes and typematic tests, and mouse tests to be performed. If the interactive mode is off, these tests will not be performed.

5. Press **{Enter}**.
6. Follow the directions on the screen to run the diagnostics.

Circuit Board Diagnostics

Diagnostics for the IVP4 boards can be run to determine whether everything is connected properly and that there is a dial tone. To run the IVP4 board diagnostics, follow these steps:

1. Log into the system and proceed to the Configuration Management window. (See Chapter 5, *System Operations*, if you need instructions.)
2. Move the cursor to System Control and press **{Enter}**.
 - The System Control menu is displayed.
3. Move the cursor to Diagnose Equipment and press **{Enter}**.
 - The Diagnose Equipment form is displayed.
4. Fill in the fields as follows:
 - Equipment: **card**
 - Equipment Number: **all**
 - Diagnose Immediately? **yes**
5. Press **F3(SAVE)** to begin execution.

The system searches for dial tones and loop current on the boards and then informs you if each IVP4 board passes the test. If any IVP4 board fails, check to see if it is seated properly. If that does not fix the problem, you will have to replace the board. If dial tones or loop current are not found, check the phone line connections.

The diagnostic checks for up to eight boards (0-7).

When a board passes, the system responds:

Diag TR x, Passed.

Application Operation Problems

This section assists you in identifying and locating problems that occur with the application rather than with the hardware. If a symptom in the Trouble Indication column occurs, check the solution given in the User Response column.

If problems continue, contact a field service representative for assistance.

Trouble Indication	User Response
During installation of AUDIX Voice Power, you are prompted for a login for the Voice Administrator; however, one has not been created.	Stop the installation process by pressing (Delete) and create a login for the Voice Administrator.
Message Waiting Lamp does not turn on or off.	Check the PBX administration of the Message Waiting Lamp for that extension to verify that it was enabled. Also, make sure the Message Waiting Lamp fields in the System Parameter Administration window are correctly filled in. For telephone systems that use DCP, also check that Call Answer, Voice Mail, or Automated Attendant service has been assigned to channel O and that channel O is in an "in service" state.
Messages cannot be left because mailboxes are full.	Message Space Usage reports should be performed regularly. Check for subscribers who are approaching or exceeding the message space limit. Have subscribers delete old messages regularly. Also, make sure the Message Drop Service is checked and cleared on a regular basis.

(continued)

Trouble Indication	User Response
Incoming Fax calls are not being transferred to the Fax extension.	Check to see if the Fax number is defined. Check to see if the calling machine is an autodial model that generates the CNG tone.
Caller hears a ring, but receives no answer.	Check to see if each telephone line is properly connected to each channel. In addition, make sure the correct service has been assigned to each channel and that each channel is in the INSERV state. If any channel is in the FOOS (Facility Out Of Service) state, change it to the MANOOS (Manually Out Of Service) state. Diagnose the IVP4 card and then change the channel's status to the INSERV state. Also, check the PBX administration of each channel. For telephone systems that require channel-to-phone mapping, make sure that channel-to-phone mapping has been done correctly. (See the <i>Switch Notes</i> for your telephone system to determine if channel-to-phone mapping is required for your system.) For telephone systems that allow ambiguous extensions, check to make sure that no ambiguous extensions have been assigned to the AUDIX Voice Power channels. (See the <i>Switch Notes</i> for your telephone system to determine if your system allows ambiguous extensions.)

(continued)

Trouble Indication	User Response
User messages appear to be truncated. System terminates recording of name or greeting and message before user is finished.	A portion of the speech in the message being spoken by the user is simulating a touch tone. The false touch tone stops the recording which is in progress. If recording of a name or greeting still causes a problem after several attempts, try using a different telephone or have someone else record your name or greeting.
Unable to log into the Voice Mail Service.	Verify that the individual logging in is registered on the system. Check to see if the password being used is correct. If the password is incorrect, determine whether the user has been denied access (System Manager changed password) before allowing access.
Unable to leave messages.	Check to see if there is space available in the user's mailbox. If not, have the user clean up the mailbox. Also check to see if there is space available on the disk. Run the Space Usage Report and page down to the last page to determine the space left on the disk.
Occasional busy signals received when attempting to call into the Voice Mail Service.	Maintenance is in the process of diagnosing equipment or all lines are currently in use. Please wait.

(continued)

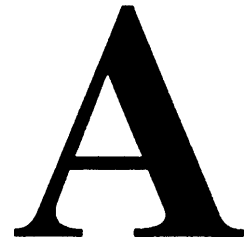
Troubleshooting

Trouble Indication	User Response
Problems with Touch-Tone recognition.	Change all switches on SW1.1 on IVP4 boards to the opposite state. (See Chapter 2 of the <i>AT&T AUDIX™ Voice Power Installation and Maintenance Guide</i> .)
Constantly receiving a busy signal when attempting to call into the Voice Mail Service.	The switch interface software is not loaded or is incorrectly loaded. The second serial port is not disabled. For systems that use DCP, the DCP board in the system module or the digital ports board in the switch maybe bad.
Service hour administration does not work properly.	The system date or time has been changed. Use the date command to verify and if necessary correct the system date and time. Then reset the voice system by stopping and restarting it.
Outcalls not being made reliably.	The system date or time has been changed. Outcalls will work properly for messages left after the date or time change. Outcalls for messages left before the date or time change have the previous time stamp and may not work properly.

(continued)

Trouble Indication	User Response
Indication that maximum simultaneous ports exceed the number of ports available when changing the outcalling parameters.	Check that the total number of Voice Mail, Call Answer, and Automated Attendant ports is greater than or equal to the number of simultaneous ports requested. If not, lower the number of simultaneous ports. During system startup, this may occur if ports are still being initialized. Wait a few minutes and try again.
Many subscribers get messages about multiple logins to their mailboxes.	Stop and restart the voice system.
System is not performing call transfers properly.	Check to see if the user is transferring to a valid extension. Make sure the person being transferred to is registered on the system. If not, check to see whether the system is administered to allow transfers to nonregistered numbers. If the problem involves transferring a call to an operator, check to see if an operator has been defined on the system.

User Interface Information



Accessing Windows

Windows are the medium through which you exchange information with AUDIX Voice Power. This involves activities such as filling out forms or selecting items from a menu.

Since the work area may contain more than one window at the same time, each window is boxed, so that it is clear as to what information each window contains. At any given time, only one of the windows in the work area is designated the *active* window. It is usually the most recently opened window.

Also, a scroll bar exists in most windows. Located on the right side of the window, the scroll bar may contain an upward pointing arrowhead and a downward pointing arrowhead. These characters indicate whether there is additional data below or above that which is currently displayed.

The downward pointing arrowhead means you can use the cursor movement keys to view information below the present screen display. The upward pointing arrowhead means the cursor movement keys can be used to view information above the current screen display.

Types of Windows

Windows can be grouped into three types, based on the kind of information they contain and the way that it is presented. However, there are differences in the way you maneuver through a form window compared to the way you move through a menu window.

The three window types are menu, text, and form.

- *Menu windows* contain sets of items, one of which you choose. To choose an item, select it and then press **(Enter)**. There are typically two ways to select an item:
 - Use your keyboard's cursor movement keys to move the select bar.
 - Type the first character(s) of the item.
- *Text windows* provide you with information or instructions too long to fit in the message line near the bottom of the screen.
- *Form windows* are used widely throughout AUDIX Voice Power. They are similar to paper forms and provide assorted information, all related to a single subject. The typical form contains prompts describing the information to be provided, and "blanks" where the information is to be filled in.

On-line Help

Most windows have a companion text window available that contains helpful reference information. AUDIX Voice Power help windows are not designed to be a substitute for any of the documentation that accompanies the system. They indicate your activity options for a given window and briefly describe each of the options.

Moving Within a Window

There are several ways to maneuver through the various AUDIX Voice Power windows. The following information reviews the different ways to move about in the windows.

Cursor Movement

The most commonly used cursor movement keys are presented here. There is generally more than one way to accomplish the same cursor movement. When that is the case, the alternatives are shown separated by commas.

