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AUDIX Voice Power
Lodging R1.1 Administration

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Acknowledgment

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

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About This Document

This document tells you how to administer the AT&T AUDIX™ Voice Power Lodging (AUDIX VPL) Release 1.1 system. It covers preliminary through ongoing administration and also provides

This document is designed so that you can quickly find information about how, when, and why to perform specific tasks.

INTENDED AUDIENCES

This document is intended for persons who administer the AUDIX VPL system, such as the AUDIX VPL adminisitrator, and phone and front desk attendants.

PREREQUISITE SKILLS OR KNOWLEDGE

You do not need special skills for knowledge to use this document. However, training for the AUDIX VPL administrator is available and is strongly recommended.

HOW THIS DOCUMENT IS ORGANIZED

- Chapter 1, *AUDIX VPL Overview*, introduces you to the features of the system and its hardware and software setup.
- Chapter 2, *AUDIX VPL Basics*, covers information that the AUDIX VPL administrator and attendants will use often, such as interface guidelines, security suggestions, and property management system (PMS) definitions.
- Chapter 3, *Administrator's Activities*, lists the AUDIX VPL administrator's responsibilities and details regular activities such as using the administrator activity.
- Chapter 4, *Attendant Phone-Based Activities*, provides general information and step-by-step instructions for phone tasks attendants perform daily. This is a pull-out chapter for phone attendants.
- Chapter 5, *Attendant Terminal-Based Activities*, provides general information and step-by-step instructions for daily tasks performed by attendants at the AUDIX VPL terminal. This is a pull-out chapter for front desk attendants.

- Chapter 6, *Ongoing Preventive Maintenance,* is a checklist of daily, weekly, and monthly maintenance tasks for the AUDIX VPL administrator.
- Chapter 7, *Reports,* details the reports available from the system, for example, on phone line usage and logged errors.
- Chapter 8, *Troubleshooting,* provides information to help the AUDIX VPL administrator isolate and correct problems that may occur.
- Chapter 9, *System Tuning,* provides technical information for to fine tuning the AUDIX VPL systems.
- Appendix A, *Error Messages,* lists error messages in numerical order with their meanings.
- Appendix B, *Maintenance Procedures,* details common maintenance such as backing up file systems
- Appendix C, *Job Aids,* contains several paper-based tools to help the AUDIX VPL administrator use and evaluate the AUDIX VPL system. It includes, for example, administrator and attendant quick reference cards.

A list of abbreviations, a glossary and an index are also included in this document.

HOW TO USE THIS DOCUMENT

Chapter 2, *AUDIX VPL Basics,* Chapter 3, *Administrator's Activities,* and Chapter 6 *Ongoing Preventive Maintenance* are for the AUDIX VPL administrator. Chapter 4, *Attendant Phone-Based Activities,* and Chapter 5, *Attendant Terminal-Based Activities,* are pull-out chapters for attendants to copy and use. The remaining chapters and appendixes can be used as needed.

CONVENTIONS USED IN THIS DOCUMENT

The following typographic conventions are used in this document.

- Terminal keys that you press are shown in rounded boxes. For example, an instruction to press the enter, carriage return, or equivalent key is shown in this document as the following.

  Press (Enter)

- Phone pad keys that you press are shown in square boxes. For example, an instruction to press zero is shown in this document as the following.

  Press [0]

- The word *enter* means to type a value and press (Enter.) For example, an instruction to type **y** and press (Enter) is shown in this document as the following.

  Enter **y** to continue.

- Two or three keys that you press at the same time (that is, you hold down the first key while pressing the second key and, if appropriate, the third key as well) are shown together in a rounded box and are separated by hyphens. For example, an instruction to press and hold (ALT) while typing the letter *d* is shown in this document as the following.

  Press (ALT-d).

- Information that is displayed on your terminal screen — including screen displays, field names, prompts, and error messages — is shown in typewriter-style constant-width type. Information that you enter from your keyboard is shown in constant-width bold type. Here is an example.

  At the `Login ID?` prompt, enter **`snowfox`**

- Variables that the system supplies or that you must supply are shown in italic type. For example, an error message that is displayed on the screen with one of your specific filenames might be shown generically in this document as the following.

  `Your file` *filename* `is formatted incorrectly.`

- The word *select* is used in this document to mean the following: move to the desired menu item using the arrow keys and press (Enter).

- The word *hotel* is used in this document for any lodging establishment that might use AUDIX VPL.

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RELATED RESOURCES

In addition to this document, AUDIX VPL documentation for R1.1 includes the following.

- *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125)
- *AUDIX Voice Power Lodging R1.1 Installer's Checklist* (585-310-126)
- *AUDIX Voice Power Lodging R1.1 Interface to System 75 and DEFINITY Communications System Generic 1* (585-310-131)
- *AUDIX Voice Power Lodging R1.1 Guest Quick Reference Artwork* (585-310-707)
- *AUDIX Voice Power Lodging R1.1 Property Management Specifications* (585-310-128)

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1. AUDIX VPL Overview

WHAT IS AUDIX VOICE POWER LODGING R1.1?

AUDIX Voice Power Lodging (AUDIX VPL) R1.1 is a voice mail system designed especially for lodging establishments such as hotels. It supplies guests with electronic mailboxes that store voice messages. AUDIX VPL is like having private answering machines that take messages for guests when they are unavailable.

AUDIX VPL is easy to operate. Users are greeted with spoken prompts that guide them in pressing touch-tone buttons to make choices. Because touch tones are not needed to leave a message for a guest, outside callers can use rotary phones.

AUDIX VPL is a very basic voice mail system and can be learned quickly by guests who may be transient. It provides voice mailboxes for all checked-in guests and for the AUDIX VPL administrator.

CORESIDENCY OPTIONS

AUDIX VPL can coreside (run on the same computer) with AT&T AUDIX Voice Power (AUDIX VP) R2.1.1 or AT&T Integrated Voice Power Automated Attendant (IVPAA) R2.1.1.

NOTE

IVPAA is offer in two ways: as a stand-alone product and as a feature of the AUDIX Voice Power 2.1.1 package.

AUDIX Voice Power

If you would also like to implement voice mail for your hotel staff, AUDIX VP R2.1.1 is a full-featured AT&T voice mail product that allows users to create their own greetings, forward messages, do transfers by name, and more. AUDIX VP and AUDIX VPL can coreside (in particular configurations) on the same computer to provide complete voice mail service for an entire lodging establishment.

Automated Attendant

IVPAA R2.1.1 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 reach their destination. You can also configure IVPAA as an information service. For example, by recording detailed prompts on area restaurants, entertainment, and services, you can provide guests with a tool to get the information they need.

HOW AUDIX VPL WORKS

To illustrate how AUDIX VPL works, the route of an incoming call is traced in the following example. This is a general example; some paths may differ.

1. An outside caller calls a guest who is checked in; the call arrives at the attendant console.
2. The attendant transfers the call to the appropriate room.
3. If the guest does not answer the call or if the line is busy, the call is automatically transferred to the guest's voice mailbox.
4. The caller leaves a voice message.
5. The message-waiting lamp (MWL) on the guest's phone is automatically turned on.

   The MWL is a small light on the guest's phone that flashes when a guest has messages waiting.

If one hotel guest calls another hotel guest, the same path is followed except that normally no transfer by the attendant is needed.

A call is transferred to an attendant when any of the following occurs.

- Caller presses 0 at any time (for assistance).
- Caller leaves a maximum-length message.
- Caller stays on the line after leaving a message.
- The caller is silent when prompted to leave a message.

The last three bullet items must be set up by the AUDIX VPL administrator.

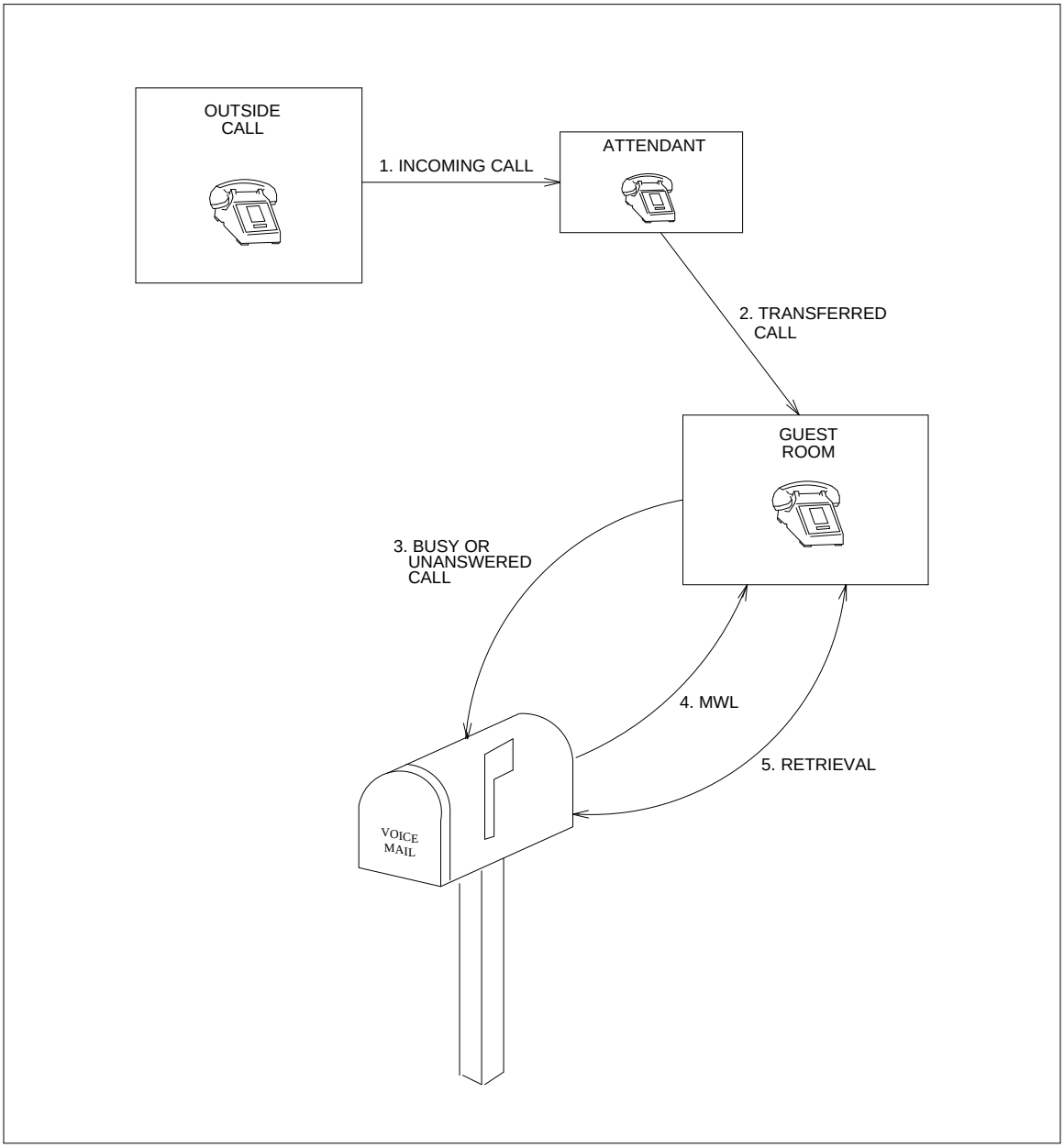


Figure 1-1. How AUDIX VPL Works

WHO ARE THE AUDIX VPL PLAYERS?

Several key people are needed to help ensure the success AUDIX VPL.

- AT&T account team manages the marketing and sale of AT&T products.
- AT&T Services installs AUDIX VPL and is available to help you with problems.
- AUDIX VPL administrator manages AUDIX VPL after installation. The AUDIX VPL administrator's responsibilities of the are explained in Chapter 3, *Administrator's Activities.*
- Phone attendants perform daily operator tasks such as transferring calls, helping guests use the phone, and taking text messages.
- Front desk attendants perform daily tasks at the front desk of a lodging establishment, such as checking guests in and out, and keeping track of guests' fax messages.

FEATURES

AUDIX VPL has a number of standard and optional features. These features make it easy for guests, callers, attendants, and administrators to use voice mail. Many of the most popular features are briefly described here and are summarized in Tables 1-1 and 1-2. These tables also compare the features of AUDIX VPL Release 1.0 with the features of AUDIX VPL Release 1.1.

Offers Easy Interface

AUDIX VPL offers a friendly phone interface to assist guests, callers, attendants, and administrators. For example, users select options from menus and interact with the system through simple touch tones.

AUDIX VPL also offers a friendly terminal interface to help attendants, and administrators use the system. For example, tasks are selected from menus and information is entered on screens that look like fill-in forms.

Expands Guest's Power

AUDIX VPL provides flexibility and messaging power to the guest.

Language Options

Guests can hear voice mail prompts and menus in one of three languages: American English, Spanish, or Japanese. Spanish and Japanese are optional packages that can be added on to the AUDIX VPL base package. The attendant enters the guest's desired language at check-in and guests hears voice mail menus and prompts in that language after logging in to retrieve voice messages.

Message Retrieval

Guests can retrieve messages from any touch-tone phone. From their rooms, guests simply dial the integrated message retrieval number to be connected with their voice mailboxes. The integrated message retrieval number is an extension chosen by the AUDIX VPL administrator and based on the Private Branch Exchange (PBX). The PBX is the phone system used by the lodging establishment. From a lobby phone, guests can enter their room extensions and passwords to connect to their voice mailboxes. From outside the hotel, guests can be connected to their voice mailboxes by calling the attendant.

Saving Messages

The administrator has the option of permitting guests to save messages. When the save option is invoked, a menu item is added to the guest's standard message options: "Press 4 to save and go on." This is the manual method of saving.

Without the save option, guests must delete the current message before listening to the next message.

Automatic save is an AUDIX VPL R1.1 feature. When the save feature is invoked, guests can manually save a message by pressing 4 or, if no touch tones are pressed after the message options menu is spoken, the current message is automatically saved and the next one is played.

Suite Mailboxes

Attendants can create one voice mailbox to service an entire suite of rooms. Therefore, a single guest occupying a suite does not have to keep track of voice mailboxes for each phone in the suite. All messages are forwarded to one voice mailbox.

Increases Security

AUDIX VPL offers a number of features that help ensure the security of voice messages.

Guest Passwords

A guest password is a sequence of four digits that limits access to the guest's voice mailbox. Only people who know the password can access the mailbox without an attendant's help. Guests are not asked to enter a password when retrieving messages from their rooms. But the must enter a password to retrieve messages from any other phone.

Guests choose their own passwords when they check in. Guest passwords are optional but strongly recommended.

Administrative Passwords

Administrative passwords are used by attendants and the AUDIX VPL administrator. There are two types of passwords, phone-based and terminal-based. The AUDIX VPL administrators' passwords have the most liberal privileges, for example, allowing them to broadcast messages to all checked in guests (phone-based) or purge all old mailboxes (terminal-based).

Deleted-Message Retrieval

Deleted messages are stored until midnight of the day they were deleted and can be retrieved up until then. For example, attendants can retrieve a message that a guest deleted at 6:00 p.m. up until midnight that evening. Additionally, messages deleted after 11:00 p.m. can be restored up until midnight of the next night. This gives guests more than one hour to retrieve a message they may have accidentally deleted.

Old Mailboxes (Checked-Out Guests)

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after the guest checks out. Old mailboxes store messages that the guest has not listened to (unheard) or those that have been saved or restored by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. (Text and fax tallies are explained in the *Improves Communication* section in this chapter.)

Improves Communication

Communication in every business is essential. AUDIX VPL provides the tools to enhance communication at your lodging establishment.

Broadcast Message

An AUDIX VPL administrator can record a single message and send it to all checked-in guests, for example, to inform guests of the specials in the dining room.

Text and Fax Message Tally

In addition to its voice message capabilities, AUDIX VPL can also keep track and notify guests of text and fax messages. Attendants can add (and subtract) text and/or fax messages to a guest's message tally. A tally is the number of text and/or fax messages a guest has waiting. When guests call AUDIX VPL to retrieve their messages, a notification message informs them of how many voice mail messages are waiting. When text and/or fax messages are added to a guest's tally, the notification message is updated to inform the guest that text and/or fax messages are waiting to be retrieved from an attendant.

NOTE

AUDIX VPL's only provides text and fax tallying capabilities. AUDIX VPL does not provide utilities for typing in the actual message.

MWL On for New Messages Only

The administrator can choose if the guests' MWL is on for all heard and unheard messages or for only unheard messages. Unheard messages are messages that the guest has not yet listened to, for example, new messages received while the guest was out or busy. Heard messages are messages that the guest has listened to and saved, or has deleted and then restored.

Decreases Attendant Workload

AUDIX VPL reduces the number of text messages taken by attendants and makes the attendant's job easier.

Reactivating Old Mailboxes

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after check-out. If previous guests check back into the hotel within this time, you can reactivate their mailboxes so they can retrieve messages left over from their previous stay. Old mailboxes store messages that the guest has not listened to (unheard) or those that have been saved or restored by the guest (heard).

Moving Mailboxes

When guests change rooms, their voice mailboxes can move with them. Attendants can swap room A and room B, or transfer room A to room B, or merge room A with room B.

Allows Customization

AUDIX VPL allows you to incorporate some personal touches into the voice mail system.

Customized Prompts

System voice prompts lead guests and callers through the voice mail options. You can customize these prompts, for example, to include your specific hotel name by using the administrator activity menu.

Guest Quick Reference Cards

The AUDIX VPL package includes a *Guest Quick Reference Artwork* package. This camera-ready artwork offers a variety of options for creating guest voice mail instruction cards.

Works Together With PMS

Property management system (PMS) is a generic term for a computer system lodging establishments use for electronically making guest reservations, checking guests in and out, printing bills for guests and other such functions. PMS vendors can modify their systems so that they work with AUDIX VPL and share information for more efficient administration.

Your PMS vendor can interface with AUDIX VPL by obtaining the *AUDIX Voice Power R1.1 Property Management System Interface Specifications* (585-310-128) document from AT&T and developing software according to that document's guidelines. One hour per week of PMS lab-to-lab support is also available from AT&T to help vendors develop the interface.

PMS Compatibility (R1.0 Specs)

In the integrated PMS environment, you can use the optional AUDIX VPL R1.1 language packages even if your PMS system has not been upgraded to meet the *AUDIX Voice Power R1.1 Property Management System Interface Specifications* (585-310-128). The instructions for performing this task are in Chapter 3, *Administrator's Activities.* These instructions apply to a site which is running AUDIX Voice Power Lodging R1.1 and the PMS R1.1 software on the AUDIX VPL computer but whose PMS system meets the *AUDIX Voice Power R1.0 Property Management System Interface Specifications* (585-310-107).

MWL Control

In the integrated PMS environment, the administrator can allow either AUDIX VPL or the PMS to control the MWL. The advantages and disadvantages of each arrangement are explained in Chapter 9, *System Tuning.*

Group List on PMS

The AUDIX VPL administrator's phone interface recognizes mailing lists created on PMS terminal screens.

NOTE

Your PMS vendor must implement the Group List feature on the PMS side.

Provides Help

Since not everyone is comfortable using voice mail, AUDIX VPL provides some additional features.

Press 0 to Transfer to Attendant

Guests and callers can press 0 at any time to transfer to an attendant for help.

Operator Revert

The AUDIX VPL administrator can enable an Operator Revert feature that transfers callers to the attendant in any of the following situations: caller leaves a maximum-length message, caller stays on the line after leaving a message, caller maintains silence during message recording.

Attendant Passwords

Attendant passwords give attendants special capabilities. For example, if guests forget their voice mail passwords, attendants can connect them to their voice mailboxes by using the attendant password. The attendant password overrides the guest's password and allows access to the mailbox. Attendants passwords also allow them to restore deleted messages.

Documentation

The AUDIX VPL documentation set helps you become an expert on the system. Step-by-step instructions help you get started, customize, and maintain your system. For example, *AUDIX VPL Administration* contains pull-out chapters for training attendants.

Non-Integrated Services

A *non-integrated* service is one in which AUDIX VPL does not need call information from the PBX interface (the software AUDIX VPL uses to interact with the PBX). Instead the user is asked for this information. Non-integrated services can be used for voice mail service when the PBX link is down, to transfer callers directly to a voice mailbox without ringing the room (Do Not Disturb feature), and/or to use a direct inwart dialing (DID) or central office (CO) trunk line.

Provides Administrative Options and Advantages

The AUDIX VPL administrator has several options available for fine tuning the voice mail system.

Administrator's Mailbox

The AUDIX VPL administrator has a voice mailbox that can record messages from outside callers, guests, and attendants, and has all the features of the guest's mailbox and more.

Mailing Lists

Mailing lists allow administrators to send one message to several people easily -for example, to notify guests of a cleaning schedule change or welcome a particular group of guests

Mailbox Usage Reports

AUDIX VPL offers a variety of reports that help administrators evaluate system use and resolve problems quickly.

PBX INTEGRATION

AUDIX VPL is a PBX-integrated application. This means that when the PBX transfers a call to AUDIX VPL, the PBX interface also sends along some call information. This call information tells AUDIX VPL, for example, what type of call it is (coverage or direct), where the caller is calling from (extension), and who the caller is calling (extension). Using this information, AUDIX VPL either takes a message from a caller (coverage) or retrieves messages for a guest (direct).

AUDIX VPL also offers some non-integrated features, that are explained in the *Features* section of this chapter.

PBX Compatibility

PBXs that can support AUDIX VPL include the following.

- System 75 R1V3
- DEFINITY® Communications System G1

Signaling information from AUDIX VPL to the PBX is provided over analog voice channels. This includes switchhook flashing to transfer calls and in-band tone signaling to control MWLs.

If your PBX offers a Do Not Disturb feature, AUDIX VPL probably recognizes it and will transfer the caller directly to the voice mailbox without ringing the room.

Basic PBX Administration

For AUDIX VPL to work properly with the PBX, certain features must be present and enabled on the PBX.

- Station lines must be compatible with industry standard tip/ring analog phones (AT&T 2500 or equivalent).
- The PBX must recognize a 500ms switchhook flash as a request to transfer a call. After a switchhook flash, AUDIX VPL 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 administered on the PBX. The PBX transfers the calls to AUDIX VPL as part of a coverage path when there is no answer after a specified number of rings or a busy signal is detected.

HARDWARE CONFIGURATION

AUDIX VPL requires the following hardware.