Type of Movement	Key(s)
Next line in menu, list, or text	
Previous line in menu, list, or text	
Next blank in a form	(Tab), (Enter)
Previous blank in a form	(Shift) + (Tab)
Next character within a form blank	
Previous character within a form blank	
Delete character to the left of the cursor	(Backspace)
Delete character above the cursor	(Del), (Delete)



NOTE:

- In a menu or list window, press **{Home}** to move to the top or **{End}** to move to the bottom.
- In a form window, press **{Tab}** to “wrap” from the last blank to the first
(or **{Shift}** + **{Tab}** to wrap from the first to the last).

Menu Selection Alternatives

1. Select the desired menu item using one of the following:
 - Use cursor movement keys. Menu windows contain a “rollover” feature. When the cursor reaches the last item of the menu, press  to return to the first menu item. If the cursor is located at the first menu item, press  to move to the last menu item.
 - Type the first letter(s) of the item. As soon as you type a single letter, the first item beginning with that letter is selected. If more than one item begins with the same letter, then type as many letters as necessary to uniquely identify the desired item.

If you type a legal character and want to “back up” to type the first letter of a different item, then you must press

(Backspace) a sufficient number of times to return the cursor to the beginning of the line. If no match is found, AUDIX Voice Power sounds a “beep.”

2. Press **{Enter}**.

Form Fill-in Alternatives

- Where a fixed number of choices is available:

Begin to type the entry. As soon as a sufficient number of characters has been typed to uniquely identify which entry is desired, the remainder of the entry is automatically filled in without your having to type the rest. As soon as a sufficient number of characters have been typed to identify the entry as invalid, AUDIX Voice Power sounds a “beep” and removes the invalid character.



NOTE:

On some forms, you must type the entire entry.

Move the cursor to another blank, or close the form to complete the entry.

- Where an unlimited number of choices is available:

Move to the desired form blank and type the entry. Move the cursor to another blank, or close the window to complete the entry.

- CHOICES window selections:

Press **F2** (**CHOICES**) for assistance with item selection. You may have to press **F8** (**CHG-KEYS**) to get to **F2** (**CHOICES**) (function keys are described later in this section). A menu window opens, containing the choices available. Selection then follows the standard menu window procedure described above. Move the cursor to another blank, or close the window to complete the entry.

The contents of the **F2** (**CHOICES**) menu vary depending on the situation. When there are a limited number of choices, the menu contains *all* valid choices. When there are many valid choices, the menu will contain a subset of the most commonly used choices. When there are *unlimited* choices, the menu may not display.

Function Keys

Function keys are the means by which you command AUDIX Voice Power to perform some function within the active window. Function keys are typically found in a row across the top of your keyboard. Some keyboards arrange them in two columns down the left-hand side. Your keyboard has anywhere from eight to twelve function keys. AUDIX Voice Power uses the first eight keys, typically labeled **F1** through **F8**.

The bottom line of every screen has boxes showing the commands which are at your disposal at any given moment.

AUDIX Voice Power sounds a “beep” when you press an undefined key. The message line either informs you that you have pressed an undefined function key, or continues to show the last message.

- The function key commands displayed on the screen apply only to the active window.
- Most windows use more commands than there are function keys. Therefore they make use of two sets of function keys. The set of standard function keys includes commands commonly used in most windows.
- The set of alternate function keys usually includes commands which are unique to that window.
- Function key **F8**, labeled CHG-KEYS, acts as a “toggle” to switch the displayed function keys from one set of commands to the other.
- The function keys that you see when a window first opens are not necessarily the standard ones. They are the keys that are expected to be the most useful for that window.

Standard Function Keys

The following table shows the standard set of function keys. The standard commands for keys **F2** and **F3** vary depending on the type of window. Also, a given window may not require every command from the standard set. Unused commands have blank screen labels.

Function Key	Type of Window		
	Menu	Form	Text
F1	HELP	HELP	HELP
F2		CHOICES	PREV-PAGE
F3		SAVE	NEXT-PAGE
F4	PREV-FRM	PREV-FRM	PREV-FRM
F5	NEXT-FRM	NEXT-FRM	NEXT-FRM
F6	CANCEL	CANCEL	CANCEL
F7	CMD-MENU	CMD-MENU	CMD-MENU
F7	FRM-MGMT	FRM-MGMT	FRM-MGMT
F8	CHG-KEYS	CHG-KEYS	CHG-KEYS

Below are descriptions of the standard function keys. In the case of keys **F2** and **F3**, where the standard function varies by window type, each function is shown with its window type in parentheses. In the case of key **F7**, the function is CMD-MENU when in system operation screens and FRM-MGMT when in system administration screens.

- F1** **HELP** Displays window-specific information to assist you with the active window.
- F2** (menu) Not used.
- F2** **CHOICES** (form) Opens a menu window containing choices to fill in the current field.
- F2** **PREVPAGE** (text) Scroll backward through text that is too long to fit within the window.

Appendix A: User Interface Information

 (menu)	Not used.
 SAVE (form)	Preserves all changes made so far in the window.
 NEXTPAGE (text)	Scrolls forward through text that is too long to fit within the window.
 PREV-FRM	Moves cursor back to the previous frame.
 NEXT-FRM	Moves cursor forward from frame to frame.
 CANCEL	Closes the active window and cancels any additions, deletions, or changes made since the last  (SAVE) was performed.

NOTE:

- If there is an activity in progress, such as backing up files,  (CANCEL) does not interrupt the operation.
- When working in the edit workspace during Automated Attendant administration, the  (CANCEL) is used to close submenu windows and return to a higher level. In this case, changes are saved.

 CMD-MENU	Displays the command menu. This key appears during operation procedures. This key is not available on any of the administration menus or forms.
 FRM-MGMT	Displays the frame management menu. This key appears during administration procedures.
 CHG-KEYS	Toggles the function keys from standard to alternate, or vice versa.

Frame Management

AUDIX Voice Power gives you the opportunity to manipulate various screen features. This is done through the Frame Management menu. Press **F7** (**FRM-MGMT**) to call up a four-item menu which enables you to execute the following activities:

- List open windows
- Move active window
- Reshape window
- Refresh window

List Open Windows

1. From the Frame Management menu, select list and press **{Enter}**.
 - The Open Frames menu appears with a listing of all the currently opened windows on the screen.
2. Select any of the listed windows and press **{Enter}**.
 - The selected window becomes the active window, closing all the previously opened windows.
3. Press **F6** (**CANCEL**) to close the Open Frames menu and return to the previously opened window.

Move Active Window

Use this procedure to move the active window to another location on the screen.

1. From the Frame Management menu, select move and press **{Enter}**.
 - The previously opened window disappears and is replaced by a four-cornered outline of the window. The cursor blinks on the top-left corner of the window outline.
2. Use the cursor movement keys to position the blinking cursor where you want the window to be moved.
3. Press **{Enter}** to reposition the window.

Reshape Window



NOTE:

Form windows cannot be reshaped.

Use this procedure to reshape the active window.

1. From the Frame Management menu, select reshape and press **{Enter}**.
 - A blinking cursor appears on the top-left corner of the window.
2. Use the cursor movement keys to position top-left corner and press **{Enter}**.
3. Now use the cursor movement keys to position and resize the bottom-right corner and press **{Enter}**.
 - The reshaping of a window is only a temporary state. Once you have closed the reshaped window, the window returns to its original location assigned by AT&T FACE.

Refresh Window

Use this procedure to clear and redraw the entire screen.

1. From the Frame Management menu select refresh and press **{Enter}**.
 - Any extraneous information is cleared from the screen and the screen is redrawn.

Command Menu Procedures

The **F7** (**CMD-MENU**) function key enables you to access a variety of system procedures. This key appears on the standard function key set during system operation. However, it is not available while using system administration screens.

Press **F7** (**CMD-MENU**) to display the following three-item menu:

- System Monitor
 - Trace
 - Exit
- System Monitor is used to verify that each incoming telephone line and its associated IVP4 board is functional. Through the System Monitor component, you are able to see the Voice Channel Monitor display.
 - Trace is used by support personnel to see call interaction for each channel.
 - Exit immediately returns you to the screen in use before you pressed **F7** (**CMD-MENU**).