- AT&T 6386 WGS computer with keyboard and monitor; these processors can be used.
  - — 6386 WGS- 16 or 20 MHz processor, desktop configuration
  - — 6386E WGS- 20 MHz processor, floor model
  - — 6386SX WGS- 16 MHz processor, small footprint desktop configuration
  - — 6386/25 WGS- 25 MHz processor, desktop configuration
  - — 6386/33 WGS- 33 MHz processor, floor model
- 8 Mbytes of RAM
- Hard disk storage for data, digitally encoded voice messages, and system prompts
- Special circuit boards (IVP4) containing interface hardware are used for analog voice channels. Each IVP4 board provides four analog voice channels, and a maximum of six boards (24 channels) can be included in the system.
- PBX interface hardware (PBX dependent)
- Floppy diskette drive for loading the system software and making backup copies of files
- Optional IPC-900 board for additional ports
- Optional remote terminal for administration
- Optional printer
- Optional modem (AT&T Paradyne DM224)

The model (processing speed) of the computer, number of analog voice channels, and the amount of hard disk storage space is determined by how many users need to be served.

A non-coresident system can accommodate a maximum of 2500 guests with private mailboxes. The maximum size of each mailbox can be specified by the AUDIX VPL administrator.

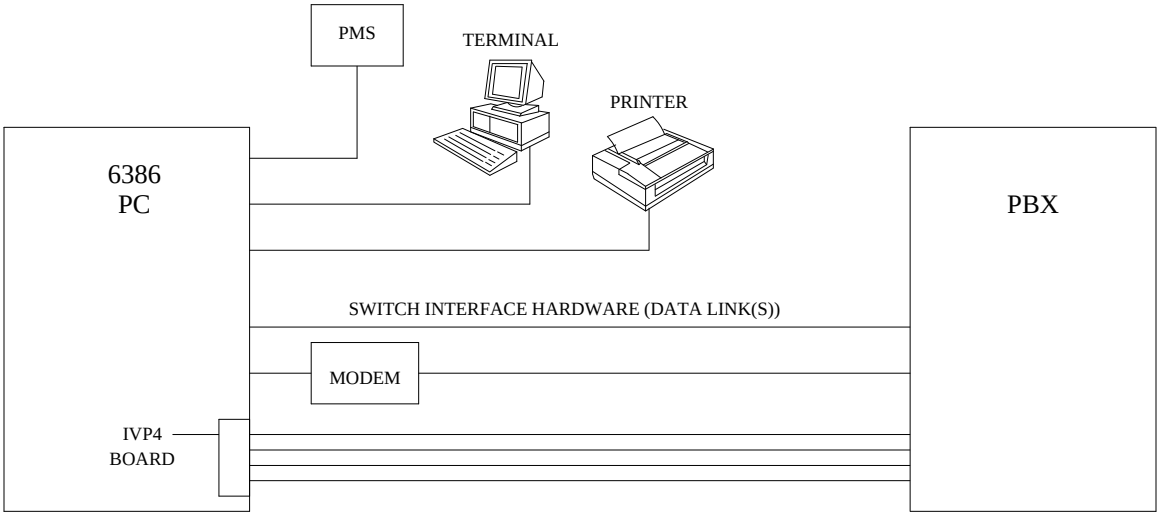


Figure 1-2. AUDIX VPL Hardware Configuration

SOFTWARE CONFIGURATION

The AUDIX VPL software configuration has the following major required components and several optional ones.

- **UNIX Operating System**

  The UNIX operating system R3.2.2 provides multitasking, file access, external communication, and interprocess communication facilities to the application software. It includes the framed access command environment (FACE) that allows system administration to be done by selecting items from menus and filling in blanks on forms.

- **Integrated Voice Power System Software**

  The Integrated Voice Power System Software (IVPSS) provides device drivers for communication with the analog voice channels on the Integrated Voice Power circuit boards.

- **AUDIX Voice Power Lodging Software**

  The AUDIX Voice Power Lodging software is the application package that provides the AUDIX Voice Power Lodging services.

- **PBX Integration Software**

  The PBX integration software provides device drivers for communication along the digital signaling path.

- **Optional PMS Integration Software**

  The PMS integration software provides a communication interface between AUDIX VPL and the PMS. This allows, for example, AUDIX VPL administration to be executed from the PMS terminal.

- **Optional Spanish Language Software**

  The Spanish Language software allows guests to hear voice mail prompts in Spanish.

- **Optional Japanese Language Software**

  The Japanese Language software allows guests to hear voice mail prompts in Japanese.

Table 1-1. AUDIX VPL R1.0 and AUDIX VPL R1.1 Features

FEATURES	AUDIX VPL R1.0	AUDIX VPL R1.1	Standard	Optional	Page
Administrator's Mailbox	X	X	X		1-12
American English	X	X	X		1-6
Broadcast Message	X	X	X		1-8
Customized Prompts	X	X	X		1-9
Documentation	X	X		X	1-11
Do Not Disturb	X	X	X		1-11
Group List on PMS		X	X		1-10
Guest Quick Reference Cards		X	X		1-9
Japanese		X		X	1-6
Mailbox Usage Reports	X	X	X		1-12
Mailing Lists	X	X	X		1-12
Merge Mailboxes		X	X		1-9
Message Retrieval from Lobby	X	X	X		1-6
Message Retrieval from Room	X	X	X		1-6
Message Retrieval from Outside	X	X	X		1-6
MWL Control	X	X	X		1-10
MWL On for New Messages Only	X	X	X		1-8
Non-Integrated Call Answer Service		X	X		1-11
Non-Integrated Voice Mail Service		X	X		1-11
Old Mailboxes (Checked Out Guests)	X	X	X		1-7
Operator Revert		X	X		1-11
Passwords, Administrative	X	X	X		1-7
Passwords, Attendant	X	X	X		1-11
Passwords, Guest	X	X	X		1-7
Press 0 to Transfer to Attendant	X	X	X		1-11
Reactivating Old Mailboxes	X	X	X		1-9
Retrieval of Deleted Messages	X	X	X		1-7
Saving Messages (Manual)	X	X	X		1-6
Saving Messages (Automatic)		X	X		1-6
Spanish		X		X	1-6
Suite Mailboxes	X	X	X		1-6
Swap Mailboxes	X	X	X		1-9
Text and Fax Message Tally	X	X	X		1-8
Transfer Mailboxes	X	X	X		1-9
User Friendly Phone Interface	X	X	X		1-5

User Friendly Screen Interface	X	X	X		1-5

Table 1-2. Capacities

FEATURES	AUDIX VPL R1.0	AUDIX VPL R1.1	Standard	Optional	Page
1500 Rooms	X	X	X		1-14
2500 Rooms		X	X		1-14
16 channel capacity	X	X	X		1-14
24 channel capacity		X	X		1-14
8 Mbyte RAM (req.)	X	X	X		1-14

Table 1-3. Compatibilities

FEATURES	AUDIX VPL R1.0	AUDIX VPL R1.1	Standard	Optional	Page
IVPAA R2.0 compatibility	X			X	1-2
IVPAA R2.1.1 compatibility		X		X	1-2
AUDIX VP R2.0 compatibility	X			X	1-2
AUDIX VP R2.1.1 compatibility		X		X	1-2
IVPSS R1.1 compatibility	X		X		1-16
IVPSS R2.0 compatibility		X	X		1-16
PMS compatibility (R1.0 Specs)	X	X		X	1-10
PMS compatibility (R1.1 Specs)		X		X	1-10
System 75 R1V3 compatibility	X	X	X		1-13
DEFINITY Generic 1 compatibility	X	X	X		1-13
UNIX R3.2.2	X	X	X		1-16

2. AUDIX VPL Basics

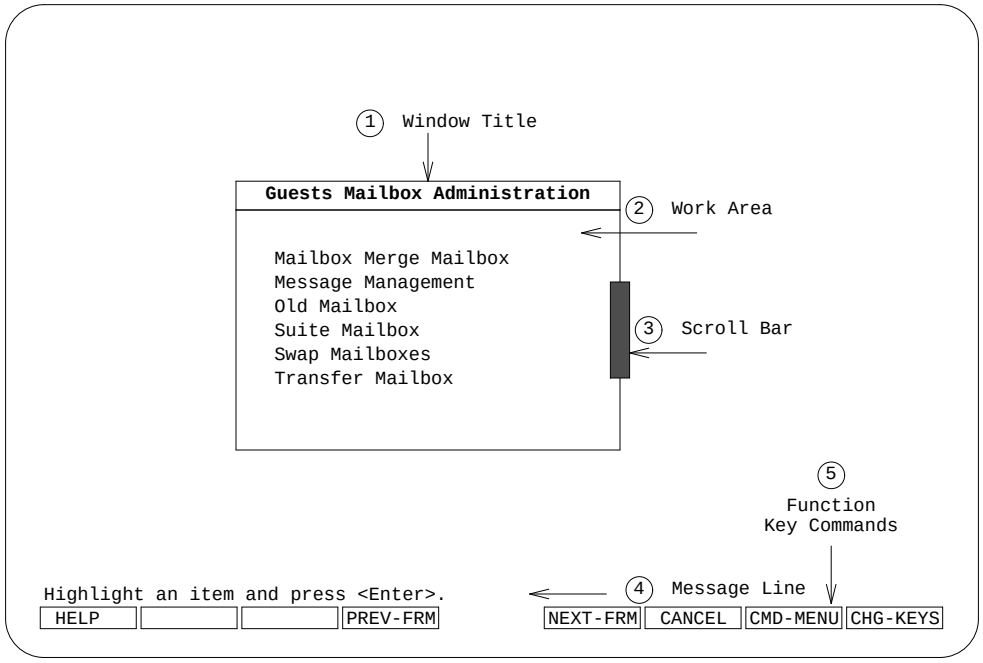
This chapter supplies the following basic information that the AUDIX VPL administrator and attendants will use often when interacting with AUDIX VPL.

- The *AUDIX VPL Terminal Interface* section describes how to enter data and move between screens.
- The *AUDIX VPL Phone Interface* section describes how to use phone-based menus and commands.
- The *Evaluating System Security* section describes how to manage security issues at each AUDIX VPL site.
- The *Environments* section describes the differences between using AUDIX VPL with and without a PMS.

Although in the integrated PMS environment you may only interact with the AUDIX VPL terminal occasionally, you should read this chapter before using the AUDIX VPL system.

THE AUDIX VPL TERMINAL INTERFACE

After you log on to the AUDIX VPL terminal, a window, a message line, and a row of function keys appear. This composition is typical of all AUDIX VPL screens. Each part of this typical screen is explained below. The term *terminal-based* as used in this document applies to tasks performed at the AUDIX VPL terminal or information pertaining to the terminal interface.



NOTE

This section only applies to the AUDIX VPL terminal screens. The PMS terminal screens may differ.

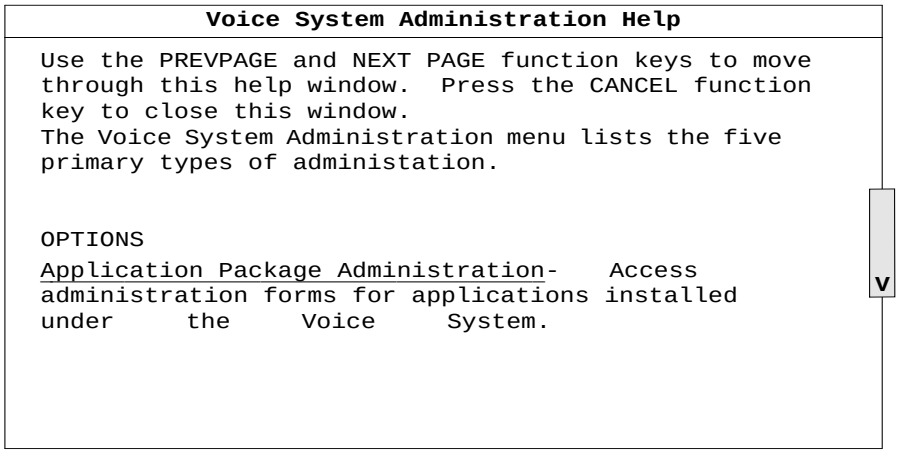
Windows

A *window* is composed of: a title, a work area, and a scroll bar. Each window is outlined in a box so that it is clear what information it contains. At any one time, the screen may contain more than one window. However, only one of those windows can be *active* at a time, usually the most recently opened window.

Each window has a unique name, a title, which is displayed in a bar at the top of the window. The window title describes the kind of information in the window or the kind of task you can perform using the window. In this document, window titles are shown in all capital letters in a seven-point type face (for example, GUESTS MAILBOX ADMINISTRATION).

The work area is the largest part of a window. It contains either a menu of options, a list of parameter fields (blank spaces on the screen that you fill in), or information that you can read but not change.

The scroll bar tells you if the window contains more information than is currently displayed. If the scroll bar shows an upward caret (^) at the top of the bar, it means that more information can be displayed by moving the cursor upward. If the scroll bar shows a downward caret at the bottom of the bar, it means that more information can be displayed by moving the cursor downward. If no carets are displayed, then all of the window's information is currently displayed.



In general, there are three types of windows: menu, text, and form.

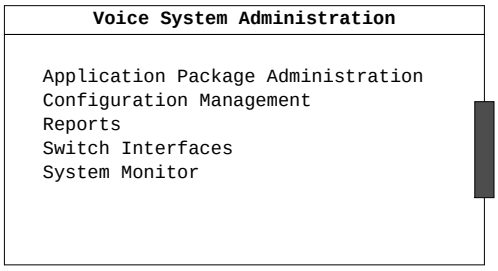
Menu Windows

A *menu* window contains a list of items to choose from, such as submenus or choices to fill a blank.

Normally, items on menu windows are in alphabetical order. To choose a menu item, highlight it, then press Enter. There are two ways to highlight menu item.

- Move the cursor to the menu item using the cursor movement keys (shown later in this section).
- Type the first characters of a menu item.

  Typing the first character of a menu item moves the highlight bar to the first menu item that begins with that character. If more than one menu item begins with the same letter, type as many characters as is needed to distinguish your choice. For example, to highlight `System Monitor` when `Switch Interfaces` is also on the menu, type **`sy`**. Note that typing characters only allows you to move forward in a menu; you cannot access menu items above the highlighted bar with this method. The following is a typical menu window.



The following table displays the keys you can use to move around in a menu window.

Menu Window Movement Keys	
Keys	**Type of Movement**
Enter	Select highlighted menu item
↓	Down one menu item. If last menu item, wrap to first menu item
↑	Up one menu item. If first menu item, wrap to last menu item
Home	First menu item in list
End	Last menu item in list

Text Windows

Text windows provide on-screen information. You cannot change what is shown in a text window; it is for information only. For example, windows that display help messages, error messages, or reports are text windows. The following table displays the keys you can use to move around in a text window.

Text Window Movement Keys

Keys	Type of Movement
↓	Down one line
↑	Up one line
Home	First line of text
End	Last line of text
PgUp	Scroll to previous screen of text
PgDn	Scroll to next screen of text

Help Windows Most AUDIX VPL menu and form windows (a *form* window has blank spaces that you fill in) have a companion text window available that contains helpful information.

These help windows are not substitutes for the documentation that accompanies the AUDIX VPL system. They simply provide a quick way to access brief explanations of fields, options, and commands.

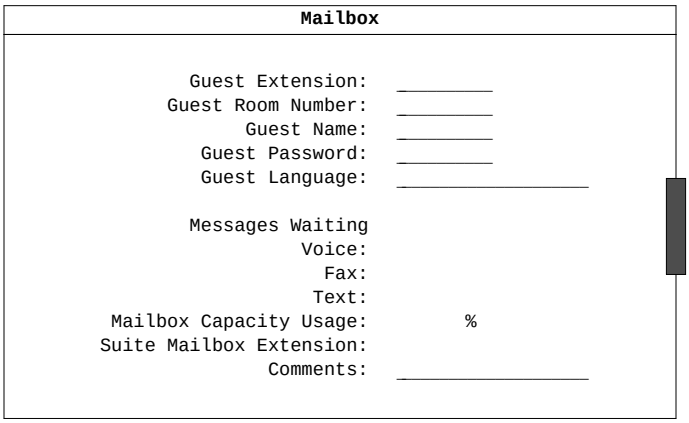
If a window has a companion help window, it can be accessed by pressing the HELP function key.

Success Confirm Windows There are two types of confirm windows: success and request. The success confirm window is a text window that tells you that the process you executed has been successfully completed. The message line usually asks you to`Press any key to continue` after a success confirm window is displayed. The request confirm window is a form window. Refer to the *Form Window* section of this chapter for more information. The following is a typical success confirm window.

```
Confirm
Guest Checked In
```

Form Windows

Form windows allow you to enter information. They are like paper forms you fill out with a pencil. The typical form window contains two or more parameters; each is described in a couple of words. A line where you can enter the parameter's value may follow the parameter description. In most cases, the length of this line represents the maximum number of characters allowed for the response. The parameter description and its value are collectively called a *field.* The following is a typical form window.



Parameters that do not have a line following the description cannot be changed; they are for information only.

Field Types A *field* is an area on the screen that you fill in. Most form window fields are alphanumeric: you can enter letters, special characters, numbers, or a combination of all three. However, some fields are strictly numeric, such as `Guest Extension` on the MAILBOX window. Numeric fields either prevent you from typing letters (when you press a letter the system beeps) or they prevent you from exiting the field if you are expected to enter a letter letter (when you press Enter to exit the field, the system beeps). Restrictions on the values you enter in fields are explained in the tasks which use those fields.

Form Fill-in Alternatives When you access a form window, the cursor automatically moves to the first field, and you can begin entering information. All fields allow you to enter information by typing. Some also provide a menu of choices you can use by pressing the CHOICES (F2) key. The choices menu displays possible responses for the field where the cursor is placed. The options that CHOICES key lists depends on the field.

- If the field has a finite (limited) number of responses, the CHOICES key has *exhaustive* properties--that is, when pressed, the CHOICES key lists all possible values for that field. Only responses shown on the menu are valid responses. A field that requires either `yes` or `no` is a typical exhaustive field.

  When you type in an exhaustive field, the system does a minimal match. For example, if you type **`y`** in an exhaustive yes-no field, the system automatically fills the line with the full word `yes`.

- With some fields, the system may not be able to define a complete list of choices. In this case, the CHOICES key, when pressed, presents a menu of likely or common responses. Because the list is not exhaustive, the system does not do a minimal match.
- Some fields may have no predefined choices. In these fields, if the CHOICES key is pressed, it beeps, and no menu is displayed. You must type your response.

Assume that the CHOICES key always has exhaustive properties unless otherwise specified in the explanation of the field.

Following are the keys and key combinations you can use to move around in a form window.

Form Window Movement Keys

Key(s)	Type of Movement
Enter, Tab, ↓	Down one field. If last field, wrap to first field
Shift Tab, ↑	Up one field. If first field, wrap to last field
Home	Beginning of current field
End	Last field of form window
←	Left one character in a field
→	Right one character in a field
Del, Delete	Delete character at cursor

Request Confirm Windows There are two types of confirm windows: success and request. The request confirm window is a form window that asks you to confirm your choice of a particular function. Normally, you respond with a y to confirm your choice or an n to abort (cancel) the process. The success confirm window is a text window. Refer to the *Text Window* section of this chapter for more information.

```
                    Confirm
  Are you sure you want to checkout this
  guest?
  Press <y> to confirm.
  Press <n> to cancel.
```

Message Line

The *message line* is the text line just above the function key commands. It normally contains a brief instruction about an action that can be taken. The following is an example of a typical message line when a menu window is opened.

```
Highlight an item and press <Enter>
```

For form windows, the message line may display possible field values.

```
Enter pause for touch-tone input in seconds (4-9).
```

If you need help in determining what to do next while working with AUDIX VPL windows, read the message line first. If you need more information press the HELP (F1) key.

Function Key Commands

The *function key commands* are boxed words and abbreviations that appear at the bottom of the screen. These boxes correspond to the first eight function keys (marked F1 through F8) on your keyboard. The label describes the action that results when you press the corresponding function key. For example, when the SWAP MAILBOX window is open, the third box from the left is labeled [SAVE]. If you press [F3], the information on the SWAP MAILBOX screen is saved. This is one way of giving instructions to the system. When you open a window, a standard set of key commands appears automatically. Each window type (menu, form, text) has a slightly different set of standard keys, as shown below.

Function Key	Type of Window		
	Menu	Form	Text
F1	HELP	HELP	HELP
F2		CHOICES	PREVPAGE
F3			NEXTPAGE
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
F8	CHG-KEYS	CHG-KEYS	CHG-KEYS

The function key F8 is always assigned to the [CHG-KEYS] command. [CHG-KEYS] allows you to display and use an alternate set of function key commands. The alternate function key sets vary widely depending on the current window. Alternate function key commands are explained in the tasks which use them.

When performing a task, make sure that you are on the right set of keys before pressing a function key. The best way to do this is by remembering the command names rather than the function key numbers. For example, think [CHECKIN] instead of [F1].

Window Hierarchy

AUDIX VPL keeps an internal list of every window that is currently open, beginning with the VOICE SYSTEM ADMINISTRATION window. If another window is opened after the VOICE SYSTEM ADMINISTRATION window (for example, GUESTS MAILBOX ADMINISTRATION), it is added to the list. If a window is closed, it is removed from the list. AUDIX VPL uses this list to keep track of where it is in the window hierarchy (the order of the windows in relation to each other). It is also used as the basis for how the [FRM-MGMT], [NEXT-FRM] and [PREV-FRM] keys work.

Function Keys

This section describes the standard function key commands and common alternate key commands.

Cancel (F6)

The CANCEL key always appears on the standard key set and sometimes on the alternate key set. It is used to close the current window and open the window just before to it. (See the *Window Hierarchy* section of this chapter.) In some cases, mainly with form windows, the CANCEL key has abortive properties that is, it cancels any changes made since the window was last saved. In other cases, with menu and text windows, it serves only to close the current window.

Change Keys (F8)

The function key F8 is always assigned to the CHG-KEYS command. CHG-KEYS allows you to display and use an alternate set of function key commands. The alternate function key sets vary widely depending on the current window. Alternate function key commands are explained in the tasks which use them. CHG-KEYS acts as a toggle you can use to flip back and forth between the standard key set and the alternate key set.

Choices (F2)

Most form windows have the CHOICES (F2) key as part of their standard function key commands. When pressed, this key provides a menu window (if available) of possible responses for the field in which the cursor is placed. The options that CHOICES key lists depends on the field. For more information on the CHOICES key, refer to the *Form Windows* section of this chapter.

Command Menu (F7)

The CMD-MENU key always appears on the standard function key set. When pressed, it presents a menu of options related to the AUDIX VPL database. For more information on the command menu options, refer to Chapter 6, *Ongoing Preventive Maintenance*.

Display (F4)

The DISPLAY key is present on many form window and some text window alternate key sets. This key shows information already present in or compiled by the AUDIX VPL system, for example, the number of messages a current guest has or an AUDIX VPL report. Form windows require you to enter a key piece of information, such as guest extension, before pressing the DISPLAY key. This is so that AUDIX VPL knows what data to retrieve.

Frame Management (F7)

The FRM-MGMT key is on most alternate key sets. It allows you to control several physical characteristics of the screen, such as the size and location of windows. For more information on this key, refer to the *Frame Management* section of this chapter.

Help (F1)

The HELP key is always available on the standard key set. When pressed, it displays a text window containing brief explanations of the options at the current window level, such as field restrictions. Most AUDIX VPL menu and form windows have a companion text window that supplies this helpful information.

Next Frame (F5)

AUDIX VPL keeps an internal list of every window that is currently open. (See the *Window Hierarchy* section of this chapter.) The NEXT-FRM and PREV-FRM keys use this list to take you to another window, based on the current window's position in the list.

The NEXT-FRM key takes you to the next window in the list. If the current window is the last window in the list, this key loops and takes you to the first window in the list. The PREV-FRM key takes you to the previous window in the list. If the current window is the first window in the list, this key loops and takes you to the last window in the list.

You can view the list of open windows using the FRM-MGMT key's `list` option. The FRM-MGMT key normally appears in the alternate key set.

Next Page (F3)

The NEXTPAGE and PREVPAGE keys are normally found on the text window's standard key set. When pressed, they scroll the text down one page or up one page, respectively. If you are on the last page of information, the NEXTPAGE key loops back to the first page. If you are on the first page of information, the PREVPAGE key loops back to the last page. A page is considered one window of text.

Previous Frame (F4)

See *Next Frame.*

Previous Page (F2)

See *Next Page.*

Print (F5)

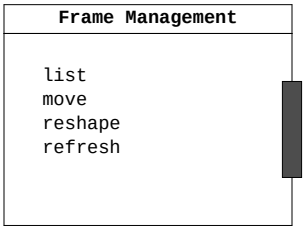
If you have a printer connected to the AUDIX VPL system, you can print the information displayed in some windows. The PRINT key normally appears on the alternate key set of form windows. Refer to Chapter 5, *Attendant Terminal-Based Activities,* for more information on how to print a window.

Save (F3)

The SAVE key normally appears on the alternate key set of form windows. When pressed, it permanently saves any changes made to the window information.

Frame Management

The FRM-MGMT key is on most alternate key sets. It allows you to control several physical characteristics of the screen, such as the size and location of windows, as shown below.



List Open Windows AUDIX VPL keeps an internal list of every window that is currently open. (See the *Window Hierarchy* section of this chapter.) You can view this list by using the frame management `list` option. You can make any of the windows on this list active by highlighting the menu title and pressing Enter. You can also move through the list of open windows using the NEXT-FRM and PREV-FRM keys.

Move Window If you wish to move a window from its current location on the screen to another location, do the following.

1. Make sure that the window you wish to move (target window) is the active window.
2. Press CHG-KEYS (F8) followed by FRM-MGMT (F7).
3. Select `move`.

   The FRAME MANAGEMENT window disappears and the target window is shown as just four corners. The upper left corner contains the blinking cursor.
4. Using the arrow keys, reposition the upper left corner of the window on the screen.
5. When you are finished moving the left corner of the window, press Enter.

   The full window appears relative to the left corner's new location and is the active window.

A window's location as determined by the `move` option is only a temporary state. Once you close the window, it returns to its original location.

Reshape Window The frame management `reshape` option allows you to change the size of a window by repositioning the upper left corner and lower right corner.

To change the size of a window, do the following.

1. Make sure that the window you wish to resize (target window) is the active window.
2. Press CHG-KEYS (F8) followed by FRM-MGMT (F7).
3. Select `reshape`.

   The FRAME MANAGEMENT window disappears and the target window is shown as just four corners. The upper left corner contains the blinking cursor.
4. Using the arrow keys, reposition the upper left corner to reflect the desired size.
5. When you are finished moving the upper left corner, press Enter.
6. Using the arrow keys, reposition the lower right corner to reflect the desired size.
7. When you are finished moving the lower right corner, press Enter.

   The full window appears at its new size and is the active window.

A window's size as determined by the `reshape` option is only a temporary state. Once you close the window, it returns to its original size.

Refresh Screen when you have moved windows or jumped from one window to the next, the screen may become cluttered with extraneous lines and and words.

To rid the screen of unneeded information, do the following.

1. Press CHG-KEYS (F8) followed by FRM-MGMT (F7).
2. Select `refresh`.

   The screen is redrawn, eliminating unneeded information.

THE AUDIX VPL PHONE INTERFACE

The AUDIX VPL phone interface consists of prompts and menus designed to help users easily perform tasks. The term *phone-based* as used in this document applies to tasks performed at the telephone or information about the phone interface. This section identifies some of the basic features of the AUDIX VPL phone interface.

- After a phone-based menu or prompt is spoken, the system pauses briefly for touch-tone input. If nothing is entered, the menu or prompt is repeated. If after the third repetition nothing is entered, the system speaks a closing message and disconnects or the user is transferred to the attendant.
- AUDIX VPL only accepts touch-tone input. However, callers with a rotary phones can still leave messages because the call-answer interface does not need any touch-tone input to record a message.
- Most phone-based menus and prompts allow you to type ahead. That is, you do not have to wait until the entire prompt or menu is spoken before pressing a touch tone. If you know how to access the function, press the appropriate keys. The current prompt or menu truncates (shortens), then the system responds to the function you selected.
- By pressing a touch tone, a guest can stop the replaying of a message. They are in turn prompted with a menu requesting that they operate on that message. This is called a *talk off*.
- The system responds with "entry not understood" when you make an invalid selection.
- This document assumes that the guest is issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, the system does not prompt for one.
- The prompts and messages spoken by AUDIX VPL will differ depending on whether you have guest status, attendant status, or administrator status and on the phone used (for example, a lobby phone, guest room phone, or attendant phone).
- When AUDIX VPL requests an extension, enter only the extension; do not preface the extension with a switch-specific digit (a number specified by your PBX) defined in the dial plan. For example, a lodging establishment's dial plan dictates that to call or transfer to a room, first press 7 and then enter the room extension. This procedure remains unchanged with the addition of AUDIX VPL. However, when the AUDIX VPL phone-based prompts request that a room extension be entered, this example establishment should enter just the extension. It *should not* be prefaced with a 7.

EVALUATING SECURITY ISSUES

As the AUDIX VPL administrator, system security is your responsibility. Careful attention to security features, procedures, and maintenance is needed to protect guest information. The following guidelines are recommended.

Passwords

These guidelines are for all passwords (phone-based and terminal-based). The administrator, attendants, and guest should follow these guidelines.

- Do not use trivial passwords such as "1111" or "2222."
- Do not use your phone number or extension as a password.
- Do not use your name or initials as a password.
- Do not post, share, or print passwords.
- Change passwords periodically based on the sensitivity of the messages handled.

Administrative passwords are phone-based and terminal-based passwords for the AUDIX VPL administrator and attendants. The following are guidelines for administrative passwords.

- Ensure that passwords set during the installation of the system are changed to nontrivial passwords. Possible passwords are: your mother’s maiden name, your license plate number, and the last four digits of your social security number.
- Establish well-controlled procedures for changing phone-based passwords. These procedures should include how often passwords are changed and how notification of new passwords is made.
- After a 28-day period has expired, each login is prompted individually for a new password when logging in.
- Make terminal-based passwords *at least* six characters long.
- Make phone-based passwords four digits long.

Guests can select a 4-digit voice mail password when they check in. Although it is optional, it is recommended that for maximum security attendants require guests to choose a voice mail password.

It is important for guests to understand the need for password security to their mailboxes.

If you require guests to choose passwords, inevitably some will forget their passwords. To prevent unauthorized access of a guest's mailbox, you should establish attendant procedures for verifying the guest's identity.

If you decide not to require guest passwords, restrict AUDIX VPL access to guest phones and administrative phones through the PBX. Refer to the switch document in your AUDIX VPL documentation set and your PBX vendor's documentation for instructions on restricting access (called class of restriction).

Login Attempts

The number of phone-based login attempts is preset to three. After three unsuccessful attempts, the guest is automatically transferred to an attendant. The attendant should verify the guest's identity, then resolve the guest's message retrieval problem.

Toll Fraud

AT&T corporate security experts report that toll fraud attempts through voice mail systems and automated attendant systems have grown dramatically. Toll fraud "hackers" access a voice mail or automated attendant system, transfer through the system, and use a customer's access to a long-distance network. This is not an AT&T product or design defect, but rather it is a security risk affecting every major vendor's PBX with a voice mail or automated attendant system. Because AUDIX VPL does not allow transfers from a guest's mailbox, toll fraud with this stand alone package is unlikely. However, if your AUDIX VPL system is coresident with AUDIX Voice Power or Automated Attendant, please follow the toll fraud prevention guidelines in the documentation for those products.

NOTE

AT&T does not warrant that this product will prevent and AT&T will not be responsible for unauthorized use (or charges for such use) of common carrier telecommunication services or facilities accessed through or connected to AUDIX VPL. The customer is responsible for administering AUDIX VPL to prevent such unauthorized use. Therefore it is necessary that the person to whom the customer assigns this responsibility read all documents associated with AUDIX VPL and understand AUDIX VPL features that enable the administrator to reduce exposure to unauthorized use.

AUDIX VPL Terminal Access

Physical access to the AUDIX VPL terminal should be limited to the AUDIX VPL administrator and trained attendants. To use the terminal you must have a login ID and a password. Logins and passwords are confidential information and should not be written down or shared with unauthorized others.

ENVIRONMENT

In general, there are two environments for AUDIX VPL: integrated PMS and non-PMS.

Property management system (PMS) is a generic term for a computer system that a lodging establishment uses for functions such as, making guest reservations, checking guests in and out, and printing bills for guests. If your establishment does not have a PMS, then you have a "non-PMS" environment.

If your establishment has a PMS, you must determine whether or not it is integrated with AUDIX VPL. When PMS is integrated with AUDIX VPL, the two systems communicate and share information so that administration tasks are greatly simplified. If your system is integrated, then you have an "integrated PMS environment."

If you have a PMS but it is not integrated with AUDIX VPL, it is considered to be a "non-PMS" environment. Note that there are two types of non-PMS environments: those without a PMS and those with a PMS that is not integrated with AUDIX VPL. This chapter makes no distinction between these two; both are called non-PMS environments.

There are two types of AUDIX VPL tasks: phone-based and terminal-based. In general, the phone-based tasks apply to all environments. However, the terminal tasks differ depending on your environment. Environment is referenced throughout this document, so use the following table to note which environment you have before continuing.

Do You Have A PMS?	Is PMS Integrated With AUDIX VPL?	Environment
Yes	Yes	integrated PMS
Yes	No	non-PMS
No	No	non-PMS

The Integrated PMS Environment

Lodging establishments with an integrated PMS environment continue to do terminal-based tasks (check in, check out, billing) through the PMS terminal. In an integrated PMS environment, the PMS is linked to AUDIX VPL. Therefore, all AUDIX VPL guest voice mailbox administration is done automatically when you enter or change information on the PMS terminal. For example, when you check guests in, they are automatically given voice mailboxes. You may also encounter differences on the PMS terminal because of the AUDIX VPL link. For example, your PMS screen may request more information about each guest, such as a voice mail password. You will rarely have to interact with the AUDIX VPL terminal.

The tasks in this document have notes concerning environment. Even if you have an integrated PMS environment you should read the non-PMS tasks to understand how AUDIX VPL handles guest mailbox administration and what changes to expect on the PMS terminal. However, consult your vendor's PMS manual for possible screen changes and instructions. In the integrated PMS environment attendant *cannot* perform administrative tasks on the AUDIX VPL terminal. They are denied access to all screens except the MESSAGE MANAGEMENT screen. (See the *Handling Text and Fax Messages* section of Chapter 5, *Attendant Terminal-Based Activities*.) If the attendant tries to access any of the guest mailbox administration screens, the following message appears.

```
Action Denied: Only The AUDIX VPL System Administrator
Can Perform This Function When The PMS Is Doing
Mailbox Administration.
```

Only the AUDIX VPL administrator can access guest mailbox administration screens in an integrated PMS environment.

In the integrated PMS environment, the AUDIX VPL terminal should not be used for guest mailbox administration. In the relationship between these two systems, the PMS has authority over the AUDIX VPL system. Therefore, the introduction of new information on the AUDIX VPL side may be overwritten by the PMS at some time. In addition, entering guest information on both terminals introduces database discrepancies that can cause system problems. Therefore, in the integrated PMS environment, enter guest information on the AUDIX VPL terminal only when specifically instructed to do so in this document.

NOTE

It is the responsibility of your PMS vendor to develop the AUDIX VPL/PMS interface according to the *AUDIX Voice Power Lodging R1.1 Property Management System Interface Specifications* (585-310-128). These specifications provide the information needed to exercise every AUDIX VPL feature through the PMS terminal interface. However, some PMS vendors choose not to implement all AUDIX VPL features. Therefore, they will not be available to you.

The Non-PMS Environment

Lodging establishments with a non-PMS environment have to perform guest administration tasks on the AUDIX VPL terminal. For example, when guests check in, you must enter some information about them on the AUDIX VPL terminal so that they will have a voice mailbox. Lodging establishments with a PMS that is not integrated with AUDIX VPL have to do administrative tasks on both the PMS terminal and on the AUDIX VPL terminal.

Open Mailbox Procedure

In the non-PMS environment, guest mailbox administration can become cumbersome. Therefore, some lodging establishments use the *open mailbox concept.*

The open mail concept reduces daily mailbox administration by checking in all room extensions once and leaving them checked in regardless of when guests check in or out. There are, of course, security issues. For example, new guests can listen to messages that old guests failed to retrieve and can have deleted messages restored.

One method of using the open mailbox concept is presented below.

1. Perform the cut-to-service tasks for the non-PMS environment as detailed in Chapter 7, *Cut-To-Service* of *AUDIX Voice Power Lodging Installation.*

   There is a special section for the open mailbox cut-to-service .

2. Set the `Lamp On for New Messages Only` parameter to `No`. Refer to Chapter 9, *System Tuning,* for more

3. Instruct your housekeeping staff to observe the MWL on the phone set when they clean a checked out room. If it is lit, they are to call the front desk attendant and report the room number with left over voice messages.

4. The front desk attendant retrieves the left over voice messages, records them as text messages, then deletes them from the voice mailbox. See Chapter 4, *Attendant Phone-Based Activities,* for instructions.

   The mailbox is now empty for the next guest.

5. Keep these text messages according to hotel policy.

6. The `Lamp On for New Messages Only` parameter must be set to `No`. Refer to Chapter 9, *System Tuning,* for more information.

3. AUDIX VPL Administrator's Activities

This chapter lists the AUDIX VPL administrator's responsibilities and details the administrator's regular activities. Each activity description provides a step-by-step instructions. This chapter is organized into the following sections.

- *AUDIX VPL Administrator's Responsibilities* lists the administrator's areas of responsibility, such as ongoing maintenance and growth planning.
- *Cut-To-Service Activities* suggests tasks the AUDIX VPL administrator should perform *before* cut-to-service, such as site-specific training for attendants. The cut-to-service phase takes the AUDIX VPL system from installation to a fully administered and operational system.
- *Initial Activities* suggests tasks the AUDIX VPL administrator should perform after cut-to-service, such as changing administrative passwords.
- *Additional Activities* details tasks the AUDIX VPL administrator may need to perform occasionally, such as purging all old mailboxes.
- *Administrator Activity Menu* provides step-by-step instructions for using a phone-based menu , for example, to broadcast a message to all guests or to administer a customized voice mail greeting.

NOTE

Chapter 4, *Attendant Phone-Based Activities*, and Chapter 5, *Attendant Terminal-Based Activities*, describe tasks performed daily by front desk and phone attendants of a lodging establishment and are written specifically for those audiences. Although not stated in those chapters, the administrator's phone-based extension, phone-based password, terminal-based login, and terminal-based password provide you with the proper permissions to perform all attendant tasks.

AUDIX VPL ADMINISTRATOR'S RESPONSIBILITIES

Your responsibilities as the AUDIX VPL administrator include the following areas.

- You are responsible for performing the initial activities detailed in this chapter. These activities, though not required, help to ensure that the AUDIX VPL system operates properly.
- You are responsible for evaluating security and setting up the appropriate security policies. Security is covered in Chapter 2, *AUDIX VPL Basics.*
- You are responsible for giving site-specific information to attendants and for training them in the use of AUDIX VPL so that they can help guests appropriately.
- You are responsible for ongoing daily, weekly, and monthly preventive maintenance tasks to monitor system performance and maintain system security. Maintenance is covered in Chapter 6, *Ongoing Preventive Maintenance.*
- You are responsible for monitoring traffic reports that provide detailed information about the AUDIX VPL system and the guest mailboxes. This is to ensure that the system is working properly and to spot potential problems that may need intervention on your part. Reports are covered in Chapter 7, *Reports*.
- After evaluating system performance for several months, you are responsible for fine tuning the system to the needs of your lodging establishment. Tuning is covered in Chapter 9, *System Tuning.*
- You are responsible for evaluating the system's ability to carry the load your establishment is giving it and for determining if you need additional ports or speech storage space now or in the future. For more information on growth planning, contact your AT&T account team.
- You are responsible for interacting with your guests, ensuring that they are properly informed, correcting their misconceptions, troubleshooting their problems, and responding to their needs.
- You are responsible for understanding how AUDIX VPL works so that you can solve problems as they arise and anticipate possible problems. This information is obtained by studying this document and the entire AUDIX VPL documentation package, attending administrator training classes, and using the AT&T service path.

CUT-TO-SERVICE ACTIVITIES

These cut-to-service activities are to be performed *before* the cut-to-service tasks which are covered in Chapter 7, *Cut-To-Service* of *AUDIX Voice Power Lodging Installation.* Cut-to-service takes the AUDIX VPL system from installation to a fully administered and operation voice mail system. These preliminary activities prepare guests and attendants for the transition.

Activity 1: Creating Guest Quick Reference Cards

The AUDIX VPL package includes a *Guest Quick Reference Artwork Package.* Use camera-ready artwork to create voice mail instruction card to help guests use the AUDIX VPL system. These cards will lessen the time spent by attendants explaining the system and answering questions.

Activity 2: Training Attendants

It is important to train front desk and phone attendants *before* the system is cut over. Regardless of how you instruct guests, they will still call the attendants for assistance. The following training for attendants is suggested.

1. Prepare the training materials.

   Select pages from Chapter 2, *AUDIX VPL Basics,* Chapter 4, *Attendant Phone-Based Activities,* and Chapter 5, *Attendant Terminal-Based Activities* of this document based on the features offered at your site.

   NOTE

   Some administrators do not inform guests about all of AUDIX VPL features (for example, restoring deleted messages) because of attendant overload. Attendants should still be trained in all AUDIX VPL activities in case of an emergency.

   Quick reference cards for attendants are provided in Appendix C, *Job Aids.* Be sure to include these in the attendant packets.

   There is some site-specific information attendants need to effectively use AUDIX VPL. Blank lines are included in Chapters 4, *Attendant Phone-Based Activities,* and 5, *Attendant Terminal-Based Activities,* for you to write in information for your site.

   Copy the pages you have selected and make booklets that the attendants can keep for reference.

2. Use the *Evaluating Security Issues* section in Chapter 2, *AUDIX VPL Basics* to develop security policies for your site.
3. Arrange one or more training sessions so that at least one attendant on every shift is familiar with AUDIX VPL.
4. At the training sessions, a speaker phone is recommended to show how the AUDIX VPL phone-based interface works.
5. Be sure to cover the procedure for reporting trouble with the system.

Activity 3: Informing Current Guests About AUDIX VPL

Depending on your environment, you may need to inform guests in advance about the new voice mail system. If you need more information on environments, refer to Chapter 2, *AUDIX VPL Basics.*

Integrated PMS Environment

In the integrated PMS environment, all current guests will have voice mailboxes after the PMS database and the AUDIX VPL database are synchronized and the guest coverage path is changed. Database synchronization occurs automatically once both systems are up and running. The coverage path change usually involves a substitution. (See Chapter 8, *Cut-To-Service,* in the switch document in your AUDIX VPL documentation set.)

Before the databases are synchronized and the coverage path changed, distribute a letter to each room informing the guest about the new system and enclose the guest quick reference card. A sample letter is provided in this section.

Tip: The day before the system is to be running, instruct the housekeeping staff to put the letter and guest reference card in each room when it is cleaned.

Additionally, after AUDIX VPL is in service you may want to use the broadcast feature of the administrator activity menu (detailed in this chapter) to record a message welcoming the guests to voice mail. A sample message is provided in this section.

Note that current guests will not have a voice mail password.

Non-PMS Environment

In the non-PMS environment, you have three cut-to-service options.

- Administering all current guests
- Administering on a new guest basis
- Using the open mailbox concept

How you inform guests depends on the cut-to-service option you choose.

If you *administer all current guest* or *use the open mailbox concept,* distribute a letter to each room informing the guest about the new system and enclose the guest quick reference card. A sample letter is provided in this section.

Tip: The day before the system is to be running, instruct the housekeeping staff to put the letter and guest reference card in each room when it is cleaned.

Additionally, after AUDIX VPL is in service, you may wish to use the broadcast feature of the administrator activity menu (detailed in this chapter) to record a message welcoming the guests to voice mail. A sample message is provided in this section.

If you decide to *administer on a new guest basis,* you can to explain the voice mail system to guests in person and issue guests a voice mail password. When a new guest checks in, give them the letter and quick reference card. (A sample letter is provided below.) You will also have to modify the new guest's PBX station as explained in Chapter 8, *Cut-To-Service* of *AUDIX Voice Power Lodging Installation.*

After a number of guests have checked in, create a mailing list of their extensions using the administrator activity menu (detailed in this chapter) and send them a voice mail message welcoming them to the new voice mail system. (See the *Creating a Mailing List* section of this chapter.) A sample letter and voice message are provided in this section.