Error Messages

B

Introduction to System Messages

System messages are logged automatically in an error log when problems or potential problems occur within the AUDIX Voice Power system. The System Manager can access the error log by selecting Event Log Report from the System Report menu. Use the procedures *Viewing the Event Log Report* and *Using the Explain Command* in Chapter 5 to read the Event Log Report.



NOTE:

The Event Log Report is designed to be used by support personnel. Many of the errors, regardless of severity, are really events encountered by the software. It is necessary to contact an AT&T Field Service Representative *only* if there is a perceived problem with AUDIX Voice Power.

When an error message is read from the Event Log Report, refer to the *System Message Listings* in this section to determine the action you should take. If the action requires you to contact a field service representative, this means to call the appropriate customer support center for your telephone system. For the name of the center and the telephone number, contact your AT&T Account Team or AT&T Authorized Dealer, or consult the *Switch Notes* for your telephone system.

Appendix B: Error Messages

Messages call attention to the following types of conditions:

- Software failures
- Hardware failures at the board level
- Diagnostic test results (when initiated by the error tracker software)
- Alarm conditions
- System restart conditions

Sometimes, messages require corrective action. The urgency of the message is specified with one of the following definitions in the message:

- **Critical** means that the error is interrupting service, so immediate action is essential.
- **Major** means that this is a potentially serious problem and should be fixed soon even though it is not interrupting service at this moment.
- **Informational** means that no immediate action is necessary, but you should be aware of the system's condition.
- **Status** means that this is not an error and no action is necessary. This is to inform you of a change of state within the system.

The messages are divided into subgroups according to the software process which outputs the messages:

- Speech Processing Library (SPPLIB)—messages 100-299
- Transaction State Machine (TSM) Process—controls transactions via script execution and commands—messages 400-499
- Voice Response Output Process (VROP)—manages speech database and downloads speech data to the IVP4 voice response unit (VRU)—messages 500-599
- Error Tracker (ET) Process—provides error history— messages 600-699

Appendix B: Error Messages

- Maintenance (MTC) Process—runs temporary diagnostics—
messages 700-799
- Data Base Initialization (DBINIT)—messages 1700-1799
- Tip/Ring Interface Process (TRIP)—messages 2000-2099
- User Applications (APP)—messages 5000 and up
 - Voice Mail Database Interface Process (DIP2)—messages
5000-5099
 - Message Delivery Process (DIP21)-messages 5000-5099
 - Administration Process—messages 5100-5149
 - DCP Communication Process (DIP27)—messages
5150-5199
 - Reports Process (DIP3)—messages 5200-5249
 - Outcalling Data Interface Process (DIP31)—messages
5250-5299
 - Fax Data Interface Process (DIP25)—messages 5300-53
 - Switch Information Data Interface Process
(DIP24)—messages 5400-5499

System Message Format

In this section, the system messages are listed in a slightly different format than they are written to the errors file. The messages listed here include additional information to help you understand the message and take the proper corrective action.

The system messages in this section begin with a message identification (**msg_id**) number. Following the msg_id number is the message mnemonic. The mnemonic is useful when identifying an error message to service representatives. If the message pertains to a hardware unit, the mnemonic is followed by the unit type in parentheses.

The message priority level (critical, major, informational, and status) follows the mnemonic. The actual content of the message is shown on the second line. It is followed by a brief description.

Any variable fields within the message are shown enclosed within angle brackets (<>) and appear as actual strings or integers on the screen or printer.

When a system message is generated for the first time within an hour, it has the following format:

```
<priority> <msg_id> <text> <time>
```

The following is a sample message:

```
CRITICAL 904 (CS_C_FUSE) Cabinet Fuse Blown 15:30
```

If a system message is generated repeatedly within a short time (typically, within a few minutes), the following message format is used to avoid flooding the errors file with duplicate messages:

```
<priority> <# instances> <msg_id> <mnemonic>  
<time>
```

Appendix B: Error Messages

The following is a sample message:

```
CRITICAL 40 instances of 904 (CS_C_FUSE) by 15:31
```

The first, tenth, twentieth, fortieth, eightieth, and so on messages are written to the errors file. A message that occurs a large number of times indicates a significant problem that should be dealt with as soon as possible.

The following example illustrates the format of a typical system message as listed in this section. In the example, the msg_id is 311. The mnemonic is `INITASH` and the associated hardware device is `TR`. The message priority is `MAJOR`. This means some corrective action is required. The description of the error message follows for the `TR <integer>`. In this string, the `<integer>` signifies the board number.

```
311 (INITASH) (TR) , MAJOR
Initialization Error on Channel: <channel> TR:
<integer>
```

System Message Listings

The messages are arranged in numerical order by msg_ids. They are organized in subgroups according to the software process that outputs the message. Each message appears in bold type.

Following each message is a short explanation of the message and the recommended corrective action. A similar explanation appears when you use the *explain* command. If no corrective action is provided, the message is either informational or is corrected automatically by the system.

Some of the corrective actions must be performed by a System Administrator or a field service representative. These messages are identified whenever possible.

Speech Processing Library (SPPLIB)

108 (SPP_NOSAVE), MAJOR Cannot Save Shared Memory (<integer>) During <string> To Disk

The system is attempting to save recent changes entered into the configuration. The update was not completed successfully.

- Check the permissions on the directories and files in the path /gendb/shmem/*.
- Ensure that the root file system is not out of free space.
- Possible damaged file system (use fsck when the system is at single-user level).
- Possible disk or disk controller problems.

109 (VROP_GSEMA), MAJOR Cannot Get VROPQ Semaphore To Lock It

An administrative command could not access a control semaphore. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon.

- Try stopping the system and then restarting it. If this is unsuccessful, a reboot of the processor will correct the problem.

110 (VROP_LSEMA), MAJOR Cannot Lock VROPQ Semaphore But It Should Be Available

An administrative command was unable to lock a semaphore that was allocated to it. The failure of the command is not serious, but the failure indicates major interprocess communication failures in the system are likely to follow soon.

- Try stopping the system and then restarting it. If this is unsuccessful, a reboot of the processor will correct the problem.

Transaction State Machine (TSM) Process

401 (TSM_RCV), CRITICAL

TSM: Cannot Receive Msg: ret = <integer>, errno = <integer>

TSM failed to receive a message from another process. The value of the errno indicates the reason for the error.

- Contact your AT&T Field Service Representative for assistance.

402 (TSM_SND), CRITICAL

**TSM: Cannot Send Msg to <integer>: ret= <integer>
errno = <integer> mcont = <integer>**

TSM failed to send a message to another process. The value of the errno indicates the reason for the error.

- Contact your AT&T Field Service Representative for assistance.

403 (TSM_ASS), MAJOR

TSM: Cannot get script name for channel <channel>: ret= <integer>

TSM was unable to find the specified script corresponding to a channel.

- Return to the Voice Equipment window to check that a service is assigned to the channel.

404 (TSM_TRAN), MAJOR

TSM: Cannot load script <string> for channel <channel>

TSM failed to load the specified script from disk. This message occurs if TSM encountered an error while opening or reading the script file.

- Reload application software if error persists. Ensure that:
 - The assembled script file (.T file) is in directory /vs/trans.
 - The assembled script file (.T file) is in the proper format, that is, it is the output produced by the tas assembler.

405 (TSM_NOSLOT), MAJOR
TSM: No Slot Available for Script <string>

- Contact your AT&T Field Service Representative for assistance.

406 (TSM_NOSCRPT), MAJOR
TSM: Cannot Find Script <string>; errno = <integer>

TSM failed to open the specified script file. This occurs if the script file does not exist. The value of the errno indicates the cause of the error.

- Ensure that the script file (.T file) is in directory /vs/trans.
- Script needs to be assigned.
- Look up the value of errno in *Intro(2)*, *Introduction to Section 2* in the *UNIX Programmer Reference Manual*.

407 (TSM_BADSCRIPT), MAJOR
TSM: Script <string> has Bad Format

The format of the script file (.T file) is invalid. This can occur if the file is not the output of the tas assembler.

- Ensure that the script file (.T file) is the output of the tas assembler.
- Reload the application software if the error persists.