Samples

The following is a sample letter used to inform guests about the new voice mail system.

> Dear Guest,
> We have recently installed a voice mail system in the hotel. If the message light on your telephone set is lit, you have messages waiting. Simply follow the instructions on the attached quick reference card to retrieve them. If you have any questions or comments, please call a hotel attendant.

The following is a sample broadcast message used to welcome guests to the new voice mail system.

> Hello. This is [your name]. We hope you are enjoying the benefits of our voice mail system. [Advertise a benefit]. [People who call you can now leave a personal message that you can retrieve from your room without calling a hotel attendant.] If you have any comments or suggestions, please ask the front desk attendant for a voice mail questionnaire. Thank you. Good-bye.

Activity 4: Copying Troubleshooting Worksheet

Appendix C, *Job Aids* contains an *AUDIX VPL User Trouble Report*. Remove the worksheet from Appendix C of this document and copy it. Keep a stack of these worksheets at each attendant's desk so that problems can be accurately recorded.

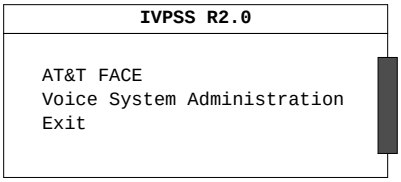
INITIAL ACTIVITIES

Initial activities are performed *after* all cut-to-service tasks have been completed. (That is, you should have performed all cut-to service tasks in *AUDIX Voice Power Lodging Administration, AUDIX Voice Power Lodging Installation,* and the switch document in your AUDIX VPL documentation set.) These activities are listed in the order in which they should be performed during the initial phase. Later, you may again perform some of these activities, though not necessarily in the order listed here.

Activity 1: Logging In

To log on to the AUDIX VPL system at the terminal, do the following.

1. Enter **audix** at the following prompt.
   ```
   Welcome to the AT&T 386 UNIX System
   Console Login:
   ```
2. Press Enter at the following prompt.
   ```
   Password:
   ```
   This displays the IVPSS R2.0 menu.



If the AUDIX VPL terminal already has a menu displayed on it, you do not have to login.

NOTE

You can change your terminal-based password but not your terminal-based login. See the *Changing the Administrator's Terminal-Based Password* section of this chapter.

If someone else is logged on to the terminal, log him or her out, then log back on. The administrator's login and password have special privileges that other logins do not.

Activity 2: Changing the Administrator's Terminal-Based Password

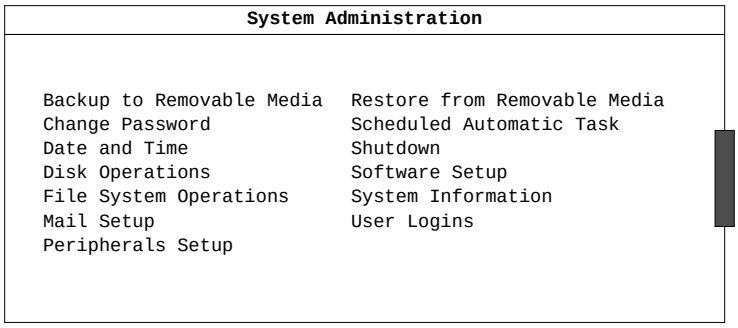
The terminal-based login and password allow you to perform administrator tasks on the AUDIX VPL terminal such as purging old mailboxes.

After you are logged in, you should change the administrator's password to one of your choosing.

Passwords are confidential information and should not be shared with unauthorized others. In addition, it is recommended that you memorize your password as opposed to writing it down. If you forget your password, follow your site's AT&T service path. Reassigning the administrator's password is a complicated procedure. You should take special care when changing the password so as not to forget it.

To change your terminal-based password, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   AT&T Face
   System Administration
   Change Password
   ```



2. Enter your current password at the following prompt.
   ```
   Old password:
   ```
3. Enter the new password at the following prompt.
   ```
   New password:
   ```
4. Enter the new password again at the following prompt.
   ```
   Re-enter new password:
   ```
5. Press Enter to continue.
6. Press CANCEL (F6).

This procedure is continued on the next page.

7. Pick `Exit` from the AT&T FACE menu.
8. Press CONT (F3).

   This will return you to the IVPSS R2.0 menu.

After 28 days, the system will automatically prompt you to change your password when you login.

You can only change your own password. You cannot, for example, change attendant terminal-based passwords.

Activity 3: Changing Phone-Based Passwords

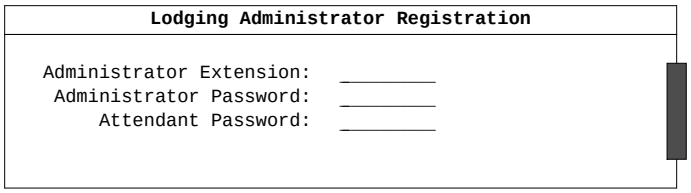
The administrator's phone-based extension and password allow you to perform administrator tasks on the phone such as creating a broadcast message. The attendants' phone-based password allows them to perform phone-based tasks, such as restoring deleted messages.

You should regularly change the administrator's and attendants' phone-based passwords. See the *Evaluating Security Issues* section of Chapter 2, *AUDIX VPL Basics.*

Passwords are confidential information and should not be shared with unauthorized others. In addition, it is recommended that you memorize your password as opposed to writing it down.

To change phone-based passwords, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   Lodging Administrator Registration
   ```
2. Enter the administrator's new password. This field accommodates four digits.



3. Enter the attendants' phone-based password. This field accommodates four digits.
4. Press SAVE (F3).
5. Type **y** to confirm your choice of saving registration parameters.

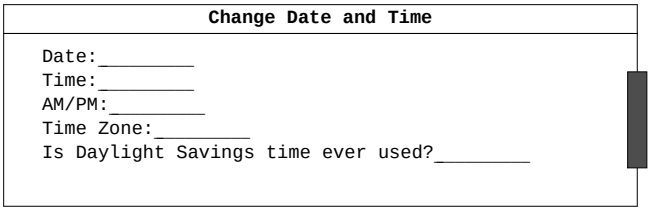
   A confirmation window appears.
6. Press any key to continue.
7. Press CANCEL (F6) several times to return to the IVPSS R2.0 menu.

Activity 4: Checking System Clock

The AUDIX VPL system has a clock that is used to perform certain time-dependent tasks, such as placing a time stamp on messages and automatically purging old messages after a retention time has expired. The clock was likely set during the installation of the AUDIX VPL system but should be checked during the initial phase.

Perform the following procedure in order to check the AUDIX VPL system clock.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   AT&T Face
   System Administration
   Date and Time
   ```



2. Check the date and time information and correct any inaccuracies.
3. Press SAVE (F3).

   A confirmation messages showing the date and time is printed.
4. Press CONT (F3).
5. Press CANCEL (F6).
6. Pick `Exit` from the AT&T FACE menu.
7. Press CONT (F3).
8. Stop and start the voice system. This procedure is detailed in Chapter 8, *Troubleshooting.*

You should check the system clock monthly to ensure its accuracy. It is especially important to check the system clock after a system reboot or global time change (for example, daylight savings time).

Activity 5: Checking In Attendants

You should check in all attendant extensions as regular guests. This helps to eliminate some potential database and MWL problems associated with these extensions. Outside callers cannot leave messages for attendant extensions, but they can receive, for example, broadcast messages from you.

In the integrated PMS environment, check in the attendant extension on the PMS terminal as you would a regular guest. If you have not already done so as part of the installation cut-to-service tasks, you should also check in the administrator's extension on the PMS terminal as you would a regular guest.

In the non-PMS environment, you should check in all attendant extensions on the AUDIX VPL terminal. Use the *Checking a Guest In* procedure of Chapter 5, *Attendant Terminal-Based Activities.*

Activity 6: Creating Suites

Because the components of a suite (main extension and member extensions) do not change often, you may want to enter all of the suites for your lodging establishment at one time, then make modifications to them only as necessary. To set up suites in the non-PMS environment, refer to the *Creating a Suite of Rooms* section of Chapter 5, *Attendant Terminal-Based Tasks.*

To set up suites in the integrated PMS environment, refer to your vendor's PMS manual for possible procedures.

Activity 7: Handling Permanent Guests

Permanent guests are people who use a lodging establishment as their primary residence. They live at the hotel year-round or for extended periods of time. Normally, their affairs are handled differently from those of normal guests. For example, the PMS may not consider them to be checked-in guests. Therefore, they would not receive a voice mailbox.

If your lodging establishment hosts permanent guests and you have an AUDIX Voice Power coresident system, administer permanent guests as AUDIX Voice Power subscribers. Refer to your AUDIX Voice Power documentation for instructions.

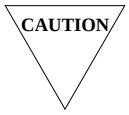
If your lodging establishment hosts permanent guests and you do not have an AUDIX Voice Power coresident system, you should check them in on the AUDIX VPL terminal so that they have voice mail capabilities. If permanent guests' PBX coverage path is not the same as regular guests, you will have to change it. Refer to the *Check the Guest Stations* task of Chapter 8, *Cut-To-Service*, in the switch document in your AUDIX VPL documentation set. Regardless of your environment, integrated PMS or non-PMS, use the check-in procedure detailed in Chapter 5, *Attendant Terminal-Based Activities*, to enter permanent guests in the AUDIX VPL system.

Activity 8: Logging Out

The AUDIX VPL administrator's login and password allow you access to confidential information and special functions. Therefore, when you are finished with your administrative tasks, you should log off of the AUDIX VPL system. To log off of the system, do the following.

1. Press CANCEL (F6) until you arrive at the IVPSS R2.0 menu.
2. On the IVPSS R2.0 menu, using the arrow keys, cursor to `Exit`, and then press Enter.

   The `Console Login:` prompt appears.



For the voice system to operate, the AUDIX VPL system must remain on at all times.

Activity 9: Changing the Terminal-Based Root Password

The root login and password allow access to the UNIX operating system on the AUDIX VPL PC and are therefore very powerful. The AT&T technician chose a root password at the time of installation. You should change this password to one that is secure yet easy to remember.

The root login and password are the means by which support personnel can log in to your system and help troubleshoot problems. None of the tasks in this guide ask you to use the root login and password as a means of accessing the AUDIX VPL terminal.

Forgetting your root password is a serious matter that only AT&T support personnel can remedy. You may want to write down the root login and password and store them in a secure place.

To change the root password, do the following.

1. Enter **`root`** at the following prompt.
   ```
   Welcome to the AT&T 386 UNIX System
   Console Login:
   ```
2. Press Enter at the following prompt.
   ```
   Password:
   ```
   This displays the `unix#` prompt.
3. At the `unix#` prompt, enter **`passwd`**

   The following message is printed: `passwd: Changing password for root.`
4. Enter the new password at the following prompt.
   ```
   New password:
   ```
5. Enter the password you just typed again at the following prompt.
   ```
   Re-enter new password:
   ```
   You are returned to the `unix#` prompt.

Activity 10: Creating Customized Prompts

Your AUDIX VPL package includes system voice prompts that lead guests and callers through the voice mail options. Four of these prompts can be customized, for example, to include your specific hotel name. This is done through the administrator activity menu. Refer to the *Administrator Activity Menu* section of this chapter.

It is recommended that you change these prompts regularly to reflect the time of year or season.

Activity 11: Creating Guest Questionnaire

A guest questionnaire is provided in Appendix C, *Job Aids*. It is useful to keep a stack of these at the cashier's desk so guests can complete one before checking out.

ADDITIONAL ACTIVITIES

Additional activities are those performed by the administrator on an occasional basis as needed.

NOTE

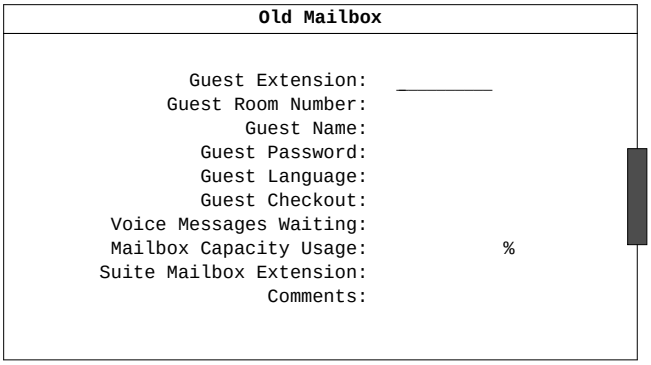
All of these activities except *Adding Attendant Logins* and *Displaying Logins* apply to the non-PMS environment only. If you wish to perform one of these activities in the integrated PMS environment, refer to your vendor's PMS manual for possible procedures or call your PMS support personnel.

Purging Old Mailboxes

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after the guest checks out. Old mailboxes contain messages that the guest has not listened to (*unheard*) or those that have been saved by the guest (*heard*). Old mailboxes do not include deleted messages or text and fax message tallies. (Deleted messages and text and fax message tallies are purged from the system when the guest checks out.) These old mailboxes take up valuable disk space and may keep callers from leaving messages for new guests. At midnight, all old mailboxes that are at least 24 hours old are purged from the system. If many guests check out and leave old messages behind, you may want to use the purge command before its scheduled time. Attendants have the permission to purge single mailboxes. However, only the AUDIX VPL administrator has permission to purge *all* old mailboxes.

To purge all old mailboxes in a non-PMS environment, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   Guests Mailbox Administration
   Old Mailbox
   ```
2. Enter **`all`** in the `Guest Extension` field.



To purge a single mailbox, enter the guest's previous extension. If you press the CHOICES (F2) key, a list of all extensions that have an old mailbox are shown.

This procedure is continued on the next page.

3. Press CHG-KEYS (F8), then PURGE (F1).

   All of the fields on the OLD MAILBOX window are the same as on the MAILBOX window except `Guest Checkout`. This field contains the date and time when the guest checked out.

4. Type **y** to confirm your choice of purging all old mailboxes.

   The following message appears.
   ```
   Checking if voice system is up and running
   ```

5. Press Enter.

   A confirmation message appears informing you that all old mailboxes have been purged.

6. Press Enter.

7. Press CANCEL (F6).

After you purge all mailboxes, inform attendants that they will not be able to retrieve leftover messages for recently checked-out guests or reactivate mailboxes.

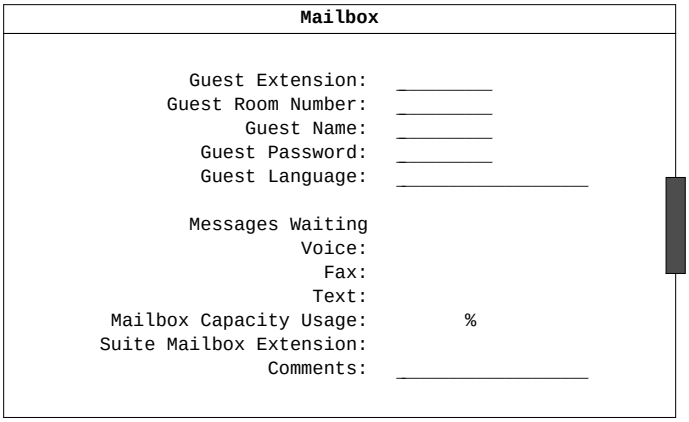
If you are finished using the AUDIX VPL terminal, log out.

Deleting Extensions

When an incorrect extension has been entered in the AUDIX VPL database or when a particular room does not require a voice mailbox, for example, a room under construction or serving as storage space, you may want to delete an extension from the database. Deleting unneeded extensions rids the database of unnecessary information, thus freeing disk space, and helps to prevent database discrepancies in the integrated PMS environment.

To delete an extension from the AUDIX VPL database in a non-PMS environment, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   Guests Mailbox Administration
   Mailbox
   ```
2. Enter the extension you wish to delete.



3. Press CHG-KEYS (F8), then DEL-EXTN (F6).

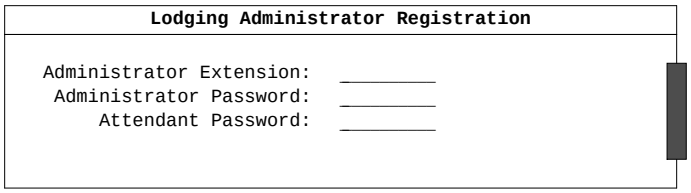
   A confirmation message appears informing you that the extension has been deleted from the mailbox database.
4. Press Enter.
5. Press CHG-KEYS (F8), then CANCEL (F6).

If you are finished using the AUDIX VPL terminal, log out.

Changing Administrator's Extension

The administrator's extension and password allow him or her to perform administrative phone-based tasks such as creating a broadcast message. If after installation you should need to change the administrator's extension, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   `Voice System Administration`
   `Application Package Administration`
   `AUDIX Voice Power Lodging`
   `AUDIX VPL Administrator Registration`
2. Enter new extension in the `Administrator Extension` field.



3. Enter new password in the `Administrator Password` field.

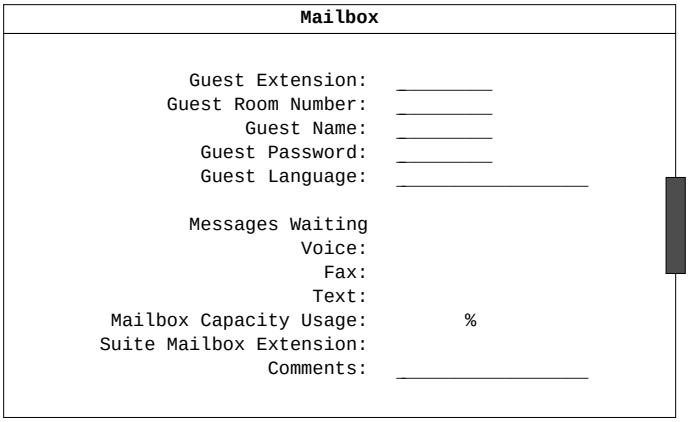
   AUDIX VPL requires you to enter a new phone-based password when you change the administrator's extension.
4. Press SAVE (F3).
5. Type **y** to confirm your choice of saving registration parameters.

   A confirmation window appears.
6. Press any key to continue.
7. Press CANCEL (F6).

This procedure is continued on the next page.

8. Begin at the AUDIX VOICE POWER LODGING menu and pick the following sequence.
   `Guest Mailbox Administration`
   `Mailbox`

9. Enter the administrator's old extension in the `Guest Extension` field.



10. Press CHG-KEYS (F8), then CHECKOUT (F2).
11. Type **y** to confirm your choice of checking the administrator out.

    A confirmation message appears informing you that the administrator has been checked out.
12. Enter the administrator's old extension again in the `Guest Extension` field.
13. Press DEL-EXTN (F6).

    A confirmation message appears informing you that the extension has been deleted from the mailbox database.

    The system may report that `There is no room with this extension.` Ignore this message and continue.
14. Press Enter to continue.
15. Press CHG-KEYS (F8), then CANCEL (F6).

This procedure is continued on the next page.

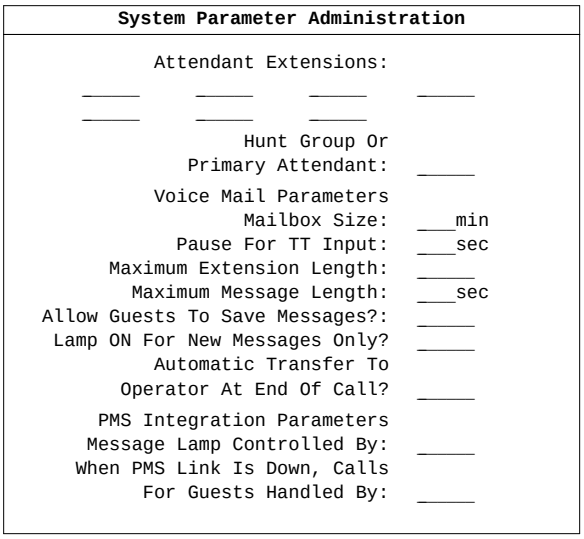
16. Stop and start the voice system. This procedure is detailed in Chapter 8, *Troubleshooting.*
17. Make sure that the coverage path for new administrator's extension includes the AUDIX VPL hunt group extension. Refer to the switch document in your AUDIX VPL documentation set for more information. If you have an AUDIX Voice Power coresident system, the coverage path for new administrator's extension should include the AUDIX Voice Power hunt group extension instead of the AUDIX VPL hunt group extension. Refer to the switch document in your AUDIX Voice Power documentation set for more information.

If you change the administrator's extension, all mailing lists are still available.

Adding or Changing an Attendant Extension

Attendant extensions and an attendant password allow attendants to perform administrative phone-based tasks such as restoring a deleted message. If after installation you should need to change an attendant extension, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   System Parameter Administration
   ```
2. Enter the new attendant extension in one of the `Attendant Extensions` fields. This field accommodates seven digits.

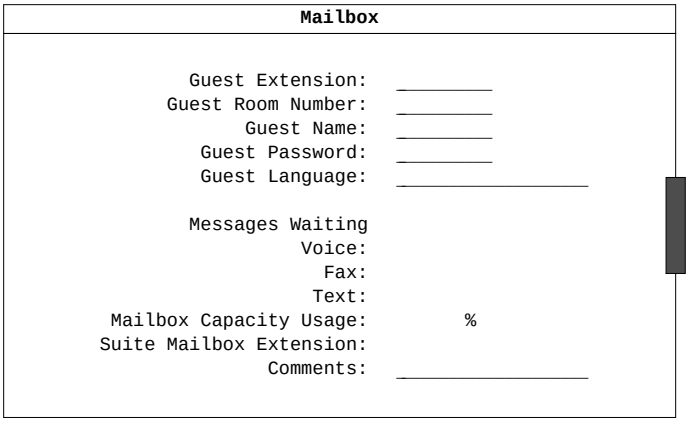


3. Press SAVE (F3).
4. Type **y** to confirm your choice of saving system parameters.

   A confirmation window appears.
5. Press any key to continue.
6. Press CANCEL (F6).

This procedure is continued on the next page.

7. Begin at the AUDIX VOICE POWER LODGING menu and pick the following sequence.
   `Guest Mailbox Administration`
   `Mailbox`
8. Enter the old attendant extension in the `Guest Extension` field.



9. Press CHG-KEYS (F8), then CHECKOUT (F2).
10. Type **y** to confirm your choice of checking the attendant out.

    A confirmation message appears informing you that the attendant has been checked out.
11. Enter the old attendant extension again in the `Guest Extension` field.
12. Press DEL-EXTN (F6).