408 (TSM_SCRD), MAJOR
TSM: Read Error on Script <string>

A read error occurred while TSM was reading the script file from disk.

- Hang up the telephone and try again several times.
- You have UNIX system disk problems. Reboot the system, then reload the software.

409 (TSM_MTSCRIPT), MAJOR
TSM: No Data in Script <string>

The specified script has no instructions.

- Reload the application software if the error persists.

410 (TSM_SHMFAIL), CRITICAL
TSM: Shared Memory failure: <string>, errno <integer>

TSM failed to attach a shared memory segment. This error can only be seen at initialization. The errno indicates the reason for the error.

- Contact your AT&T Field Service Representative for assistance.

411 (TSM_PC_FAIL), MAJOR
TSM: Script on Channel <channel> Failing PC at Instruction <integer>

The program counter (PC) value is invalid. The PC value is too small or too large. This may be caused by an invalid location or the program size has exceeded the maximum allowable limit.

- Contact the provider of the application software that includes the script assigned to < Channel >.

412 (TSM_TSTART), MAJOR
TSM: Cannot Start Transaction on channel <channel>: <string>

The script was loaded into memory, but cannot start execution because the initial PC value is incorrect.

Appendix B: Error Messages

413 (TSM_NO_SCPT_P), MAJOR

**TSM: Cannot open script environment param file:
ret=<integer> errno=<integer>**

TSM failed to open the script environment parameters file. The value of the errno indicates the reason for the error.

- Ensure that the file “script_param” exists in “/gendb/data.” This error message is for an unsupported software feature.

It should not appear. If it appears, it does not have serious implications. For further information, contact your AT&T Field Service Representative.

414 (TSM_SEP_READ), MAJOR

**TSM: Cannot read script environment params: ret=<integer>
errno=<integer> rec=<integer>**

TSM failed to read the script environment parameters file. The value of the errno indicates the reason for the error.

- Remove the file “script_param” from in “/gendb/data” and recreate it again. This error message is for an unsupported software feature.

It should not appear. If it appears, it does not have serious implications. For further information, contact your AT&T Field Service Representative.

415 (TSM_INIT_FAIL), CRITICAL

TSM: Initialization Failure

TSM process cannot be started due to some initialization failure.

- Stop the system, then restart it.
- If the failure persists, contact your AT&T Field Service Representative.

416 (TSM_INVLD_MSG), INFORM

TSM: Ignored Message from <integer>, content <integer>, chan <channel>: <string>

TSM did not process a message because it was inappropriate. The message originator, message content, channel number, and reason for not processing are specified. TSM will continue execution after reporting the error.

- This error does not have serious implications, but it should be reported to your AT&T Field Service Representative.

417 (TSM_NOSPACE), MAJOR

TSM: No space for <string>, errno <integer>

TSM failed to allocate more space.

- Ensure that the script is not bigger than the maximum allowed limit.

418 (TSM_TR_CMD), MAJOR

TSM: TR Device Driver Command (<string>) Failure: chan <channel>, board <device>

TSM failed to execute a TR UNIX system driver command. The command name and the errno is specified.

- Contact your AT&T Field Service Representative for assistance.

419 (TSM_TR_CMD), MAJOR

TSM: TR Device Driver Command (<string>) Failure: chan <channel>, board <device>

TSM failed to execute a TR UNIX system driver command. The command name and the errno are specified.

- Contact your AT&T Field Service Representative for assistance.

Voice Response Output Process (VROP)

549 (VROP_RESIZESP), MAJOR



WARNING:

You may need to increase the number of speech buffers (nbufs) defined in the file /vs/data/spchconfig.

550 (VROP_BADACT), MAJOR VROP Activity list is corrupted

The activity list data structure in the VROP process is corrupted.

- Restart the system if this error continues.

551 (VROP_LRULIST), MAJOR VROP speech buffer lru data structure is corrupted

The speech buffer data structures are corrupted.

- Restart the system if this error continues.

552 (VROP_SBM_ERR), INFORM VROP speech buffer usage count error

The speech buffer usage count has been corrupted.

- No harmful consequences should ensue, but restarting the system should correct the error.

553 (VROP_USAGE_CNT), MAJOR VROP in-use speech buffer in the speech buffer free list

The speech buffer data structures are corrupted.

- Restart the system if this error continues.

571 (VROP_CONFIG), MAJOR
VROP Config file <string> is incorrect

A line in the spchconfig file is invalid.

- Edit the file /vs/data/spchconfig and fix the line indicated. The file should contain a line of the form:

nbufs 40

This line tells the system how many speech buffers to allocate in memory. The number of speech buffers should be a minimum of 2.5 times the number of equipped voice channels. A default value will be used if no valid value can be found. The system will need to be restarted after the file is fixed.

572 (VROP_HWERR), MAJOR
Hardware Error on device <device>, chan <channel>

A hardware error on the indicated system board has occurred.

- Run diagnostics on the indicated board.

573 (VROP_NOSPACE), CRITICAL
No space available in file system <string>

No free space is available in the indicated speech file system.

- Remove any unneeded phrases.
- It is possible that the speech file system is corrupted. Run audit if you suspect file system corruption.

574 (VROP_BADFS), MAJOR
Error occurred on file system <string>: (run audit when convenient)

A file system error has occurred on the indicated speech file system.

- Run audit when convenient.

575 (VROP_UNIXFIO), MAJOR
Error occurred accessing UNIX file <string>

An error occurred accessing the indicated UNIX system file. This could be caused by a disk error or by a corrupted UNIX file system.

- Reboot the UNIX system if you suspect a corrupted UNIX file system.

577 (VROP_NONEX), MAJOR
Attempt to use non-existent phrase <integer> in talk file <integer>

A script attempted to access the non-existent phrase indicated.

- Review your applications and obtain and install a replacement phrase.

578 (VROP_SHMERR), MAJOR
VROP: error using shared memory region <integer>

An error occurred accessing a shared memory region used to access speech phrases.

- Rebooting the system may be required to correct the problem.

579 (VROP_MSGERR), MAJOR
VROP: error using UNIX messages: <string> (target <integer>)

An error occurred accessing a UNIX system message queue.

- Restart the system to correct the problem.

580 (VROP_UNIXOPEN), INFORM
Error occurred opening UNIX system file <string>

An error occurred when attempting to open the indicated UNIX system file.

- Perhaps the file can be obtained from a recent backup.

581 (VROP_TIMEOUT), INFORM
VROP: Timeout detected: action <integer>

A time-out error occurred. These can occur because of other errors in the system or because of excessive system load.

- Restart or reboot the system if these errors continue.

582 (VROP_NOACT), MAJOR
VROP: no activity lists are available

The activity list, a data structure used to keep track of speech commands in progress, has been exhausted causing some play or record operation to fail.

- Restart the system if these errors continue.

583 (VROP_BADTAG), INFORM
**VROP: Invalid tag: action <integer>: event <integer>:
act2 <integer>: type <integer>**

A software error occurred. These can be associated with time-outs if the system is experiencing excessive load.

- Restart the system if the errors continue.

584 (VROP_NOSPCHBLK), MAJOR
**VROP: no speech buffer blocks available; resizing of spchconfig
recommended**

No speech buffer blocks are available in shared memory.

- Resize the nbufs parameter in the file /vs/data/spchconfig.

585 (VROP_BADCODE), MAJOR

VROP: Software Error detected: action <integer>, type <integer>

A software error was detected.

- Restart the system if the errors continue and contact your AT&T Field Service Representative for assistance.

586 (VROP_BADPHR), MAJOR

VROP: phrase <integer> in talk file <integer> is bad

The indicated speech phrase is corrupted.

- Run audit when convenient. The phrase will need to be recovered from a speech file system backup.

588 (VROP_NOTIMELIST), INFORM

VROP: no timeout lists are available

The time-out list data structure is exhausted. There are no direct harmful consequences, but the error may be an indication of system problems.

- Restart the system if the error continues.

589 (VROP_NODIRSLLOT), MAJOR

VROP: no directory entry available in file system <string>

The speech file system directory entries have been exhausted. No more phrases can be created until the situation is corrected.