    A confirmation message appears informing you that the extension has been deleted from the mailbox database.

    The system may report that `There is no room with this extension.` Ignore this message and continue.
13. Press Enter to continue.
14. Enter the attendant's new extension in the `Guest Extension` field.
15. Press CHECKIN (F1).

    A confirmation message appears informing you that the extension has been checked in.
16. Press Enter to continue.

This procedure is continued on the next page.

17. Press CHG-KEYS (F8), then CANCEL (F6).
18. Stop and start the voice system. This procedure is detailed in Chapter 8, *Troubleshooting.*
19. Modify the attendant hunt group to include the changes you made in this procedure. Refer to the switch document in your AUDIX VPL documentation set for more information.

Adding Attendant Terminal-Based Logins

When your AUDIX VPL system was installed, you specified the number of attendant logins you needed. If later you find that your establishment requires more, perform the following procedure. Before beginning, you should know the attendant login you wish to add. If you do not know how many attendant logins you already have or if you do not know what the attendant login naming convention is, use the *Displaying Logins* procedure in this chapter before adding the attendant.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   AT&T Face
   System Administration
   User Logins
   Add
   ```

2. Enter the `Login Name` field (8 alphanumeric characters) and the `Full Name` field (25 alphanumeric characters) with the new attendant information, for example, **`att5`** and **`attendant 5`**, respectively.

   ```
   Login Name and Full Name

   Login Name:_________
   Full Name:_________
   Login ID Number:_________
   HOME Directory:_________
   System Administration Privileges:_________
   Voice system Security Class:_________
   ```

   It is recommended that attendant logins be generic, such as *att5*, so that new logins do not have to be created when there is a turnover in personnel.

   The rest of the fields in this window automatically fill with default values. These are sufficient for attendant logins.

3. Press SAVE (F3).

   A confirmation window appear.

This procedure is continued on the next page.

4. Press CONT (F3).
5. Choose a password for the new attendant and enter it at the following prompt.

   ```
   Enter a password for xxxx:
   New password:
   ```

6. Re-enter the password you chose at the following prompt: `Re-enter new password:`
7. Press Enter to continue.

   A confirmation window appears.
8. Press CONT (F3).
9. Press CANCEL (F6) to exit the USER LOGINS window.
10. Press CANCEL (F6) to exit the SYSTEM ADMINISTRATION window.
11. Pick `Exit` from the AT&T FACE menu.
12. Press CONT (F3).
13. Check in the new attendant extension as you would a regular guest.

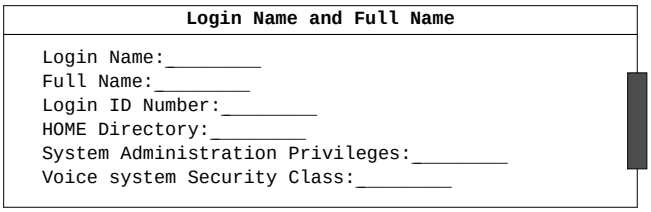
    Inform the new attendant of their login and password.

Attendants whose logins were created during AUDIX VPL installation see the VOICE SYSTEM ADMINISTRATION window when they first log on. Attendants whose logins were created after AUDIX VPL installation see the IVPSS R2.0 window when they first log on. The only difference between these two groups is that the latter has access to the AT&T FACE functions such as the system's time and date.

Displaying Logins

When your AUDIX VPL system was installed, certain administrative logins were created. If you wish to view this login information, perform the following procedure.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   AT&T Face
   System Administration
   User Logins
   Display
   ```



2. Press the CHOICES (F2) key to view all of the current login names.
3. Choose the login you wish to display and press Enter.

   The login information is displayed. You can display another login's information or exit.
4. Press CANCEL (F6) to exit the DISPLAY USER INFORMATION window.

   If you wish to add another login, pick Add from the window and follow the instructions detailed in this chapter. If you wish to exit the USER LOGINS window, continue with the next step.
5. Press CANCEL (F6) to exit the USER LOGINS window.
6. Press CANCEL (F6) to exit the SYSTEM ADMINISTRATION window.
7. Pick Exit from the AT&T FACE menu.
8. Press CONT (F3).

Using the AUDIX VPL R1.1 Language Feature with PMS R1.0

One of the AUDIX VPL R1.1 features is the capability for guests to hear voice mail prompts and menus in one of three languages: American English, Spanish, or Japanese. Spanish and Japanese are optional packages that can be added on to the AUDIX VPL base package.

In the integrated PMS environment, it is possible to use this AUDIX VPL R1.1 language feature even if your PMS system has not been upgraded to meet the *AUDIX Voice Power Lodging R1.1 Property Management System Interface Specifications* (585-310-128). The task explained here applies to a site running AUDIX Voice Power Lodging R1.1 and the PMS R1.1 software on the AUDIX VPL PC but whose PMS system meets the *AUDIX Voice Power Lodging R1.0 Property Management System Interface Specifications* (585-310-107).

NOTE

This section does not apply to non-PMS environments. To use the language feature in the non-PMS environment, follow the check-in procedure in Chapter 5, *Attendant Terminal-Based Activities.*

To use the language feature in an integrated PMS R1.0 environment, do the following.

1. Check in the guest as normal on the PMS terminal.
2. Once the guest is checked in, log on to the AUDIX VPL terminal using your administrator terminal-based login and password.
3. Perform the *Modifying Guest Mailbox Information* function detailed in Chapter 5, *Attendant Terminal-Based Activities.*
4. Move to the `Guest Language` field and press CHOICES (F2). Select the desired language.

   Once you save the guest mailbox information, the guest hears voice mail menus and prompts in the designated language when he or she retrieves voice messages.

ADMINISTRATOR ACTIVITY MENU

The administrator activity menu is a phone-based menu that allows the AUDIX VPL administrator to perform special tasks, such as broadcasting messages to all guests and changing integrated message retrieval prompts.

You can perform these activities from the administrator's phone, an attendant phone, or from a hotel lobby phone. To access the administrator's activity menu from a guest room phone or from a phone outside the hotel, you must call an attendant for assistance. To input or change the administrator's extension, refer to the *Changing the Administrator's Extension* section of this chapter.

Assumptions

All of the tasks in this chapter assume that the administrator activity menu is accessed from the administrator's extension and that the administrator has a voice mail password. If the administrator activity menu is not accessed from the administrator's extension but, for example, from an attendant phone, the system will prompt you to enter the administrator's extension. If the administrator does not have a voice mail password, the system does not prompt for one.

There is some site-specific information you need to effectively use AUDIX VPL. Blank lines are included in this section so that you may record this information for reference.

The Administrator's Main Phone-Based Menu

The administrator's main phone-based menu has the following options.

- Press 1 to record a message.
- Press 2 to retrieve messages.
- Press 5 to access the mailing list administration menu.
- Press 9 to administer prompts.

Various submenus branch from this main menu allowing you to perform specific tasks easily. To return to the administrator's main phone-based menu at any time, press * R.

Terms

The following is a list of terms you will see throughout this section.

- A "mailing list" is a group of extensions. Mailing lists allow you to send one message to several people easily. Lists can vary in length; the maximum number of members in one list is 250. A mailing list can be created by specifying individual extensions and/or list IDs. If you specify a list ID while creating a mailing list, all of the members on that list ID's mailing list are included in the current mailing list individually. That is, the current mailing list does not record the list ID as a mailing list member; the mailing only uses the list ID as a means to add more individual members to the current list and then discards the list ID.

  In some integrated PMS environments, you can administer mailing lists for use with the administrator's activity menu via PMS terminal screens. Refer to your vendor's PMS manual for more information.

- Each mailing list extension is called a "mailing list member."

- A mailing list is identified and recalled using a unique number called a "list identification number" or "list ID." Once a list is created, you cannot change its list ID number and still maintain the members.

- The integrated message retrieval number is the number that you call to retrieve your voice mail messages. If you have an AUDIX Voice Power coresident system, you have two message retrieval numbers: one for AUDIX VPL and one for AUDIX Voice Power. As used in this document *integrated message retrieval number* refers to the AUDIX VPL number.

- *Notification of the number and type of messages received* as used in this document refers to the phone-based phrase spoken by the AUDIX VPL system after you have logged on that informs you of the number of voice messages received and if any text and/or fax messages have been received. For example, "You have three voice messages. You also have text messages."

Retrieving Messages from the Administrator's Phone

To retrieve messages from your phone (administrator's phone), do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 2 to retrieve messages.

   Each message is prefaced with the time, day, and date when it was received.
4. Press 0 to listen to the message.

   You can also do one of the following.

   - Press * D to delete the message.
   - Press # to save the current message and go to the next message.
   - Press 0 to replay the message.

   When you have listened to (or otherwise handled) all messages, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Retrieving Messages from a Hotel Lobby Phone or Attendant Phone

To retrieve messages from hotel lobby phone or an attendant phone, do the following.

1. Dial the integrated message retrieval number _____.
2. When you hear the voice mail greeting, enter your administrator's extension.

   You hear a "current guest" confirmation message.
3. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
4. Press 2 to retrieve messages.

   Each message is prefaced with the time, day, and date when it was received.
5. Press 0 to listen to the message.

   You can also do one of the following.

   - Press * D to delete the message.
   - Press # to save the current message and go to the next message.
   - Press 0 to replay the message.

   When you have listened to (or otherwise handled on) all messages, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Retrieving Messages from Outside the Hotel or Guest Room

If you are outside the hotel or in a guest's room and wish to retrieve your voice mail messages, call the hotel attendant. Tell the attendant your extension and that you would like to enter your own password. You are connected with the voice mail system at the "Enter password" prompt. You can perform any function on the administrator activity menu.

Creating a Mailing List

You may wish to create a mailing list of a particular group of rooms, for example, to notify guests of a cleaning schedule change or welcome a particular group of guests.

It is best to compile and write down the mailing list members before accessing the administrator's activity menu.

To create a new mailing list, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 5 to access the mailing list administration menu.
4. Press 1 to create a mailing list.
5. Enter a new list ID number (up to six digits) followed by #.

   If the list ID number you entered already exists, you are prompted to choose a new number. If you enter the existing number again, the existing list is replaced with the new list.
6. Enter each of the extension numbers to be included in this list followed by #.

   To include another list as part of this list, press * L, enter the list ID, then #.

   After you enter each extension number and/or list ID, the system confirms your entry by repeating the extension or list ID.

   Note that the extension must be checked in to be accepted by the mailing list. If you enter an extension that is not checked in, AUDIX VPL tells you that this extension is invalid, and it is not included in the list. When a guest checks out, his or her extension is removed from all lists.

   You can enter the same extension more than once without consequence.

   Be sure to press # after the last extension.
7. Press * # to complete the list.

   The system confirms the list ID and number of list members.
8. You now have several options.
   - To create another list, begin at step 5.
   - Press * R to return to the main menu.
   - If you are finished performing administrative tasks, hang up.

To send a message to a mailing list, see the *Sending a Message Using a Mailing List* section of this chapter.

Scanning List Identification Numbers

When you are scanning, the system states each mailing list identification number and the number of entries in that list. While scanning, you have the option of deleting the list.

To scan the list identification numbers, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 5 to access the mailing list administration menu.
4. Press 2 to begin scanning list identification numbers.

   The system states the first mailing list identification number and the number of entries in that list.
5. You then have several choices.
   - Press * D to delete the list.
   - Press # to go to the next list.

   When you have scanned (or otherwise handled) all mailing lists, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Deleting a Mailing List

See the *Scanning List Identification Numbers* section in this chapter.

Reviewing and Modifying an Existing Mailing List

This procedure allows you to add, change, or delete members of an existing mailing list. Before beginning this procedure you must know the list ID. If you do not know the list ID, use the *Scanning List Identification Numbers* section of this chapter. To review and/or modify the members of an existing mailing list, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press [5] to access the mailing list administration menu.
4. Press [3] to change an existing mailing list.
5. Enter the list's ID number followed by [#].

   The system states the number of members in the list and then the first member of the mailing list.
6. You then have several choices.
   - Press [#] to go to the next member.
   - Press [*] [D] to delete this member.
   - Press [1] to add a new member.

     To add new members, enter the new extension followed by [#].
     To include another list as part of this list, press [*] [L], enter the list ID, then [#]. When you are finished entering new members, press [*] [#].
   - Press [*] [1] to review the list from the beginning.
   - Press [*] [#] when you are finished reviewing/modifying the list.

     The system confirms the list ID and number of list members.
7. You now have several options.
   - To review or modify another list, begin at step 5.
   - Press [*] [R] to return to the main menu.
   - If you are finished performing administrative tasks, hang up.

Replacing a Mailing List

To replace an existing mailing list with a new mailing list, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 5 to access the mailing list administration menu.
4. Press 1 to create a mailing list.
5. Enter the existing list ID number you want to replace, followed by #.

   The system confirms that the list ID already exists.
6. Enter the existing number again, followed by #.
7. Enter each of the extension numbers to be included in this list followed by #.
   To include another list as part of this list, press * L, enter the list ID, then #.

   After you enter each extension number and/or list ID, the system confirms your entry by repeating the extension or list ID.

   Note that the extension must be checked in to be accepted by the mailing list. If you enter an extension that is not checked in, AUDIX VPL tells you that this extension is invalid, and it is not included in the list. When a guest checks out, his or her extension is removed from all lists.

   You can enter the same extension more than once without consequence.

   Be sure to press # after the last extension.
8. After entering the last extension number to be included in the list, press * #.

   The system confirms the list ID and number of list members.
9. You now have several options.
   - To create another list, begin at step 5.
   - Press * R to return to the main menu.
   - If you are finished performing administrative tasks, hang up.

To send a message to this list see the *Sending a Message Using a Mailing List* section of this chapter.

Sending a Message to One or More Persons

The easiest way to send a message to one person is to call them. If you wish to send the same message to two or more persons without creating a mailing list, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 1 to create a message.
4. Record the message at the tone.
5. Press 1 when you are finished recording.
6. Press * # to approve the message.

   Before approving the message, you also have the following options.

   - Press 2 3 to listen to the message.
   - Press 2 1 to rerecord the message.
   - Press * D to to delete the message and return to the main menu.
7. Enter each recipient's extension followed by #.

   Be sure that you press # after the last recipient's extension.
8. When you are finished entering extensions, press * #.

   A "delivery scheduled" message will confirm that your message has been sent.

   You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Sending a Message Using a Mailing List

If you need to create a mailing list, refer to the *Creating a Mailing List* section of this chapter. To send a message to an existing mailing list, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.
3. Press 1 to create a message.
4. Record the message at the tone.
5. Press 1 when you are finished recording.
6. Press * # to approve the message.

   Before approving the message, you also have the following options.

   - Press 2 3 to listen to the message.
   - Press 2 1 to rerecord the message.
   - Press * D to to delete the message and return to the main menu.
7. Press * L followed by the list's identification number, then press #.

   If you wish to address this message to other extensions in addition to the list, enter the extension(s) followed by #. When you are finished entering additional extensions, press * #.

   A "delivery scheduled" message will confirm that your message has been sent.

   You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Sending a Message to All Extensions (Broadcast Feature)

You may wish to send the same message to all checked-in extensions, for example, to inform guests of the specials in the dining room. To send a message to all extensions, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.
3. Press [1] to create a message.
4. Record the message at the tone.
5. Press [1] when you are finished recording.
6. Press [*] [#] to approve the message.

   Before approving the message, you also have the following options.

   - Press [2] [3] to listen to the message.
   - Press [2] [1] to rerecord the message.
   - Press [*] [D] to to delete the message and return to the main menu.
7. Press [*] [M] to broadcast the message to all extensions
8. Press [Y] to confirm your choice of broadcasting the message.

   If you decide not to broadcast the message, press [N].

   A "delivery scheduled" message confirms that your message has been broadcast to all checked-in extensions (including yours, the administrator's). The message is not immediately sent to all extensions. A broadcast message is a large task, and the system executes it to groups of extensions at a time. Depending on the number of checked-in rooms, there will be some delay between the time you send the message and the time that the message and MWL signal are delivered to all extensions.

   You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Administering Customized Prompts

Your AUDIX VPL package includes system voice prompts that lead guests and callers through the voice mail options. If you wish to customize these prompts, for example, to include your specific hotel name, you can do so through the administrator activity menu.

There are four integrated American English prompts you can customize: call-answer greeting, call-answer good-bye, message retrieval greeting, message retrieval good-bye. Note that the system greetings are saved even if you record a customized greeting.

If your lodging establishment has also optionally purchased the Spanish and/or Japanese language packages and you are fluent in these languages, you can also modify the integrated message retrieval greeting and integrated message retrieval good-bye in these languages.

The words spoken for each of the system American English prompts are shown in the instructions for changing that prompt. It is best to write down what you wish to say before recording. Make sure that your customized prompt includes all of the information in the system prompt.

Changing the Call-Answer Greeting

The call-answer greeting is used to introduce outside callers to the voice mail system and instruct them on how to leave a message. To change the call-answer greeting, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press [9] to administer prompts.
4. Press [2] to administer call-answer prompts.
5. Press [1] to administer the call-answer greeting.
6. Press [1] to record the call-answer greeting.

   "Your call is being answered by the hotel's voice mail system. The person you called is unavailable. Please leave a message at the tone, or press zero for a hotel attendant. You may hang up when finished, or you may transfer to a hotel operator at any time by pressing zero. Record at the tone."
7. Press [1] to stop recording when the message is complete.
8. Press [*] [#] to approve the message.

   Before approving the message, you also have the following options.

   - Press [2] [3] to listen to the message.
   - Press [2] [1] to rerecord the message.
   - Press [*] [D] to delete the message and return to the main menu.
9. You now have two options.

   - Press [Y] to select the custom call-answer greeting.
   - Press [N] to select the system call-answer greeting.
10. You now have several options.

    - Press [1] to administer integrated message retrieval prompts.
    - Press [2] to administer call-answer prompts.
    - Press [*] [R] to return to the main menu.
    - If you are finished performing administrative tasks, hang up.

Changing the Call-Answer Good-bye

The call-answer good-bye is spoken after an outside caller has left a message for a guest. To change the call-answer good-bye, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 9 to administer prompts.
4. Press 2 to administer call-answer prompts.
5. Press 2 to administer the call-answer good-bye.
6. Press 1 to record the call-answer good-bye.

   "Thank you for using the voice mail system. Good-bye."
7. Press 1 to stop recording when the good-bye message is complete.
8. Press * # to approve the message.

   Before approving the message, you also have the following options.

   - Press 2 3 to listen to the message.
   - Press 2 1 to rerecord the message.
   - Press * D to to delete the message and return to the main menu.
9. You now have two options.
   - Press Y to select the custom call-answer good-bye.
   - Press N to select the system call-answer good-bye.
10. You now have several options.
    - Press 1 to administer message retrieval prompts.
    - Press 2 to administer call-answer prompts.
    - Press * R to return to the main menu.
    - If you are finished performing administrative tasks, hang up.

Changing the Message Retrieval Greeting

The message retrieval greeting is spoken to guests when they call the integrated message retrieval number to retrieve their messages. To change the message retrieval greeting, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press [9] to administer prompts.
4. Press [1] to administer message retrieval prompts.
5. Press [1] to administer the message retrieval greeting.
6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If you site does not have additional language packages, go to step 8.
   - [0] [0] to record in American English
   - [0] [1] to record in Japanese
   - [0] [2] to record in Spanish
   - [*] [1] for a language code menu
7. You now have two options.
   - Press [Y] to confirm a language selection.
   - Press [N] to enter the language code again.
8. Press [1] to record the message retrieval greeting.

   "Welcome to the hotel's voice mail system. For assistance from the hotel attendant, press 0 at any time."
9. Press [1] to stop recording when the message retrieval greeting is complete.
10. Press [*] [#] to approve the message.

    Before approving the message, you also have the following options.
    - Press [2] [3] to listen to the message.
    - Press [2] [1] to rerecord the message.
    - Press [*] [D] to to delete the message and return to the main menu.
11. You now have two options.
    - Press [Y] to select the custom message retrieval greeting.
    - Press [N] to select the system message retrieval greeting.

    This procedure is continued on the next page.

12. You now have several options.
    - Press 1 to administer message retrieval prompts.
    - Press 2 to administer call-answer prompts.
    - Press * R to return to the main menu.
    - If you are finished performing administrative tasks, hang up.

Changing the Message Retrieval Good-bye

The message retrieval good-bye is spoken to guests after they have listened to (or otherwise handled) all of their voice mail messages. To change the message retrieval good-bye, do the following.

1. Dial the integrated message retrieval number _____.
2. Enter your administrator's password.

   Listen to the notification of the number and type of messages received.
3. Press 9 to administer prompts.
4. Press 1 to administer message retrieval prompts.
5. Press 2 to administer the message retrieval good-bye.
6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to step 8.
   - 0 0 to record in American English
   - 0 1 to record in Japanese
   - 0 2 to record in Spanish
   - * 1 for a language code menu
7. You now have two options.
   - Press Y to confirm a language selection.
   - Press N to change a language selection.
8. Press 1 to record the message retrieval good-bye.

   "Thank you for using the voice mail system. Good-bye."
9. Press 1 to stop recording when the message retrieval good-bye is complete.

   This procedure is continued on the next page.

10. Press * # to approve the message.

    Before approving the message, you also have the following options.

    - Press 2 3 to listen to the message.
    - Press 2 1 to rerecord the message.
    - Press * D to to delete the message and return to the main menu.

11. You now have two options.

    - Press Y to select the custom message retrieval good-bye.
    - Press N to select the system message retrieval good-bye.

12. You now have several options.

    - Press 1 to administer message retrieval prompts.
    - Press 2 to administer call-answer prompts.
    - Press * R to return to the main menu.
    - If you are finished performing administrative tasks, hang up.

4. Attendant Phone-Based Activities

Attendants perform daily phone tasks such as, transferring calls, helping guests use phone and, taking text messages from callers who do not wish to use voice mai, etc. With AUDIX VPL, some of your current tasks will decrease such as taking text messages, and you will learn some new activities such as how to connect guests with their voice mailbox.

This chapter contains the following information.

- General information that phone attendants need to use the system.
- Specific task with step-by-step instructions.

Blank lines are provided for site-specific information your AUDIX VPL administrator will give you.

WHAT IS AUDIX VOICE POWER LODGING R1.1?

AUDIX Voice Power Lodging (AUDIX VPL) R1.1 is a voice mail system designed especially for lodging establishments such as hotels. It supplies guests with electronic mailboxes that store voice messages. AUDIX VPL is like having private answering machines that take messages for guests when they are unavailable.

THE ATTENDANT CONSOLE

Typically, you use a special-purpose phone with several lines and features to answer and transfer calls. This phone is called the *attendant console*. The procedures that you normally use to answer the phone and transfer calls do not change with the addition of AUDIX VPL. However, you need to understand the features that AUDIX VPL has added to your phone system so that you can use these features and help guests to use them.

Guests dial a special extension number to retrieve messages. This number is called the *integrated message retrieval number*. You use this number to perform tasks such as restoring deleted messages. Ask your AUDIX VPL administrator what this number is for your establishment, and write it in here _____.

Phone-Based Passwords

Your AUDIX VPL administrator will assign you a phone-based attendant password. (You may also be assigned a terminal-based password. Note that a phone-based password is different from a terminal-based password.) All attendants use the same password for phone-based tasks. Passwords are confidential information and should not be shared with unauthorized others. In addition, it is recommended that you memorize this password as opposed to writing it down. Be sure to ask your AUDIX VPL administrator about security procedures, such as how often the phone-based password is changed and how you are be notified about password changes.

The attendant password gives you special capabilities. For example, if guests forget their voice mail passwords, you can connect them to their voice mailbox by using your attendant password. The attendant password overrides the guests password and gives you access to the mailbox. Ask your AUDIX VPL administrator about your establishment's policies concerning guests who forget their passwords. Before connecting them to the mailbox, you may want to verify that they are indeed guests of the hotel.

All of the tasks in this chapter assume that the guest has been issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, simply skip the steps that refer to one.

AUDIX VPL Interface

The AUDIX VPL phone interface is explained in Chapter 2, *AUDIX VPL Basics*, which included information such as how many times prompts are repeated and how to move through phone-based menus.

Start Function and Release

The words *start function* and *release* are used in this chapter to indicate the beginning and end of a subtask, respectively. A *subtask* is performed while keeping the caller on the line. For example, the basic steps to transfer a caller to a guest room are as follows.

1. Start function
2. Dial guest's extension
3. Release

   The caller is connected with the guest room.

The procedure for starting a function and releasing varies with console type. On some consoles, you press a Start button, then begin the subtask. On other consoles you simply begin the subtask by pressing the appropriate touch-tones. Similarly, how you end a subtask depends on your console type. You may press a Release button or hang up. Using the appropriate methods for your console, begin when you see the words *Start function,* then continue with the instructions for that subtask. Complete the task when you see the word *Release.*

TROUBLE REPORTS

If a guest has a problem while using the AUDIX VPL system, log the problem on an *AUDIX VPL User Trouble Report* and give the trouble report to your AUDIX VPL administrator. (Ask your administrator for copies of the *AUDIX VPL User Trouble Report*.)

YOU MAY BE A CHECKED-IN GUEST

Your attendant console (front desk phone) may be entered in the AUDIX VPL database as a checked-in guest; this helps to eliminate some MWL problems. Therefore, you should periodically check the console's voice mailbox for messages. Outside callers cannot leave messages for attendant extensions, but you can receive, for example, broadcast messages from the administrator.

USING THIS CHAPTER

The remainder of this chapter is made up of step-by-step tasks that you are likely to perform daily at the front desk. Each task begins with a heading. Some tasks provide explanations of procedures so that you can help guests and callers, even if no attendant intervention is needed.

CALL PROCESSING SCENARIO

To help guests and callers efficiently, it is important to know the route of an incoming call. The following is a very general example. Some paths may differ.

1. An outside caller calls a guest who is checked in; the call arrives at the attendant console.
2. The attendant transfers the call to the appropriate room.
3. If the guest does not answer the call or if the line is busy, the call is automatically transferred to the guest's voice mailbox. This is the guest's "coverage path."

   A coverage path is a special instruction that tells the switch what to do in a particular situation. In this case, the instruction says: if the extension called is busy or does not answer, transfer the caller to the appropriate vo mailbox.
4. The caller leaves a voice message.
5. The MWL on the guest's phone is automatically turned on.

   A MWL is a small light on the guest's phone that flashes when a guest has messages waiting.

If one hotel guest calls another hotel guest, the same path is followed except that normally no transfer by the attendant is needed.

A call is transferred to an attendant when any of the following occurs.

- Caller presses 0 at any time (for assistance).
- Caller leaves a maximum-length message.
- Caller stays on the line after leaving a message.
- The caller is silent when prompted to leave a message.

The last three bullet items must be set up by the AUDIX VPL administrator. Ask your AUDIX VPL administrator if he or she has chosen the *Operator Revert* feature for your site (yes or no).

Tip: When you receive a call, identify where the caller is in the above process to avoid putting the caller in a loop. It helps to look at the console's display. If the caller is transferring to you from voice mail, the console may, for example, read `386audix` or show the integrated message retrieval number.

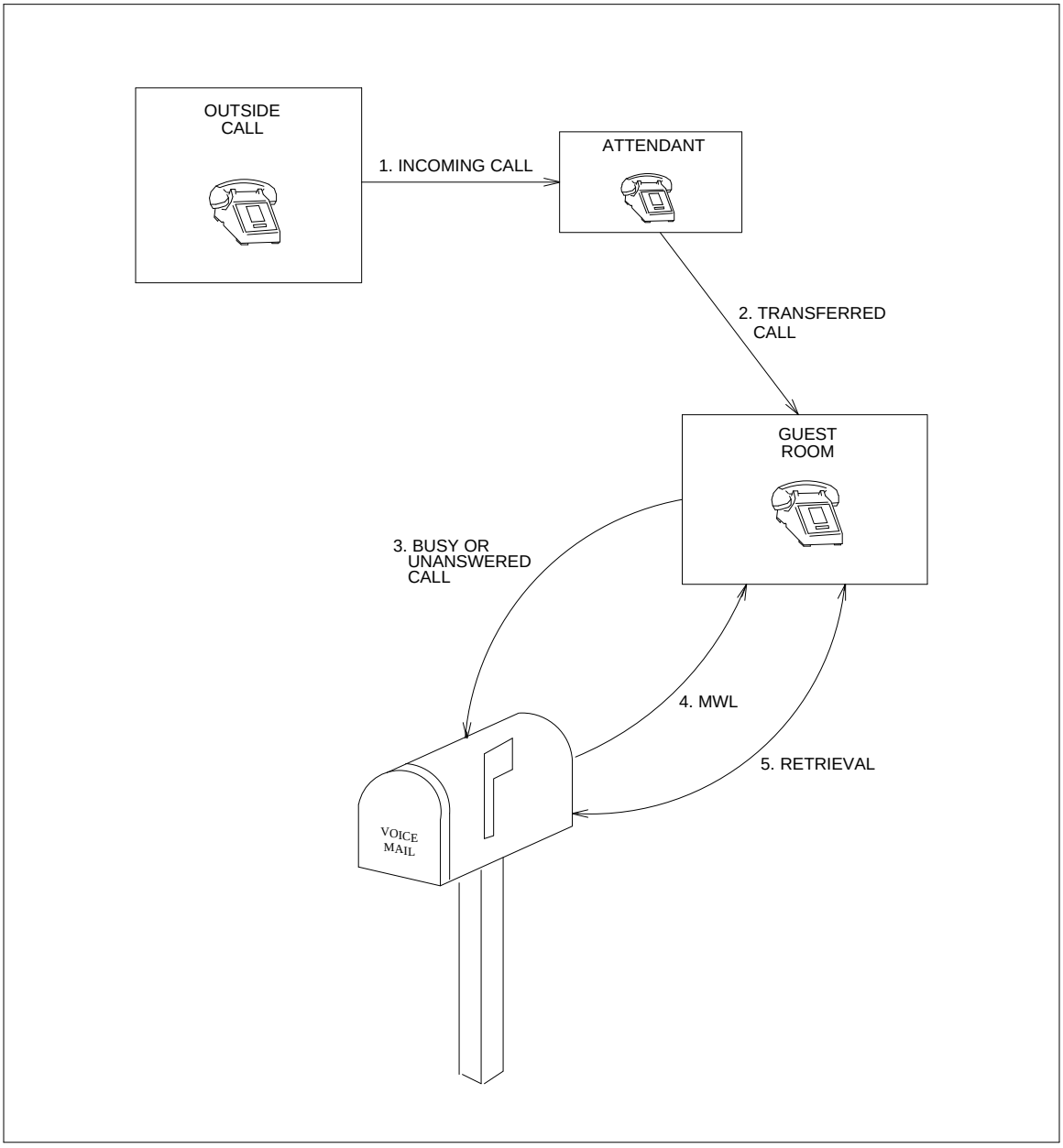


Figure 4-1. Call Processing Scenario for an Outside Call

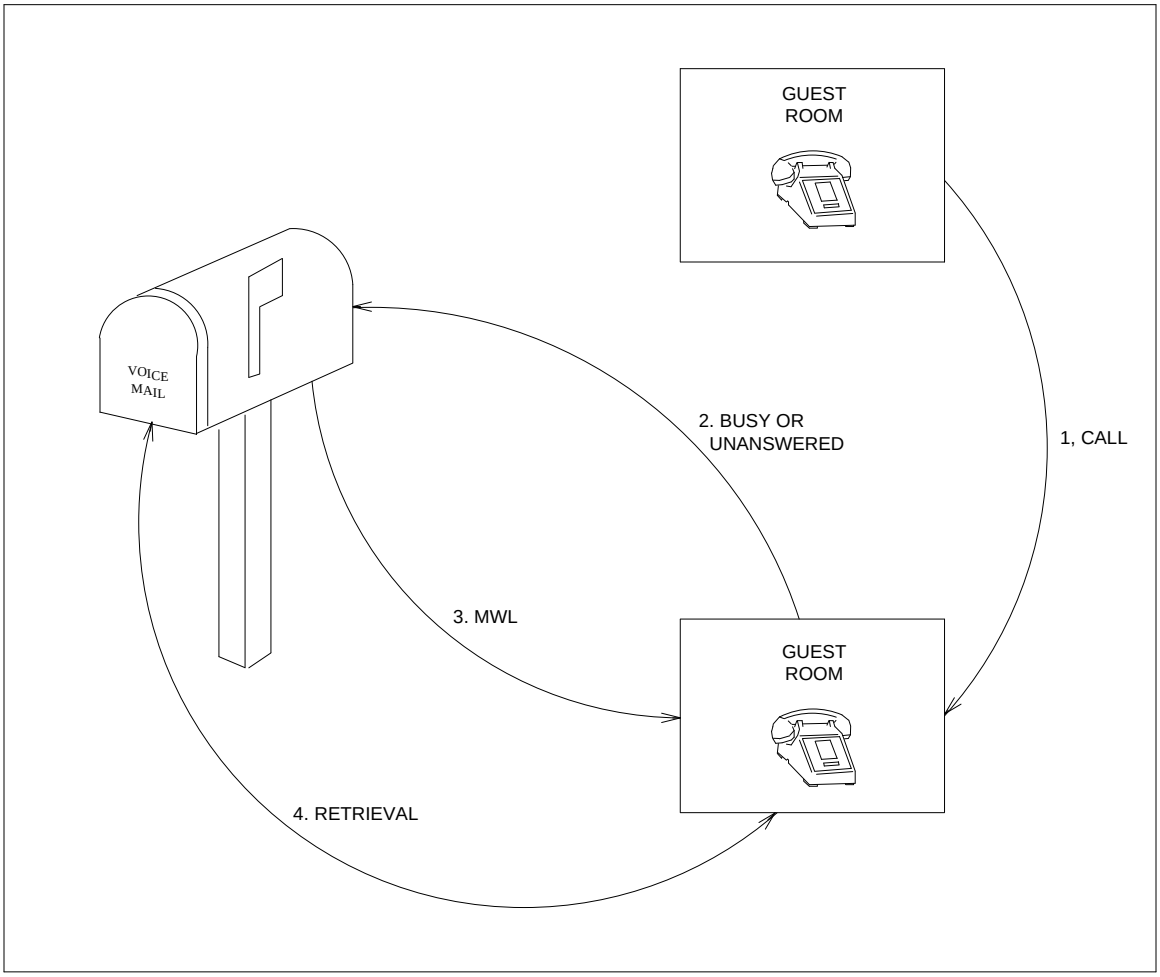


Figure 4-2. Call Processing Scenario Between Two Guests

RETRIEVING MESSAGES FROM THE GUEST'S ROOM

The simplest way for guests to retrieve messages is by using the phone in their own room.

For guests to retrieve messages from phones in their own rooms, they must do the following.

1. Dial the integrated message retrieval number _____.

   Listen to message retrieval greeting and the notification of the number and type of messages (voice, text, and/or fax).

   The messages are played one at at time. Each message is prefaced with the time, day, and date when it was received.

2. After each message is played, the guest has several options.

   - Press 2 to replay the message.
   - Press 3 to delete the current message and listen to the next message.
   - Press 4 to save the current message and listen to the next message.
   - If no touch-tones are pressed, the current message is saved and the next one is played.

   NOTE

   AUDIX VPL administrators can allow guests to save messages (last three bullets). Ask your administrator if your guests can save messages (yes or no). _____ If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. Only if the guest hangs up in the middle of the voice mail sequence are the messages saved. However, attendants can restore deleted messages, as explained in the *Restoring Deleted Messages* section in Chapter 4, *Attendant Phone-Based Activities*.

   - Press 0 to transfer to an attendant for assistance or to retrieve text and/or fax messages.

3. After the last voice message, the guest hears a closing message.

RETRIEVING MESSAGES FROM THE HOTEL LOBBY

Guests can retrieve their messages from a hotel lobby phone by doing the following.

NOTE

This procedure assumes that the hotel lobby allows the guest to dial another hotel phone without attendant help. If the lobby phone rings directly to the attendant, use the *Retrieving Messages From Another Guest's Room* procedure to help a guest access their voice mailbox from a hotel lobby phone.

1. Dial the integrated message retrieval number _____.

   Listen to message retrieval greeting.

2. Enter the room's extension.
3. Enter password.

   Listen to the notification of the number and type of messages (voice, text, and/or fax).

   The messages are played one at at time. Each message is prefaced with the time, day, and date when it was received.

4. After each message is played, the guest has several options.
   - Press 2 to replay the message.
   - Press 3 to delete the current message and listen to the next message.
   - Press 4 to save the current message and listen to the next message.
   - If no touch-tones are pressed, the current message is saved and the next one is played.

   NOTE

   AUDIX VPL administrators can allow guests to save messages (last three bullets). Ask your administrator if your guests can save messages (yes or no). _____ If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. Only if the guest hangs up in the middle of the voice mail sequence are the messages saved. However, attendants can restore deleted messages, as explained in the *Restoring Deleted Messages* section in Chapter 4, *Attendant Phone-Based Activities*.

   - Press 0 to transfer to an attendant for assistance or to retrieve text and/or fax messages.
5. After the last voice message, the guest hears a closing message.

RETRIEVING MESSAGES FROM ANOTHER GUEST'S ROOM

To connect guests with their voice mailboxes when they are calling from a phone in another guest's room, do the following.

1. Ask for the guest's room extension and message retrieval password.

   If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 4.

2. Start function.
3. Dial the integrated message retrieval number _____.
4. When you hear the message retrieval greeting, enter the guest's room extension.

   A confirmation message states that this is a "current guest."

   If the guest wishes to enter his or her own password, release here.

5. Enter the guest's password.

   Listen for the confirmation message: "Ready for message retrieval."

6. Release.

   The guest is connected to the system at the point of the message retrieval prompt: "Press 1 to listen."

   The guest then follows the same steps for message retrieval as detailed in the *Retrieving Messages from a Phone in Guest's Room* section of this chapter.

RETRIEVING MESSAGES FROM OUTSIDE THE HOTEL

To connect guests with their voice mailbox when they are calling from a phone outside the hotel, do the following.

1. Confirm that the guest is currently checked in to the hotel.

   If they are not checked in, see *Retrieving Messages for a Checked Out Guest* in this chapter.

2. Ask for the guest's room extension and message retrieval password.

   If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 5.

3. Start function.

4. Dial the integrated message retrieval number _____.

5. When you hear the message retrieval greeting, enter the guest's room extension.

   A confirmation message states that this is a "current guest."

   If the guest wishes to enter his or her own password, release here.

6. Enter the guest's password.

   Listen for the confirmation message: "Ready for message retrieval."

7. Release.

   The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

   The guest then follows the same steps for message retrieval as detailed in the *Retrieving Messages from a Phone in Guest's Room* section of this chapter.

RETRIEVING MESSAGES FOR A CHECKED-OUT GUEST

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after the guest checks out. (At midnight all old mailboxes that are at least 24 hours old are are purged from the system and those messages are no longer retrievable.) If a previous guest calls the hotel within this time requesting messages, follow the procedure outlined below.

1. Ask for the guest's previous room extension and message retrieval password.

   If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 4.

2. Start function.
3. Dial the integrated message retrieval number _____.
4. When you hear the message retrieval greeting, enter [*] then the guest's room extension.

   For example, when retrieving messages for room 211, you would enter [*] [2] [1] [1].

   A confirmation message states that this is a "previous guest."

   If the guest wishes to enter his/her own password, release here.

5. Enter the guest's password.

   Listen for the confirmation message: "Ready for message retrieval."

6. Release.

   The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

   The guest then follows the same steps for message retrieval as detailed in the *Retrieving Messages from a Phone in Guest's Room* section of this chapter.

   If the checked-out guest has no messages, he or she will hear "You have no messages."

DO NOT DISTURB

With AUDIX VPL, you can to transfer a caller directly to a guest's voice mailbox without ringing the room, for example, if it is late at night or if the guest has asked not be be disturbed.

There are two methods of sending a caller directly to voice mail without ringing the room.

If your PBX offers a *Do Not Disturb* feature, AUDIX VPL probably recognizes it and will transfer the caller directly to the voice mailbox. Simply activate the Do Not Disturb feature as you normally would. When you transfer calls to that room, they automatically go to voice mail. If the call does not go to voice mail, ask your AUDIX VPL administrator if he or she has updated the Do Not Disturb feature on the PBX to transfer to AUDIX VPL.

Another way to transfer a caller directly to a voice mailbox without ringing the room is by using a special extension number called *non-integrated call-answer*. (Note that this number is different from the integrated message retrieval number.) Ask your AUDIX VPL administrator if he or she uses this service, what the number is for your establishment, and write it in below. Do the following to transfer a caller directly to voice mail using the non-integrated call-answer number.

1. Start function.
2. Dial the extension assigned to non-integrated call-answer _____.

   Listen to the message retrieval greeting.
3. Enter the guest's room extension.
4. Release.

   The caller is connected to the voice mail system and can leave a message for the guest.

RESTORING A DELETED MESSAGE

Deleted messages are stored until midnight of the day they were deleted. For example, you can retrieve a message that a guest deleted at 6:00 p.m. up until midnight that evening. Additionally, messages deleted after 11:00 p.m. can be restored up until midnight of the next night. This gives your guests more than one hour to retrieve a message they may have accidentally deleted.

Deleted messages are stored in a last-in-first-out list. The last message that a guest deleted is the first message restored. Because messages are stored this way and because messages can only be restored one at a time, it is important that you ask guests how many messages they have deleted since the message they want restored. If the message was the last one deleted, follow the procedure below once. If the desired message was not the last message deleted, ask the guest how many messages have been deleted since that one and perform the procedure that many times. It is much easier to restore three messages in a row and let the guest sort through them than it is to restore #1, find out that it is not the right one, then restore #1 over again in order to get to #2.

Perform the following procedure to restore a deleted message.

1. Ask for the guest's room extension, message retrieval password, and number of messages to be restored.
2. Start function.

   (If there are several messages to restore, you may want to tell the guest you will call him or her back when the messages have been restored.)
3. Dial the integrated message retrieval number _____.
4. When you hear the message retrieval greeting, enter [0] then the guest's room extension.

   For example, when restoring a message for room 211, you would enter [0] [2] [1] [1].

   A confirmation message states that this is a "current guest."
5. Enter the guest's password.
6. If you hear "Last deleted message has been restored," listen to confirmation message "Ready for message retrieval." Release.

   The guest is connected to the system at the point of the message retrieval prompt: "Press 1 to listen."

   If you hear "This guest has no deleted messages," hangup, transfer back to guest, and explain that there are no messages to restore.

Steps 3 through 6 can be repeated as many times as necessary.

5. Attendant Terminal-Based Activities

Attendants use a terminal for daily tasks at the front desk of a lodging establishment, such as checking guests in and out, and keeping track of guests' fax messages. With AUDIX VPL, these tasks require some additional administration and provide a host of new options. For example, when checking in guests, you enter a unique password that allows them to access their voice mailboxes and retrieve messages. If your front desk duties include answering the phone and transferring calls, be sure to read Chapter 4, *Attendant Phone-Based Activities*.

NOTE

This chapter only applies to non-PMS environments. If your have an integrated PMS environment, skip this chapter. For more information on environments, refer to Chapter 2, *AUDIX VPL Basics.*

This chapter provides the following information.

- General information that front desk attendants need to use AUDIX VPL.
- Specific tasks with step-by-step instructions.

Blank lines are provided for site-specific information your AUDIX VPL administrator will give you.

WHAT IS AUDIX VOICE POWER LODGING R1.1?

AUDIX Voice Power Lodging (AUDIX VPL) R1.1 is a voice mail system designed especially for lodging establishments such as hotels. It supplies guests with electronic mailboxes that store voice messages. AUDIX VPL is like having private answering machines that take messages for guests when they are unavailable.

THE AUDIX VPL TERMINAL

The terminal is a computer keyboard and screen that you use with AUDIX VPL.

Guest Passwords

The tasks in this chapter assume that the guest has been issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, simply skip the steps that refer to one. Some guests will probably forget their passwords. Ask your AUDIX VPL administrator about your establishment's policies concerning guests who forget their passwords. For example, you may want to verify that they are indeed guests of the hotel before giving their passwords.

AUDIX VPL Interface

To move around between windows, enter data, and use features, you need to know the AUDIX VPL terminal-based interface. Refer to Chapter 2, *AUDIX VPL Basics,* for more information.

TROUBLE REPORTS

If a guest has a problem while using the AUDIX VPL system, log the problem on an *AUDIX VPL User Trouble Report* and give the trouble report to your AUDIX VPL administrator. (Ask your administrator for copies of the *AUDIX VPL User Trouble Report*.)