- Remove any unneeded phrases and run audit when convenient.

590 (VROP_BADFREE), MAJOR

Free list is corrupted on file system <string>

The speech block free list is corrupted on the indicated file system.

- Run audit as soon as possible to correct.

591 (VROP_PLAY_TMOUT), MAJOR Play request is not serviced fast enough

A request to play phrases has not been serviced fast enough. The system load is excessive.

- Attempt to reduce the load on the system to prevent poor service to customers.

592 (VROP_CODE_TMOUT), MAJOR Coding request is not serviced fast enough

A request to record a phrase has not been serviced fast enough. The system load is excessive.

- Attempt to reduce the load on the system to prevent poor service to customers.

593 (VROP_FSOPEN), INFORM Error opening file system <string>

The system could not open the indicated speech file system. This can be caused by a disk error or by some system error.

- Run audit, reboot the system, or replace the bad disk if necessary.

594 (VROP_FSIO), MAJOR Access error to file system <string>: called from <integer>

An error occurred accessing the indicated speech file system. This can be caused by a disk error or by some system error.

- Run audit, reboot the system, or replace the bad disk if necessary.

595 (VROP_BADCMD), INFORM **Unrecognized command received**

An unrecognized command has been received by the VROP process.

- Inform your AT&T Field Service Representative.

596 (VROP_DIORESPAWN), INFORM **DIO process respawned**

The DIO process died and respawned.

- Inform your AT&T Field Service Representative and restart the system if the error continues.

597 (VROP_TROPEN), MAJOR **Error opening TR device driver**

The VROP process failed when opening the IVP (TR) driver. No speech can be played or recorded on the IVP4 boards until the condition is corrected.

- Reboot the UNIX system to correct the problem.

Error Tracker (ET) Process

601 (SHMEM_SHOW), STATUS Showing State of ET Shmem (ETCOUNTS)

The user asked the Error Tracker (ET) to display the state of its shared memory (presumably for debugging purposes). This should not occur spontaneously.

- If it appears without being requested, inform your AT&T Field Service Representative. No need for immediate action.

602 (READ_DB), STATUS Change to Error Rules Rcvd by ET

ET just reread its error rules file because it changed. This is an informational message. No action is required because this is seen only during system development and startup.

603 (ET_ATT), INFORM Unexpected EOF on Error Rules File after <integer> Lines

There is an error in the rules file. This message should only be seen during system development and startup.

- Correct and recompile the rules file (run 'mkerr').

604 (ET_BAD_MSG), INFORM Invalid msg_id (<integer>) Received from <string>

ET received a message it does not understand.

- Call your AT&T Field Service Representative for assistance when convenient.

605 (ET_CKSHMEM), MAJOR ET has Tried to Check/Reinit its SHMEM (ETCOUNTS)

ET tried to check/reinitialize its shared memory. If this message occurs continuously without a user's request, ET will not work properly until this is fixed.

- Try stopping and restarting the system.
- If this message persists, call your AT&T Field Service Representative for assistance.

606 (ET_ESLOT), INFORM ET Discarded Msg of Type <integer>: Error Count Array Full

A software error exists or ET is getting an extreme number of messages.

- Call your AT&T Field Service Representative for assistance when convenient.

607 (ET_MSGRCV), CRITICAL ET Not Read Msg: errno = <integer>, rc = <integer>

Something is wrong with the interprocess communication. ET cannot receive messages.

- Try stopping and restarting the system.
- Call your AT&T Field Service Representative for assistance.

608 (ET_MSGSND), CRITICAL ET Not Send Msg to <string>: errno = <integer>, rc = <integer>

Something is wrong with the interprocess communication. ET cannot send a message to the specified process.

- Try stopping and restarting the system.
- Call your AT&T Field Service Representative for assistance.

**609 (ET_NO_ATT), MAJOR
Cannot open ATT Error Rules File (vs/data/errors)**

- Check to see that the file /vs/data/errors exists and check its permissions.

**610 (ET_NOQ), CRITICAL
ET Cannot Open its Message Queue**

Something is wrong with the interprocess communication. ET cannot open its message queue.

- Try stopping and restarting the system.
- Call your AT&T Field Service Representative for assistance.

**611 (ET_NORULES), MAJOR
ET Cannot Access Error Rules File (<string>)**

ET cannot access the specified error rules file. ET will not work properly until this problem is fixed.

- Call your AT&T Field Service Representative for assistance.

**612 (ET_NOSHEM), CRITICAL
ET Cannot Attach SHEM <string>**

ET is having problems with its shared memory. ET will not work properly until this problem is fixed.

- Try stopping and restarting the system.
- Call your AT&T Field Service Representative for assistance.

613 (ET_NO_VAR), INFORM
Cannot open VAR Error Rules File (gendb/data/errors)

This is an informational message unless there is supposed to be a VAR error file. The application-specific error rules file is missing.

- Contact the provider of the application software package that is installed.

616 (ET_SHMIT), INFORM
ET Shared Memory (SHMEM ETCOUNTS) Init

ET initialized its shared memory. This is an informational message. No action is required.

617 (ET_SHOWER), STATUS
ET Printing Rules as Requested

This should not appear unless the user asks ET to print its rule file. This is an informational message. No action is required.

618 (ET_VAR), INFORM
Unexpected EOF on VAR Err Rules File after <integer> Lines

There is an error in the VAR rules file.

- Contact the provider(s) of the application packages that are installed.

620 (ET_DEBUG), STATUS
ET Verbose Mode for Debugging Toggled

This message should not appear unless the user sends the MSG to ET.

- If the verbose mode appeared unexpectedly, report this to your AT&T Field Service Representative.

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621 (ET_FLOOD), INFORM <string>

This message is printed as a result of the flood control being turned on to prevent messages from flooding the screen or the ET history file.

622 (ET_URS), CRITICAL User Ordered ET to RESTART System

The user ordered ET to restart the system.

623 (ET_URB), CRITICAL User Ordered ET to REBOOT System

The user ordered ET to restart the system.

624 (ET_WIPE), INFORM ET Removed Defunct Process <string> (<integer>) from Bulletin Board

ET removed a defunct processor an invalid process entry it found in the bulletin board.

- This message should be reported to your AT&T Field Service Representative.

626 (ET_STUCK), MAJOR ET Noticed <string> (<integer>) to be Stuck

ET noticed that the specified process was hung. This error message will continue to appear until something is done about the process bulletin board entry.

- Stopping and restarting the system should clear the bulletin board.
- This message should be reported to your AT&T Field Service Representative.

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627 (ET_BAD_ARGS), INFORM
Invld channel (<integer>)/brd(<integer>) for msgid(<integer>)
Recvd from <string>

ET received a message with bad arguments (for example, an invalid board number, invalid channel number for the given board number, etc.).

628 (ET_NEW_PID), MAJOR
ET Noticed PID for <string> changed: <integer> to <integer>;
Proc probably respawned

ET noticed the process ID for a given process changed, which indicates that the process probably died and respawned.

- This message should be reported to your AT&T Field Service Representative.

651 (ET_DYKE), STATUS
ET turned flood control <string> as requested

The user ordered ET to turn its flood control on or off via the *etset* command.

652 (ET_NEWS), STATUS
ET set summary to <string> as requested

The user ordered ET to set the summary to be displayed only when it receives new error messages since it last displayed the summary or all the time regardless of whether it receives any new messages. The user made the request via the *etset* command.

653 (ET_PRIORITY), STATUS
ET set summary priority to <string> as requested

The user ordered ET to set its summary priority level to the specified level via the *etset* command.

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654 (ET_SUMSHOW), STATUS ET showed summary settings as requested

The user ordered ET to display its current summary settings. The user made the request via the *etset* command.

655 (ET_SUMTIME), STATUS ET set summary Interval to <integer> minutes as requested

The user ordered ET to set its summary interval for the time between the display of summary messages to the specified number of minutes via the *etset* command.

Maintenance (MTC) Process

700 (STA_CHAN), STATUS MTC reports channel <channel> is now in state <integer>

Maintenance reports that the permanent state of a channel has changed.

701 (STA_CARD), STATUS MTC reports card <device> is now in state <integer>

Maintenance reports that the permanent state of a card has changed.

710 (INV_RQST), INFORM MTC received invalid request, morig=<integer>, mcont=<integer>, reqst=<integer>

Maintenance received an invalid request message. The message has been ignored. This is an indication of software problems.

- If this error persists, try stopping and restarting the system.

711 (INV_TSMR), INFORM

MTC received Invalid tsmr, state= <integer>, mcont=<integer>

Maintenance received an invalid response from TSM. The response has been ignored. This is an indication of software problems.

- If this error persists, try stopping and restarting the system.

712 (INV_MESG), INFORM

MTG received invalid message, state=<integer>, morig=<integer>, mcont=<integer>

Maintenance received an invalid message while interacting with TSM. The message has been ignored. This is an indication of software problems.

- If this error persists, try stopping and restarting the system.

713 (RLS_FAIL), MAJOR

Maintenance cannot acquire a device from TSM. This is an indication of software problems.

- If this error persists, try stopping and restarting the system.

714 (RCVE_MSG), CRITICAL

MTC cannot receive a message, return= <integer>, errno=<integer>, <string>

Maintenance cannot receive messages. This is an indication of system problems.

- Try stopping and restarting the system or rebooting the system.

715 (SEND_MSG), CRITICAL

MTC cannot send a message, return= <integer>, errno=<integer>

Maintenance cannot send messages. This is an indication of system problems.

- Try stopping and restarting the system or rebooting the system.

716 (UNK_TYPE), MAJOR

MTC detected an invalid type (<integer>), on card <device>

Maintenance detected an invalid device type in shared memory. This is an indication of system problems.

- Try stopping and restarting the system or rebooting the system.

717 (SYS_FAIL), MAJOR

MTC cannot <string> for card <device>, return=<integer>, errno=<integer>

Maintenance failed a system call. This is an indication of system problems.

- Try stopping and restarting the system or rebooting the system.

718 (NO_CLOCK), MAJOR

MTC cannot find clock on card <device>

Maintenance detected no clock on a system-master board. This is an indication of hardware problems. The board may need to be replaced.

- Try removing the device from service and rebooting the system. If the device passes initial boot diagnostics, you may then restore the device.

722 (GET_SEMA), MAJOR MTC cannot acquire the semaphore

Maintenance cannot create the semaphore. This is an indication of system problems.

- Try stopping and restarting the system or rebooting the system.

723 (SET_SEMA), MAJOR MTC cannot set the semaphore

Maintenance cannot lock the semaphore. This is an indication of software problems.

- Try stopping and restarting the system or rebooting the system.

724 (SHM_FAIL), CRITICAL MTC cannot attach the <string> area

Maintenance cannot attach shared memory. This is an indication of software problems.

- Try stopping and restarting the system or rebooting the system.

725 (SHM_INVLD), CRITICAL MTC detects a invalid <string> area

Maintenance detected invalid shared memory. This is an indication of software problems.

- Try stopping and restarting the system or rebooting the system.

726 (OPN_FAIL), CRITICAL MTC cannot perform a <string>

Maintenance cannot open the tip/ring driver. This is an indication of software problems.

- Try stopping and restarting the system or rebooting the system.

**727 (CLR_SEMA), MAJOR
MTC cannot clear the semaphore**

Maintenance cannot unlock the semaphore. This is an indication of software problems.

- Try stopping and restarting the system or rebooting the system.

**740 (DG_START), STATUS
MTC reports diag started on (<string>) card <device>**

Maintenance reports that diagnostics have started on a hardware card.

**741 (DG_RESLT), STATUS
MTC reports diag results on card <device>, return=<integer>,
errno=<integer>, <string>**

Maintenance reports on diagnostic results.

**742 (DG_PASSD), STATUS
MTC reports diag passed on (<string>) card <device>**

Maintenance reports that diagnostics have passed on a hardware card.

**750 (DG_FAILED), STATUS
MTC reports diag failed on card <device>, because <string>**

Maintenance reports that diagnostics have failed on a hardware card. This is an indication of hardware problems. The board may need to be replaced.

- Try removing the device from service, and rebooting the system. If the device passes initial boot diagnostics, you may then restore the device.

Database Initialization (DBINIT)

**1701 (NO_DBFILE), MAJOR
NO <string> SHMEM File**

The system is unable to initialize its shared memory properly.

- Call your AT&T Field Service Representative.

Tip/Ring Interface Process (TRIP)

**2000 (TRIP_OPEN), CRITICAL
TRIP: Tip/Ring Driver Open Failure, Reason <integer>**

The Tip/Ring Interface Process is unable to access any of the tip/ring boards in the cabinet. The reason number may be found in the *Introduction to Section 2 of the UNIX Programmer Reference Manual*.

- Ensure that only a single copy of the voice software is operational.
- Attempt a software restart.
- Make sure that the generic software has been properly installed.
- Attempt to reboot the system.
- As a last resort, reload the generic software.

**2001 (TRIP_DTBL), CRITICAL
TRIP: Shared Memory (devtbl) Attach Failure, Reason <integer>**

This error indicates that the system initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in *Introduction to Section 2 of the UNIX Programmer Reference Manual*.

- Try stopping the system and then starting it again.

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2002 (TRIP_EVNT), CRITICAL

TRIP: Tip/Ring Event Receipt Failure, Reason <integer>

The tip/ring boards in the system have become inaccessible.

- Attempt a software restart (stop the system, then restart it).

2003 (TRIP_PRTY)(tr), MAJOR

**TRIP: TDMParity Error Detected On Channel <channel>
And Time Slot <integer>**

This error should not be generated.

- Call your AT&T Field Service Representative.

2004 (TRIP_OVFL)(tr), MAJOR

TRIP: Tip/Ring Event Lost, Base <device>, lines <integer>

Too many simultaneous events have occurred on the indicated boards for the system to process. DATA HAS BEEN LOST, affecting service to callers on one or more channels. System load may be too heavy.

- If error continues, reboot the system.

2005 (TRIP_SBRK)(tr), MAJOR

TRIP: Break in <string> detected on channel <channel>

A gap has been detected during a coding or voice output session. Either the customer-coded voice is incomplete or the voice that the customer heard contained inappropriate silence.

This condition typically is related to excessive load on the system controller. This error typically appears at the same time as errors 591 (VROP_PLAY_TMOUNT) or 592 (VROP_CODE_TMOUNT). These indicate the same condition.

2009 (TRIP_CLIP), STATUS

This error indicates that the output signal level on a tip/ring channel approached the level deemed too loud for the telephone network by the FCC. The output signal was thus interrupted until the output signal level dropped below the threshold of noncompliance.

User Applications (APP)

Voice Mail Database DIP Error Messages

5000 (VMD_SYSERR), MAJOR <string> FAILED for <string>, errno: <integer>

The Voice Mail Database DIP encountered a system error while trying to access a database file. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

- Ensure that the / and /usr file systems are not out of free space.
- There may be a damaged file system (use fsck when the system is at single user level) or disk/disk controller problems.
- Contact your AT&T Field Service Representative for assistance.

5001 (VMD_ENOENT), MAJOR <string> is missing

A file is missing from the Voice Mail Database.

- Contact your AT&T Field Service Representative for assistance.

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5002 (VMD_MWLUNEX), INFORM bad MWL event: <string>

The Voice Mail Database DIP received an unexpected message concerning Message Waiting Lamp updates. For example, if the DIP has requested a particular channel for MWL updates, it does not expect to receive notice from TSM that some other channel has been granted to it.

- If this message persists, contact your AT&T Field Service Representative.

5003 (VMD_BADFORM), MAJOR <string> is badly formatted <string>

A Voice Mail Database file is not formatted properly. A possible software or file system problem may exist.

- Contact your AT&T Field Service Representative for assistance.

5004 (VMD_OUTERR), INFORM asked to logout <string> -- already logged out

A script requested that the Voice Mail Database DIP log out a subscriber who was not currently logged in.

- If this message persists, contact your AT&T Field Service Representative.