YOU MAY BE A CHECKED-IN GUEST

Your attendant console (front desk phone) may be entered in the AUDIX VPL database as a checked-in guest; this helps to eliminate some MWL problems. Therefore, you should periodically check the console's voice mailbox for messages. Outside callers cannot leave messages for attendant extensions, but you can receive, for example, broadcast messages from the administrator.

USING THIS CHAPTER

The remainder of this chapter is made up of step-by-step tasks that you are likely to perform daily at the front desk. Each task begins with a heading. Some tasks provide explanations of procedures so that you can help guests and callers, even if no attendant intervention is needed.

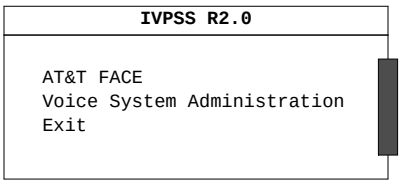
LOGGING IN AND PASSWORDS

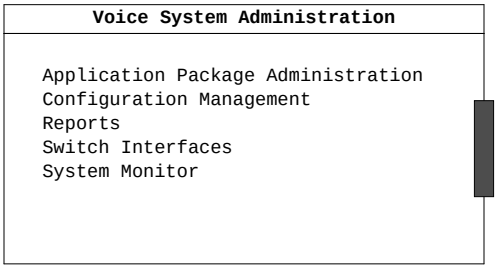
Your AUDIX VPL administrator will assign you a terminal-based: login and a password. These allow you to access the AUDIX VPL system to enter and change guest information. (Note that a terminal-based password is different from a phone-based password.) Depending on your administrator, all attendants may have the same login and password, or each attendant may have their own login and password. Logins and passwords are confidential information and should not be shared with unauthorized others. In addition, it is recommended that you memorize your login and password as opposed to writing them down.

To log on to the AUDIX VPL system, type in your login and password at the following prompts. Complete each entry by pressing Enter. (If the AUDIX VPL terminal already has a menu displayed on it, you do not have to log in.)

```
Welcome to the AT&T 386 UNIX System
Console Login:
Password:
```

This displays either the IVPSS R2.0 or the VOICE SYSTEM ADMINISTRATION menu.





Most attendant activities are performed from a menu titled GUESTS MAILBOX ADMINISTRATION, is detailed in this chapter.

After 28 days the system automatically prompts you to change your password when you log in.

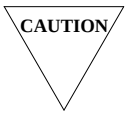
1. Enter your current password at the following prompt.
   ```
   Old password:
   ```
2. Enter the new password at the following prompt.
   ```
   New password:
   ```
3. Reenter the new password at the following prompt.
   ```
   Reenter new password:
   ```
4. *If you share this password with any other attendants, be sure to inform them of the change.*

LOGGING OUT

At the end of your shift, you should log out of the AUDIX VPL system. To log out of the system, do the following.

1. Press CANCEL (F6) until the `Console Login:` prompt appears.

If you arrive at the IVPSS R2.0 menu, use the arrow keys to move `Exit`, then press Enter.



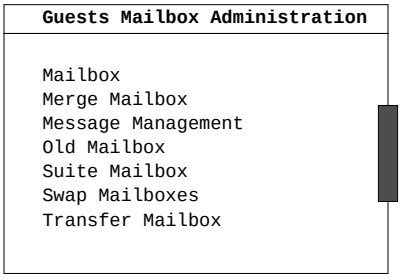
For the voice system to operate, the AUDIX VPL system must remain on at all times.

THE GUESTS MAILBOX ADMINISTRATION MENU

Most of your voice mail administration tasks are performed from a menu titled GUESTS MAILBOX ADMINISTRATION. This menu provides access to many other menus that allow you to do tasks, such as checking guests in to the voice mail system, adjusting a guest's text and fax message tally, and managing voice mailbox suites. To get to that menu after logging in, do the following.

Begin at the IVPSS R2.0 menu and pick the following sequence.

```
Voice System Administration
Application Package Administration
AUDIX Voice Power Lodging
Guest Mailbox Administration
```



If you get confused about where you are in the menu structure, press CANCEL (F6) until you arrive at a menu you are familiar with. Some menus may have an `Exit` option. Use this in place of CANCEL where appropriate.

Mailbox Screen Fields

The information fields on the MAILBOX window are characteristic of all of the windows you can access from the GUESTS MAILBOX ADMINISTRATION menu. A *field* is an area on a screen, menu, or report where you enter information or see information displayed. Familiarize yourself with the fields explained below. Then, as you perform each task in this section, refer to these field explanations as needed.

Guest Extension	The `Guest Extension` is usually the most important field in a window. The guest extension field is the key to accessing information about the guest. This field assigns a unique hone extension number to a mailbox. The maximum length of a guest extension is 7 digits. You can only enter numbers in this field. However, zero (0) is *not* an acceptable guest extension.
Guest Room Number	The `Guest Room Number` field is 7 characters long and accepts both letters and numbers. If room numbers are different from telephone extension numbers at your lodging establishment, you should always include the guest's room number on windows where there is space to enter it. In addition, pay particular attention to which item a window is asking for when performing administrative tasks.
Guest Name	The `Guest Name` identifies the guest to the attendant or administrator. The maximum length of the guest name is 20 characters and accepts alphanumeric responses. You should enter the guest's last name first.
Guest Password	The `Guest Password` is a sequence of four digits that limits access to the voice mailbox. Therefore, only those people who know the password will be able to access the mailbox without the assistance of an attendant. Guests are not asked to enter a password if retrieving messages from their room. However, if they are retrieving messages from any other phone, the password is required. It is recommended that you let the guest choose the password. In addition, a word is easier to remember than a number. You may want to suggest that the guest choose a four-letter word that can be translated to four digits. Possible passwords are: mother's maiden name, license plate number, and last four digits of a social security number. You can only enter numbers in this field. Two different guests can use the same password without consequence.

Although guests are not required to have a password, you must enter something in this field. If the guest does not want a password, you can specify an one of the an asterisk (*) or a zero (0) for a password. These two characters allow the guest access to the mailbox without a password. An asterisk is the *default*, which is a value the system supplies if you do not enter a value. Ask your AUDIX VPL administrator if your establishment requires guests to choose a password _____.

A pound sign (#) in this field allows access to the mailbox only from the assigned guest room. Under all other circumstances (even if the universal attendant password is used), permission is denied. The system will say, "invalid password" when anyone tries to access the mailbox. For more information on the universal attendant password, see Chapter 4, *Attendant Phone-Based Activities.*

Do not enter a pound sign unless directed to do so by the AUDIX VPL administrator.

Guest Language

The `Guest Language` field allows you to select the language that a guest hears message retrieval prompts in after the guest logs in to the system. The default value for this field is American English. Your establishment may also have optionally purchased Spanish and/or Japanese. By pressing CHOICES (F2), you can verify the options available for this field. Ask your AUDIX VPL administrator if your site has Spanish and/or Japanese capabilities. _____.

Messages Waiting

The `Voice, Fax,` and `Text` fields give the number of voice, fax, and text messages, respectively, waiting to be delivered to the guest. These are status fields and cannot be changed.

Mailbox Capacity Usage

The `Mailbox Capacity Usage` field gives the percentage of the mailbox capacity used by the currently held voice messages. This is a status field and cannot be changed.

Suite Mailbox Extension

The `Suite Mailbox Extension` field identifies this mailbox extension as part of a suite. If this is a suite member extension, this field will show the main suite extension. If this field is blank, this extension is not a member of a suite. Refer to the *Suites* section in this chapter for more information. This is a status field and cannot be changed.

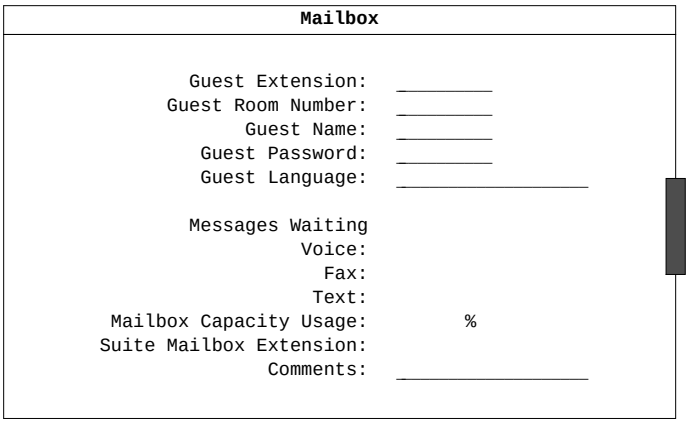
Comments

The `Comments` field is used for any general comments concerning the guest. This field is 20 characters long. You can enter both both letters and numbers in this field.

Checking a Guest In

Checking guests in on the AUDIX VPL system gives them a voice mailbox and allows you to keep track of text and fax message tallies. To check a guest in, do the following steps in order.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Mailbox`.
2. Enter all of the necessary information.



   For a description of the fields in the MAILBOX window, see the *Mailbox Screen Fields* section of this chapter.

3. When you are finished entering information, press CHG-KEYS (F8), then CHECKIN (F1).

   The CHECKIN key is specific to the MAILBOX window. It saves the guest in the database and assigns a voice mailbox.

   A confirmation message is shown.

4. Press any key to continue.

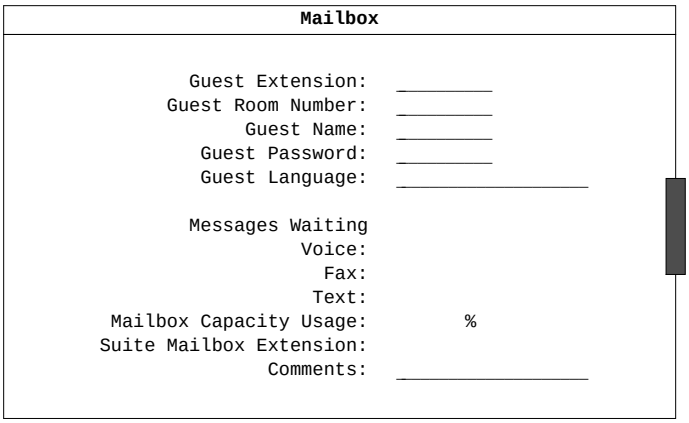
   At this point, you can enter another guest or exit. To enter another guest, begin with step 2. To exit, proceed to the next step.

5. Press CHG-KEYS (F8, then CANCEL (F6) to exit this window and end the check in process.

Checking a Guest Out

Checking guests out on the AUDIX VPL system stores all leftover voice messages in an old mailbox. To check a guest out, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Mailbox`.
2. Enter the guest's extension.



3. Press CHG-KEYS (F8), then DISPLAY (F4).

   Verify that this is the guest you wish to check out by looking at the `Guest Name` field. The `Voice, Fax,` or `Text` fields under the `Messages Waiting` heading show if a guest has unretrieved messages. Ask the guest to retrieve any leftover messages before checking out.

4. Press CHECKOUT (F2).

   The CHECKOUT key is specific to the MAILBOX window. It deactivates the mailbox and moves any leftover voice mail messages into an old mailbox.

5. Type **y** to confirm your choice of checking the guest out.

   A confirmation message appears informing you that the guest has been checked out.

   At this point, you can check out another guest or exit. To check out another guest, begin with step 2. To exit, proceed to the next step.

6. Press CHG-KEYS (F8), then CANCEL (F6) to exit this window and end the check-out process.

Once guests check out, AUDIX VPL no longer takes voice messages for them.

Old mailboxes contain messages that the guest has not listened to (unheard) or those that have been saved by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. Deleted messages and text and fax message tallies are purged from the system when the guest checks out, you cannot restore a deleted message for a checked-out or reactivated guest. Checked-out guests can retrieve leftover messages for at least 24 hours after they check out.

To help a checked-out guest retrieve leftover messages, see the *Retrieving Messages for a Checked Out Guest* section in this chapter. If a checked-out guest checks back into the hotel within 24 hours of the original check-out time, you can reactivate their mailbox. See the *Reactivating an Old Mailbox* section in this chapter.

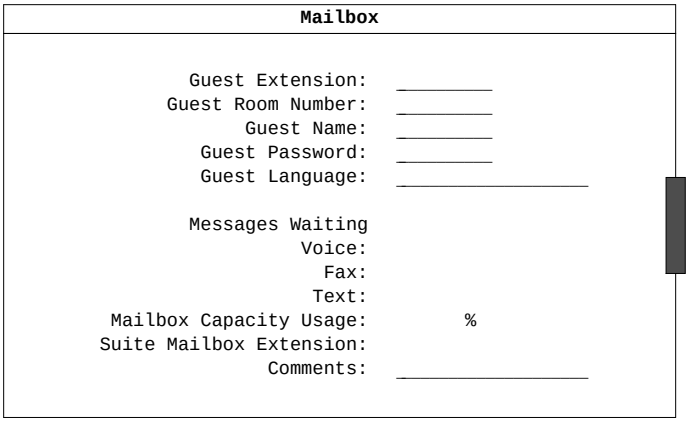
At midnight all old mailboxes that are at least 24 hours old are purged from the system. Purged messages are no longer retrievable.

Modifying Guest Mailbox Information

You may need to modify the information on the MAILBOX window after a guest has checked in, for example, to add comments or change the message retrieval password. Note that this is *not* the method by you use to add, or deliver, or notify guests of text or fax messages. (See the *Handling Text and Fax Messages* section in this chapter.)

To modify a checked-in guest's mailbox information, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Mailbox`.
2. Enter the guest's extension.



3. Press CHG-KEYS (F8), then DISPLAY (F4).

   Verify that this is the guest you wish to modify by looking at the `Guest Name` field.

4. Press MODIFY (F3).

   You may now make the needed modifications to this guest's information. A description of each field is in the *Mailbox Screen Fields* section of this chapter.

5. When you are finished making changes, press MODIFY (F3) to save the changes.

   At this point, you can modify another guest's information or exit. To change another guest's information, begin with step 2. To exit, proceed to the next step.

6. Press CHG-KEYS (F8), then CANCEL (F6) to exit this window and end the modify process.

The DEL-EXTN (F6) key deletes a mailbox extension number from the database. The AUDIX VPL administrator may use this key when an incorrect extension has been entered or when a particular room does not require a voice mailbox, for example, a room that is under construction or that serves as storage space.

HANDLING TEXT AND FAX MESSAGES

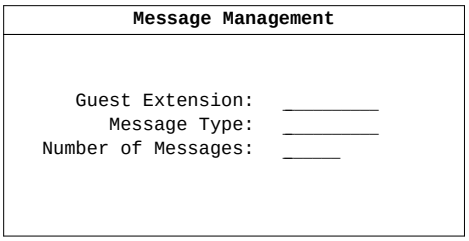
Although voice mail reduces the number of text and fax messages, you will probably still have to handle some. The MESSAGE MANAGEMENT window allows you to add (and subtract) text and fax messages to a guest's message tally. (Note that this is only a tally; AUDIX VPL does not provide utilities for typing in the actual message.) When guests call AUDIX VPL to retrieve their messages, a notification message informs them of how many voice mail messages are waiting. By adding text and fax messages to the tally, the notification message is updated to inform the guest that text and/or fax messages are waiting to be retrieved from an attendant.

Since your AUDIX VPL administrator likely has a checked-in guest status, you can add (and deliver) text and fax messages to him or her as detailed in this section. If your attendant console is also be a checked-in a guest, you can add text and fax messages to that tally as well.

Adding a Text or Fax Message

To add a text or fax message to a guest's tally, do the following.

1. A text and/or fax message is received.
2. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Message Management`.
3. Enter the extension of the guest whom the message is for.



4. Enter the message type.

   There are three choices for the `Message Type` field: `all, text, fax.` Press CHOICES (F2) to display them on a menu.

   (*All* does not apply when adding messages, only when delivering them.)

5. Enter the number of messages received.

   For example, if you have received two text messages for Mr. Jones, enter **2**. The number you enter is added to the existing message tally.

6. When you have finished entering information in all three fields, press CHG-KEYS (F8), then ADD (F1).

   The messages are added to the guest's tally and the notification announcement is updated.

   A confirmation message is shown.

7. Press any key to continue.
8. Use your establishment's regular policy for notifying guests about text and fax messages.

   At this point, you can add another text or fax message or exit. To add another message, begin with step 3. To exit, proceed to the next step.

9. Press CANCEL (F6) to exit this window and end the text and fax tally process.

NOTE

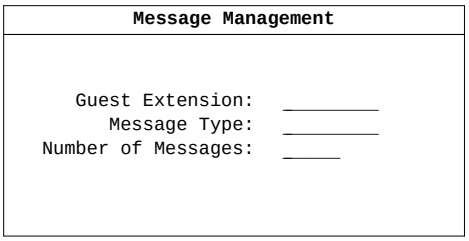
AUDIX VPL does not turn the MWL on for text and fax messages as it does with voice messages. The guest's message notification announcement is simply updated. For example, if guests have text and fax messages but no voice messages, their MWLs are not on. Therefore, guests must still be notified of text and fax messages using your establishment's regular procedure. For example, if the policy is to turn on the MWL via the attendant console to notify guests that they have fax messages, then continue to do so even though you now have the AUDIX VPL system.

Tip: The easiest way to notify guests about text and fax messages is to call and leave a voice mail message asking them to call the attendant. Leaving a voice message automatically activates the MWL.

Delivering a Text/Fax Message

When guests retrieve their text and fax messages, you need to delete them from their tallies. To do so, perform the following steps in order.

1. Text and/or fax message is delivered.
2. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Message Management`.
3. Enter the extension of the guest who retrieved the message.



4. Enter the type of message that the guest retrieved.

   There are three choices for the `Message Type` field: `all, text, fax.` Press CHOICES (F2) to display them on a menu. If the guest retrieved all text and/or fax messages, choose `all` from the menu. If all messages were not retrieved, specify the type of message they retrieved `text` or `fax`.

   The `Number of Messages` field is ignored in the retrieval process. The appropriate message tally is reset to zero.

5. When you have finished entering information, press CHG-KEYS (F8), then DELIVERD (F2).
6. Type **y** to confirm your choice of delivering messages.

   The messages are subtracted from the guest's tallies and the notification announcement is updated.

7. Do any other tasks your hotel may require for delivered text and/or fax messages.

   For example, if the policy is to turn off the MWL via the attendant console after guests have retrieved their text and fax messages, then do so.

   At this point, you may want to deliver more text and fax messages or exit. To deliver another message, begin with step 3. To exit, proceed to the next step.

8. Press CANCEL (F6) to exit this window and end the text and fax tallying process.

DO I HAVE ANY MESSAGES?

Guests that are unfamiliar with the AUDIX VPL capabilities may stop at the front desk and inquire about their messages. The procedure that follows is an easy way to tell the guest about the number and types of messages received.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Mailbox`.

   The cursor is placed in the first field, `Guest Extension`.

2. Enter the guest's extension.

3. Press CHG-KEYS (F8), then DISPLAY (F4).

   Verify that this is the guest you are talking to by looking at the `Guest Name` field.

4. Look at the following three fields to determine if the guest has any messages: `Voice, Fax,` and `Text`.

   If the guest has voice messages, they can be retrieved from the phone in their room or a lobby phone. If the guest has fax and text messages, follow your establishment's policy for handling them. (See the *Handling Fax and Text Messages* section in this chapter.)

PRINTING SCREEN INFORMATION

If you have a printer connected to the AUDIX VPL system, you can print the information displayed on any of the following windows: MAILBOX, OLD MAILBOX, SUITE.

You can also print all of the reports detailed in Chapter 7, *Reports.* Refer to Chapter 7, *Reports*, for more information on printing reports.

Perform the following procedure to print a window.

1. Access the appropriate window through the AUDIX VPL menus.

2. Display or enter the information you wish to print.

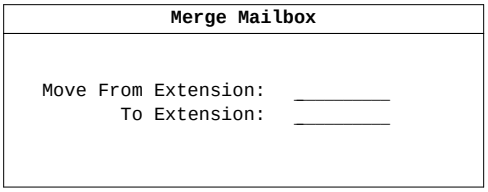
3. Press CHG-KEYS (F8), then PRINT (F5).

   The PRINT key sends the information shown on the window to the default printer.

MERGING TWO MAILBOXES

When guests change rooms, you must move their mailboxes with them. If two guests, checked into two separate rooms, decide to share one room, you must merge their mailboxes. Merging two mailboxes takes the messages (voice and text and fax tallies) from room#1, adds them to the messages in room#2, and checks the guest in room#1 out. Both room#1 and room#2 must be checked in at the time of the merger. To merge two mailboxes, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Merge Mailbox`.
2. Enter the extension of the guest who is moving.



3. In the second field, enter the extension of the room the guest is moving to.

   You do not need to enter any information in the third field.
4. Press SAVE (F3).
5. Type **y** to confirm your choice of merging the two guests.

   A confirmation message is shown.
6. Press any key to continue.

   At this point, you can merge more mailboxes or exit. To merge more mailboxes, begin with step 2. To exit, proceed to the next step.
7. Press CANCEL (F6) to exit this window and end the merge process.
8. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the merged room.

NOTE

If you wish to merge two guests (room#1 and room#2) into a third room (room #3), you must transfer one of the guests to the third room (see the *Transferring a Guest to Another Room* section in this chapter), then merge the remaining guest with the third room.

AUDIX VPL allows the mailbox to exceed its capacity because of the merge operation.

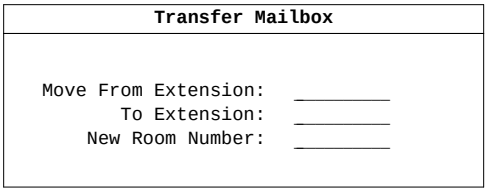
If either the `move from` room or the `move to` room mailbox is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later.

Merge only works on single rooms or a main suite extension. It does not work on extensions that are members of a suite.

TRANSFERRING A GUEST TO ANOTHER ROOM

If a guest is transferred to another room, you must also transfer his or her mailbox. Transferring a mailbox takes the messages (voice and text and fax tallies) from room#1, transfers them to room#2, checks the guest out of room#1, and checks them in to room#2. Room#1 must be currently checked in and room#2 must not have anyone checked in at the time of the transfer. To transfer a mailbox, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Transfer Mailbox`.
2. Enter the extension of the guest who is moving.



3. In the second field, enter the extension of the room the guest is moving to.
4. In the third field, enter the number of the room where the guest is moving to.

   If room numbers and phone extensions are the same, leave this field blank.
5. When you have finished entering information in all three fields, press SAVE (F3).
6. Type **y** to confirm your choice of transferring the guest.