5005 (VMD_SCRERR), MAJOR script error on channel <integer>: <string>

The Voice Mail Database DIP has received bad input data from a script.

- If this message persists, contact your AT&T Field Service Representative.

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5006 (VMD_MWLLIST), INFORM MWL list problem: <string>

The Voice Mail Database DIP encountered a problem while trying to change its list of Message Waiting Lamp update requests. Therefore, a Message Waiting Lamp will not be updated properly.

- If this message persists, contact your AT&T Field Service Representative.

5007 (VMD_REFERR), INFORM MWL refresh problem: <string>

The Voice Mail Database DIP encountered a problem while trying to refresh Message Waiting Lamps.

5008 (VMD_MSGERR), MAJOR <string> failed: ret code <integer>, errno <integer>

The Voice Mail Database DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

- Contact your AT&T Field Service Representative for assistance.

5009 (VMD_PHRDEL), INFORM cannot remove phrase <integer> due to overflow

The Voice Mail Database DIP was not able to ask VROP to delete a phrase from the speech database. The DIP's phrase removal list has overflowed.

- An audit of the Voice Mail Database may help resolve the problem.
- If this message persists, contact your AT&T Field Service Representative.

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5010 (VMD_REQERR), MAJOR Failure for request <integer> (from <string>): <integer>

The Voice Mail Database DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

- Contact your AT&T Field Service Representative for assistance.

5011 (VMD_MSGSRC), INFORM message received from unexpected source: <integer>

The Voice Mail Database DIP received a message from an unrecognized process.

- If this problem persists, contact your AT&T Field Service Representative.

5012 (VMD_STARTUP), CRITICAL startup failed

The Voice Mail Database DIP could not start up properly.

- Contact your AT&T Field Service Representative for assistance.

5013 (VMD_MSGUNEX), INFORM unrecognized message: <integer>

The Voice Mail Database DIP received a message that it does not recognize.

- If this problem persists, contact your AT&T Field Service Representative.

5014 (VMD_UNKCALL), INFORM
unknown <string> extension <string> from integrated switch

The Voice Mail Database DIP was given an extension for the Call Answer or Voice Mail Service that it could not find in the database. This message is printed only when such extension was determined through integration with the switch. The probable explanation for the message is that the called person (in the case of Call Answer) or the caller (in the case of Voice Mail) is not properly registered as a subscriber on the AUDIX Voice Power system.

- Verify the presence of the extension.
- If this problem persists, contact your AT&T Field Service Representative.

5015 (VMD_ADMERR), MAJOR
admin process error: <string>

The Voice Mail Database DIP has received bad input data from an AUDIX Voice Power administration window.

- If this problem persists, contact your AT&T Field Service Representative.

5016 (VMD_VROPERR), MAJOR
VROP problem: <string>

There was a failure for a request made to VROP by the Voice Mail Database DIP. VROP encountered a failure while attempting to service the request or it may not have responded to the request.

- If this problem persists, contact your AT&T Field Service Representative.

5017 (VMD_MDWARN), MAJOR couldn't send MD warning: <string>

The Voice Mail Database DIP was unable to send a Voice Mail message to the Message Drop Service Administrator. The purpose of the message was to warn the administrator that the Message Drop mailbox contains a large number of mail messages.

- Make sure that a Message Drop Service Administrator has been designated. This can be done through the Service Administrator Registration window.
- Also, the Message Drop Service Administrator should listen to and delete most or all of the Message Drop messages.

5018 (VMD_SHMFAIL), MAJOR problem with shmem: <string>

The Voice Mail Database DIP was unable to attach a shared memory segment.

- Contact your AT&T Field Service Representative for assistance.

5019 (VMD_MWLUP), inform MWL update failed: <string>

The Voice Mail Database DIP has been notified of a failed attempt to light or extinguish a Message Waiting Lamp. The DIP will initiate another attempt to update the lamp.

- If this message occurs frequently, contact your AT&T Field Service Representative for assistance.

Administration Error Messages

5100 (ADM_SYSERR) MAJOR
<string> system call failed for <string>, errno is <integer>

The administration process encountered a system error while trying to access a file. The value of errno indicates the error reason.

- Check to make sure the file or directory named in the error message is not corrupted or missing.
- Ensure that the / and /usr file systems are not out of free space.
- There may be a damaged file system (use fsck when the system is at single-user level) or a disk/disk controller problem.
- Contact your AT&T Field Service Representative for assistance.

5101 (ADM_MSGERR) MAJOR
<string> failed with return code <integer> and errno <integer>

The administration process encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the error reason.

- Contact your AT&T Field Service Representative for assistance.

DCP Communications Process Error Messages

5150 (DCP_SYSERR) MAJOR **<string> FAILED for <string>, errno: <integer>**

The DCP communications process encountered a system error while trying to access a file. The value of errno indicates the error reason.

- Check the file or directory named in the error message. It may be corrupted.
- Ensure that the / and /usr file systems are not out of free space.
- There may be a damaged file system (use fsck when the system is at single-user level) or disk/disk controller problem.
- Contact your AT&T Field Service Representative for assistance.

5151 (DCP_ENOENT) MAJOR **<string> is missing**

The DCP communications process attempted to access a non-existent file.

- Contact your AT&T Field Service Representative for assistance.

5152 (DCP_BADFORM) MAJOR **<string> badly formatted <string>**

The DCP communications process could not use a file because it was not formatted correctly. A software problem or a file system problem may exist.

- Contact your AT&T Field Service Representative for assistance.

5153 (DCP_STARTUP) CRITIC startup failed

The DCP communications process could not start up properly.

- Contact your AT&T Field Service Representative for assistance.

5154 (DCP_BADNAME) INFORM "<string> " not found in the names to exts table

A name which was received over the DCP link could not be found in the Voice Mail Database. The name may not have been administered correctly via the Subscriber Administration window.

- If this problem persists, contact your AT&T Field Service Representative.

5155 (DCP_BADTABLE) MAJOR FAILURE building names to exts table

The DCP communications process could not construct a table for mapping names to extensions. Thus it cannot translate names to extensions properly.

- Contact your AT&T Field Service Representative for assistance.

5156 (DCP_SHMFAIL) MAJOR problem with shmem: <string>

The DCP communications process was unable to attach a shared memory segment.

- Contact your AT&T Field Service Representative for assistance.

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5157 (DCP_GETSCR) MAJOR
getscript failed for channel <integer>, returned <integer>

The DCP communications process could not obtain the name of the script assigned to a channel.

- Contact your AT&T Field Service Representative for assistance.

5158 (DCP_DCPIFAIL) MAJOR
<string> FAILED, ret is <integer>, errno is <integer>

A failure occurred in the interface between the DCP communications process and the DCP link.

- Contact your AT&T Field Service Representative for assistance.

5159 (DCP_MSGERR) MAJOR
<string> failed: ret code <integer>, errno <integer>

The DCP communications process encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

- Contact your AT&T Field Service Representative for assistance.

5160 (DCP_MSGSRC) INFORM
message received from unexpected source: <integer>

The DCP communications process received a message from an unrecognized process.

- If this problem persists, contact your AT&T Field Service Representative.

5161 (DCP_MSGUNEX) INFORM
unrecognized message: <integer>

The DCP communications process received a message that it does not recognize.

- If this problem persists, contact your AT&T Field Service Representative.

5162 (DCP_BADBUF) INFORM
bad DCP buffer: <string>

The DCP communications process received a bad display buffer from the DCP link.

- If this problem persists, contact your AT&T Field Service Representative.

5163 (DCP_DCPIPROB) INFORM
<string> failed, ret is <integer>, errno is <integer>

A problem occurred in the interface between the DCP communications process and the DCP link.

- If this problem occurs frequently, contact your AT&T Field Service Representative.

Reports Error Messages

5200 (RPT_SYSERR) MAJOR
<string> system call failed for <string>, errno is <integer>

The Reports DIP encountered a system error while trying to access a file. The value of errno indicates the error reason.

- Check to make sure the file or directory named in the error message is not corrupted or missing.
- Ensure that the / and /usr file systems are not out of free space.
- There may be a damaged file system (use fsck when the system is at single-user level) or a disk/disk controller problem.
- Contact your AT&T Field Service Representative for assistance.

5201 (RPT_MSGERR) MAJOR
<string> failed with return code <integer> and errno <integer>

The Reports DIP encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

- Contact your AT&T Field Service Representative for assistance.

5202 (RPT_MSGSRC) INFORM
message received from unexpected source: <integer>

The Reports DIP received a message from an unrecognized process.

- If this problem persists, contact your AT&T Field Service Representative.

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5203 (RPT_MSGUNEX) INFORM unrecognized message: <integer>

The Reports DIP received a message that it does not recognize.

- If this problem persists, contact your AT&T Field Service Representative.

Outcalling Error Messages

5250 (OC_SYSERR) MAJOR <string> FAILED for <string>, errno: <integer>

The Outcalling DIP encountered a system error. The value of errno indicates the error reason.

The error may be due to a corrupted file or directory, or it may be due to a main memory problem.

- Ensure that the / and /usr file systems are not out of free space.
- There may be a damaged file system (use fsck when the system is at single-user level) or disk/disk controller problems.
- Contact your AT&T Field Service Representative for assistance.

5251 (OC_ENOENT) MAJOR <string> is missing

A file is missing from the Voice Mail Database.

- Contact your AT&T Field Service Representative for assistance.

5252 (OC_BADFORM) MAJOR <string> is badly formatted <string>

This message indicates that a Voice Mail Database file is not formatted correctly. A software problem or a file system problem may exist.

- Contact your AT&T Field Service Representative for assistance.

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5253 (OC_SCRERR) MAJOR
script error on channel <integer>: <string>

The Outcalling DIP has received bad input data from a script.

- If this message persists, contact your AT&T Field Service Representative.

5254 (OC_MSGERR) MAJOR
<string> failed: ret code <integer>, errno <integer>

The Outcalling DIP encountered a problem while trying to send or receive an interprocess communications message. The value of errno indicates the error reason.

- Contact your AT&T Field Service Representative for assistance.

5255 (OC_REQERR) MAJOR
failure for request <integer> (from <string>): <integer>

The Outcalling DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message which provides more specific information.

- Contact your AT&T Field Service Representative for assistance.

5256 (OC_MSGSRC) INFORM
message received from unexpected source: <integer>

The Outcalling DIP received a message from an unrecognized process.

- If this problem persists, contact your AT&T Field Service Representative.

5257 (OC_STARTUP) CRITICAL startup failed

The Outcalling DIP could not startup properly.

- Contact your AT&T Field Service Representative for assistance.

5258 (OC_MSGUNEX) INFORM unrecognized message: <integer>

The Outcalling DIP received a message that it does not recognize.

- If this problem persists, contact your AT&T Field Service Representative.

5259 (OC_BADEXT) INFORM ext <string> is not valid (received from VM DIP)

The Outcalling DIP received an invalid extension in an interprocess communications message from the Voice Mail Database DIP.

- If this problem persists, contact your AT&T Field Service Representative.

5260 (OC_GETSCR) MAJOR getscript failed for chan <integer>, returned <integer>

The Outcalling DIP could not obtain the name of the script assigned to a channel.

- Contact your AT&T Field Service Representative for assistance.

5261 (OC_SHMFAIL) MAJOR Problem with shmем: <string>

The Outcalling DIP was unable to attach a shared memory segment.

- Contact your AT&T Field Service Representative for assistance.

Appendix B: Error Messages

5262 (OC_UNEX) INFORM **bad OC event: <string>**

The Outcalling DIP received an unexpected message concerning the state of an outcall. For example, if the DIP has requested a particular channel for an outcall, it does not expect to receive notice from TSM that some other channel has been granted to it.

- If this message persists, contact your AT&T Field Service Representative.

5263 (OC_LONGNBR) INFORM **OC nbr (<string>) for <string> is too long**

The Outcalling DIP has detected that a subscriber's outcalling number is longer than is allowed. This is probably a result of a decrease in the Maximum Number of Digits allowed for outcalling numbers. This parameter is controlled via the Outcalling Administration window.

Fax Data Interface Process

5301 (FAXCNG_INFO), INFORM **Channel <channel> already has FAX coefficients**

FAX CNG DIP received a request to download Fax coefficients to a channel that was already set to Fax coefficients.

- Contact your AT&T Field Service Representative if this occurs frequently.

5301 (FAXCNG_INFO), INFORM **Forced coefficients to normal for channel <channel number>**

FAX CNG DIP received a request to download normal coefficients to a channel. However, for some reason, the DIP had not previously saved the normal coefficients; therefore the default normal coefficients were used.

- Contact your AT&T Field Service Representative if this occurs frequently.

5302 (FAXCNG_WARN), WARNING
Channel <channel number> not found

FAX CNG DIP received a request to download coefficients to a channel that is not known according to the data in shared memory.

- If the problem persists, stop, then start, the system.

5302 (FAXCNG_WARN), WARNING
Channel <channel number> does not exist

FAX CNG DIP received a request to download coefficients to a channel whose state is set to nonexistent.

- If the problem persists, stop, then start, the system.

5302 (FAXCNG_WARN), WARNING
TR_set_coeff failed to osindex <osindex number>

Driver was unable to obtain current coefficients for given index.

- If the problem persists, stop, then start, the system.

5302 (FAXCNG_WARN), WARNING
TR_set_coeff failed for osindex <osindex number>

Driver was unable to set coefficients for given index.

- If the problem persists, stop, then start, the system.

5302 (FAXCNG_WARN), WARNING
invalid state for channel <channel number>

Message is internal to FAX CNG DIP. Should not occur.

- If the problem persists, stop, then start, the system. Contact your AT&T Field Service Representative if restarting the system does not correct the problem.

5302 (FAXCNG_WARN), WARNING
INVALID REQUEST: channel <channel number>; originator
<originator>
request number <Integer>

FAX CNG DIP received a request that was something other than 1 (set to normal) or 2 (set to FAX).

- Check user- or vendor-added software for incorrect requests.

5303 (FAXCNG_MAJOR), MAJOR
Could not attach shared memory

FAX CNG DIP could not attach shared memory, and therefore cannot perform its function.

- Reboot the system. If the problem persists, contact your AT&T Field Service Representative.

5303 (FAXCNG_MAJOR), MAJOR
Could not malloc memory

FAX CNG DIP could not allocate memory, and therefore cannot perform its function.

- Reboot the system. If the problem persists, contact your AT&T Field Service Representative.

5303 (FAXCNG_MAJOR), MAJOR
Failure on TR_open()

FAX CNG DIP could not communicate with the Tip/Ring driver, and therefore cannot perform the FAX CNG function.

- Reboot the system. If the problem persists, contact your AT&T Field Service Representative.

Appendix B: Error Messages

5303 (FAXCNG_MAJOR), MAJOR faxcng startup failed

FAX CNG DIP was unable to do all the initialization necessary; therefore, it could not continue.

- Reboot the system. If the problem persists, contact your AT&T Field Service Representative.

Switch Information Data Interface Process

5400 (CREAT_SHM_FL), MAJOR <string>

The Switch Information DIP has attempted to create an area of shared memory but could not do so.

- Stop the system and restart it using the *stop_vs* and *start_vs* commands.
- If the problem continues, shut the system down via the shutdown command and reboot the system.
- If the problem persists, contact your AT&T Field Service Representative.

5401 (AT_SHM_FL), MAJOR <string>

The Switch Information DIP has attempted to attach to an area of shared memory but could not do so.

- Stop the system and restart it using the *stop_vs* and *start_vs* commands.
- If the problem continues, shut the system down via the shutdown command and reboot the system.
- If the problem persists, contact your AT&T Field Service Representative.

5404 (MSG_RECV_ERR), MAJOR <string>

The Switch Information DIP encountered a problem while trying to receive an interprocess communications message. The value of errno indicates the reason for the error.

- Contact your AT&T Field Service Representative for assistance.

5405 (MSG_SEND_ERR), MAJOR <string>

The Switch Information DIP encountered a problem while trying to send an interprocess communications message. The value of errno indicates the reason for the error.

- Contact your AT&T Field Service Representative for assistance.

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