   A confirmation message is shown.
7. Press any key to continue.

   At this point, you can transfer more mailboxes or exit. To transfer more mailboxes, begin with step 2. To exit, proceed to the next step.
8. Press CANCEL (F6) to exit this window and end the merge process.
9. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the new room.

If you want to merge two guests into one room, see the *Merging Two Mailboxes* section in this chapter.

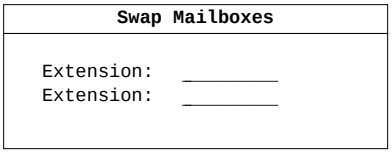
If the `Move From` room is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later.

Transfer only works on single rooms or a main suite extension. It does not work on extensions that are members of a suite.

SWAPPING GUEST ROOMS

If two guests, checked into two separate rooms, swap (exchange) rooms, you must also swap their mailboxes. Swapping two mailboxes puts the messages (voice and text and fax tallies) from room#1 into room#2 and vice versa. Both room#1 and room#2 must be checked in at the time of the swap. To swap two mailboxes, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Swap Mailboxes`.
2. Enter the extension of the first guest.



3. In the second field, enter the extension of the second guest.
4. When you have finished entering information in both fields, press SAVE (F3).
5. Type **y** to confirm your choice of swapping the two guests.

   A confirmation message is shown.
6. Press any key to continue.

   At this point, you can swap more mailboxes or exit. To swap more mailboxes, begin with step 2. To exit, proceed to the next step.
7. Press CANCEL (F6) to exit this window and end the swap process.
8. Swap any paper messages (text or fax) from the physical mailboxes of the two rooms.

If the mailbox of either swap room is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later.

Swap only works on single rooms or a main suite extension. It does not work on extensions that are members of a suite.

SUITES

To most lodging establishments, a suite is a series of connected rooms used as a living unit. Normally, a suite consists of three or more rooms that may include several bedrooms, a living room, a dining room, bathrooms, etc. Because suites are made up of more than one room, there is probably more than one phone, each with its own extension. Even if more than one guest occupies the suite, they may not each need their own voice mailbox.

NOTE

If your lodging establishment does not use different numbers for each separate phone in a suite of rooms, there is no need to create suites on the AUDIX VPL system.

Using AUDIX VPL, you can create one voice mailbox to serve an entire suite of rooms.

A *suite mailbox* designates one extension, the *main suite extension*, in the suite of rooms to receive all of the messages (voice, text, and fax) for the rooms in that suite. All other rooms in the suite become the *suite member extensions.*

Each member of the suite can still receive calls through their individual extension numbers. However, if a suite member is not available to take a call, the caller can leave a voice message that is stored in the suite mailbox. Members of the suite can access the suite mailbox from any phone by knowing the main suite extension and password.

Example

The following example illustrates what a suite mailbox is and how it is used.

Mrs. Jones is a CEO at a large company. When she travels, her secretary reserves the hotel's largest suite of rooms so that Mrs. Jones will be comfortable while away from home. For this trip the hotel's largest suite is room number 2000. This suite has five phones with the following extensions: 2000, 2001, 2002, 2003, and 2010. It is not necessary that each extension have its own voice mailbox since Mrs. Jones is the only person staying in the suite. Therefore, the attendant creates a suite mailbox in which 2000 is the main suite extension and 2001, 2002, 2003, and 2010 are member extensions. Mrs. Jones can receive calls on any of the suite's extensions. However, when she is unavailable, voice mail messages and notification of text and fax messages are stored in one suite mailbox, 2000. She can retrieve these messages from any phone in the suite. If she is calling from outside the suite, she must know the main suite extension and password to retrieve messages.

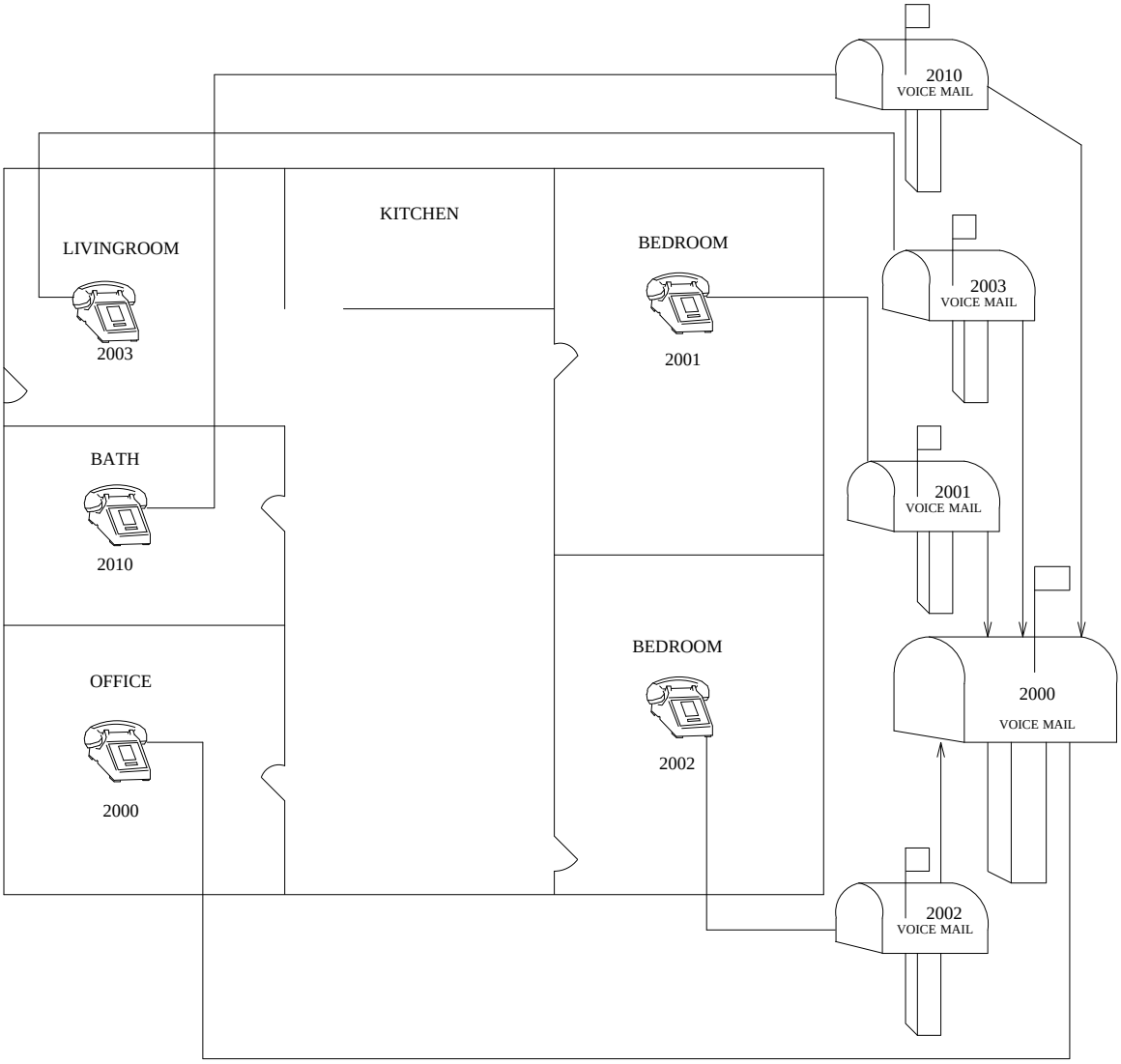


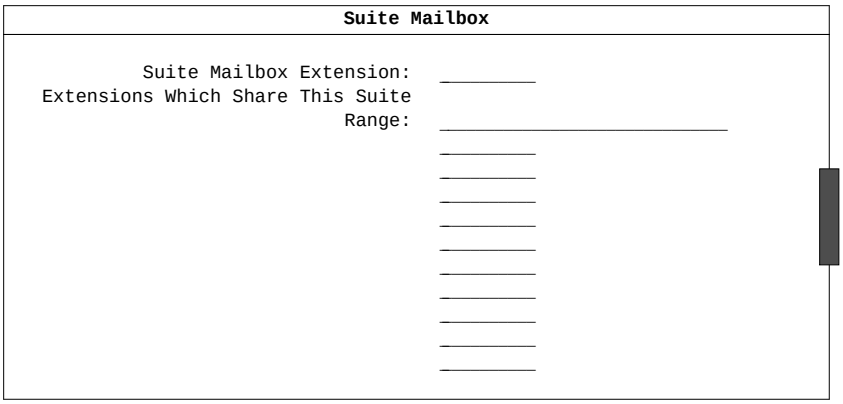
Figure 5-1. Using One Voice Mailbox for a Suite of Rooms

Creating a Suite of Rooms

Because the components of a suite (main extension and member extensions) do not change often, you may want to enter all of the suites for your lodging establishment at one time, then make modifications to them only as necessary. In addition, AUDIX VPL suite groups can only be created if none of the extensions in the suite (main or member) are checked in. This is another reason to create suite groups as a preliminary task. Once a suite group is created, it remains until you delete it. It is not deleted, for example, when the guest checks out.

To create a suite mailbox, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Suite Mailbox`.
2. Enter the the main suite mailbox extension.



   This is the mailbox that all messages for the suite of rooms are forwarded to. An error message appears on the screen if you enter an extension number that is checked in or if the extension number is a member of another suite.

3. Ignore the `Range` field. Enter individual suite member extensions on the short lines below the `Range` field. The maximum number of member extensions is 10.
4. When you are finished entering extensions, press CHG-KEYS (F8), then SAVE (F3).
5. Type **y** to confirm your choice of creating a suite.

   The suite assignment is saved.

   At this point, you can administer more suites or exit. To administer more suites, begin with step 2. To exit, proceed to the next step.

6. Press CANCEL (F6) to exit this window and end the suite process.

Checking Guests In and Out of Suites

Once a suite of extensions is created, only the main suite extension can be used for check-in and/or check-out. By checking the main suite extension in or out, you automatically check the member extensions in or out. A guest who resides in a suite can be checked in and out in the same manner as a regular guest. (See the *Checking a Guest In* section in this chapter.) Just make sure that when you check a suite guest in or out, you use the main suite extension. An attempt to check in a suite member extension will result in an error. If the main suite extension is checked in, suite member extensions will show the main suite extension number in the `Suite Mailbox Extension` field when displayed using the `Mailbox` window.

Deleting a Suite Mailbox

Deleting a suite of extensions unassigns all member extensions. This allows you to treat the suite member extensions as regular rooms. You can therefore check them in and they, in turn, have their own voice mailbox.

1. Verify that the main suite extension is checked out.

   To delete a suite of extensions, the main suite extension must be checked out. (See the *Checking a Guest Out* section in this chapter.)

2. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Suite Mailbox`.
3. Enter the suite's main extension.
4. Press CHG-KEYS (F8), then DISPLAY (F4).

   Make sure that this is the suite you wish to delete.

5. Press DELETE (F2).
6. Type **y** to confirm your choice of deleting the suite.

   The suite assignment is deleted.

   At this point, you may delete more suites or exit. To delete more suites, begin with step 3. To exit, proceed to the next step.

7. Press CHG-KEYS (F8), then CANCEL (F6) to exit this window and end the suite modification process.

Modifying a Suite Mailbox

If you need to change a suite of extensions that has already been created, perform the following steps.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Suite Mailbox`.
2. Enter the main suite mailbox extension.
3. Press CHG-KEYS (F8), then DISPLAY (F4).

   All of the member extensions will appear on the window's 10 short lines. Make sure that this is the suite you wish to modify.

   You can now make all necessary modifications. To delete an extension, move the cursor, using the arrow keys, to the desired location and press the Delete key to delete characters. To add an extension, go to the the short lines below the `Range` field and enter the new extension. You can also type over an existing extension. The maximum number of member extensions is ten. Ignore the `Range` field.
4. When you are finished making modifications, press SAVE (F3).
5. Type **y** to confirm your modification of the suite.

   A confirmation message is shown.
6. Press any key to continue.

   At this point, you can modify more suites or exit. To modify more suites, begin with step 2. To exit, proceed to the next step.
7. Press CHG-KEYS (F8), then CANCEL (F6) to exit this window and end the suite modification process.

Do not use the Back Space key while in the SUITE MAILBOX window. It may cause the keyboard to lock.

Merging, Swapping, Transferring, and Reactivating Suites

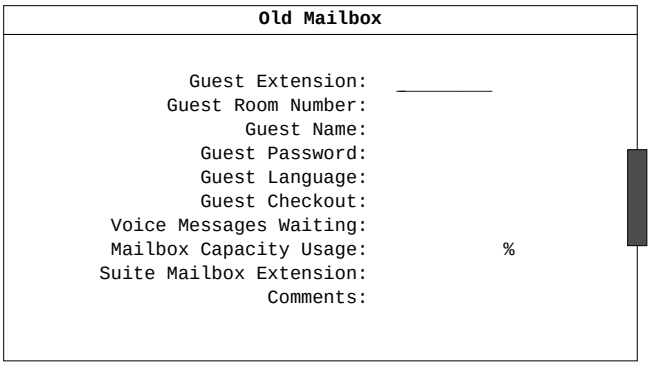
The merge, swap, transfer, and reactivate operations are the same for suites as they is for individual rooms. However, these operations can only be performed on the main suite extension. An attempt to merge, swap, reactivate, or transfer a member extension will result in an error. Merge, swap and transfer instructions are explained in this chapter.

REACTIVATING AN OLD MAILBOX

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours. If previous guests check back into the hotel within this time, you can reactivate their mailboxes so that they can retrieve messages been leftover from their previous stay. Old mailboxes contain messages that the guest has not listened to (unheard) or those that have been saved by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. Since deleted messages and text and fax tallies are purged from the system when the guest checks out, you cannot restore a deleted message for a checked-out or reactivated guest. At midnight, all old mailboxes that are at least 24 hours old are purged from the system. Purged messages are no longer retrievable. To reactivate an old mailbox, do the following.

1. Begin at the GUEST MAILBOX ADMINISTRATION menu and pick `Old Mailbox`.
2. Enter the guest's previous extension.

   If you are unsure of the guest's previous extension, press the CHOICES (F2) to display possible candidates.



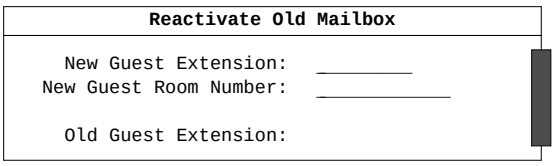
3. Press CHG-KEYS (F8), then DISPLAY (F4). Verify that this is the guest you wish to reactivate by looking at the `Guest Name` field. All of these fields are the same as on the MAILBOX window except `Guest Checkout`. This field contains the date and time when the guest checked out.
4. Press ACTIVATE (F2).

   Another window appears.

This procedure is continued on the next page.

5. Enter the new extension and room number for the guest.

   You do not need to enter the room number if phone extension and room numbers are the same.



6. When you are finished entering information, press CHG-KEYS (F8), then SAVE (F3).
7. Type **y** to confirm your choice of reactivating the guest.

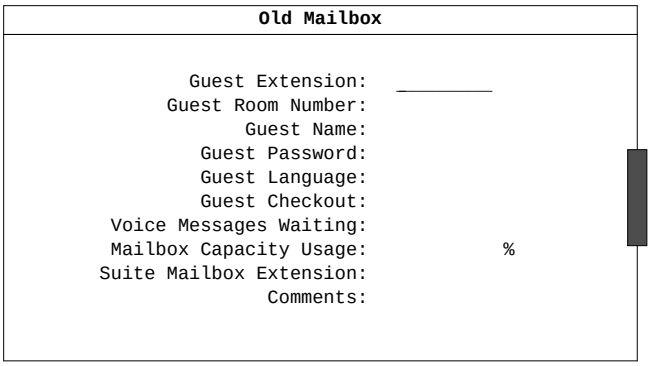
   A confirmation message appears informing you that the guest has been reactivated. All leftover messages are waiting for retrieval in the new room. If one (or more) of the leftover messages is unheard, the guest's MWL is illuminated. If all of the leftover messages have already been heard (saved), the MWL may not be illuminated. (This depends on a parameter set by the AUDIX VPL administrator.) In addition, all of the guest's old information is in effect such as password.

After guests have been reactivated, they are considered to be checked in, and you can treat them as such. So, for example, if you need to make modifications to the guest's information, go to the MAILBOX and use the guest's new extension to bring up a window with their data. Note that you can reactivate a suite's main extension.

PURGING AN OLD MAILBOX

To purge an old mailbox, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   Guests Mailbox Administration
   Old Mailbox
   ```
2. Enter the guest's previous extension.



3. Press CHG-KEYS (F8), then PURGE (F1).

   All of the fields on the OLD MAILBOX window are the same as on the MAILBOX window except `Guest Checkout`. This field contains the date and time when the guest checked out.
4. Type **y** to confirm your choice of purging the old mailbox.

   The following message appears.
   ```
   Checking if voice system is up and running
   ```
5. Press Enter.

   A confirmation message appears informing you that all old mailboxes have been purged.
6. Press Enter.
7. Press CANCEL (F6).

The AUDIX VPL administrator can purge *all* old mailboxes when many guests check out and leave old mailboxes behind. These old mailboxes take up valuable disk space and may keep callers from leaving messages for new guests.

6. Ongoing Preventive Maintenance

Preventive maintenance on a regular basis is the key to problem-free operation and is your responsibility as an AUDIX VPL administrator.

It is important that you establish a regular routine for performing administrative maintenance. Problems that tend to compound themselves can be identified and corrected early when maintenance is performed regularly, and information that is collected for analysis will be more reliable if samples are for identical collection periods.

Preventive maintenance tasks that should be performed on a daily, weekly, monthly, and high occupancy basis are described on the next several pages.

Specific maintenance procedures are detailed in Appendix B, *Maintenance Procedures.*

DAILY

Perform the following preventive maintenance tasks each day, preferably early every morning.

1. Respond to any troubles reported by guests or attendants. An *AUDIX VPL User Trouble Report* is provided in Appendix C, *Job Aids* to make documenting troubles easier. Respond to these reports as directed in Chapter 8, *Troubleshooting.*
2. Print and review the Mailboxes Over Limit Report described in Chapter 7, *Reports*. Make a point of contacting guests who are over their mailbox limit. Stress the importance of keeping their voice mailboxes free of unneeded messages so that new incoming messages can be recorded. If a large percentage of guests are over the mailbox limit, you may want to increase mailbox size. Refer to Chapter 9, *System Tuning,* for more information.
3. Verify through the SYSTEM MONITOR window that all channels have `On-Hook` in the `SERVICE STATUS` field. Watch calls come through on the SYSTEM MONITOR window for several minutes. For instructions on accessing and reading the SYSTEM MONITOR window, refer to the Chapter 7, *Reports.*
4. In the first couple of weeks after installation, you should review and reset the AUDIX VPL Phone Line Usage Report daily. Instructions are presented in the *Weekly* section of this chapter.
5. When all tasks are complete, log out of the AUDIX VPL terminal by exiting all menu. Leave the terminal at the `Console Login:` prompt. For more information, refer to Chapter 3, *Administrator's Activities.*

WEEKLY

Perform the following preventive maintenance tasks each week.

1. Check available disk space. The very last line of the Mailbox Usage Report displays a percentage of available disk space. Monitor this statistic to make sure that it does not go below 5%. If it does, purge all old mailboxes using the procedure detailed in Chapter 3, *Administrator's Activities.* If this value still remains low, follow your site's AT&T service path.

2. Monitor AUDIX VPL traffic by printing and reviewing the Phone Line Usage Report.

   This report, described in Chapter 7, *Reports*, provides information about how your AUDIX VPL system is being used and how efficiently it is performing. Look over this report for problems and potential problems that may be gleaned from report statistics. When you do this at regular intervals, discrepancies from normal traffic patterns will be easy to spot. Keep the printouts on file for comparison.

3. Clear the Phone Line Usage Report and restart the information gathering process by pressing CHG-KEYS (F8), then RESETLOG (F4). For more information, refer to Chapter 7, *Reports*.

MONTHLY

1. Check the system clock for accuracy as described in Chapter 3, *Administrator's Activities.*
2. All terminal-based passwords expire after 28 days. Each login (audix, root, attendants) is automatically prompted to change its password when logging in. You should also change the administrative phone-based passwords as described in Chapter 3, *Administrator's Activities.* In addition, if you have an AUDIX Voice Power coresident system, encourage subscribers to change their phone-based passwords.
3. Run the `Audit and Fix Mailbox Database` command as described in Appendix B, *Maintenance Procedures.*
4. Reboot the AUDIX VPL system. For instructions on this procedure refer to the *Rebooting the System* section of Chapter 8, *Troubleshooting.*

HIGH OCCUPANCY

Before, during, and after high occupancy periods, you should monitor the following item closely.

1. Check available disk space. Refer to the *Weekly* section of this chapter for instructions.

7. Reports

AUDIX VPL gathers information on the status of the system and makes it available to you in a series of reports. This chapter describes the contents of those reports and tells you how to access them. Reports provide statistics on how guests are using the system. They can also help you to identify the source of a problem should one occur. It is recommended that you check these reports regularly to ensure the efficient operation of your system. See Chapter 6, *Ongoing Preventive Maintenance*, for guidelines on the frequency for checking reports.

TYPES OF REPORTS

This chapter is divided into the following sections.

- AUDIX VPL reports focus on guest usage of the system — for example, number of messages taken by AUDIX VPL, number of guests over the mailbox limit, and number of transfers to the attendant. AUDIX VPL reports compile data strictly pertaining to AUDIX VPL and include the following.
  - — Phone Line Usage report
  - — Mailbox Usage report
  - — Guest Over Mailbox Limit report
- The Event Log provides a compilation of event and error data. Event Log information may not strictly pertain to AUDIX VPL. For example, in an AUDIX VP coresident system, AUDIX VPL *and* AUDIX VP event and error data are compiled by the Event Log.
- The System Monitor is a dynamic report which provides information on the status of the channels. The System Monitor information may not strictly pertain to AUDIX VPL. For example, in an IVPAA coresident system, activity over IVPAA channels is shown in addition to AUDIX VPL channel activity.

PRINTING REPORTS

If you have a printer connected to the AUDIX VPL computer, you can print the information displayed in any of the reports in this chapter. Note that reports often contain more than one window of information. The PRINT key for reports will print the entire report, not just what is shown in one window.

Use the following procedure to print a report.

1. Access the appropriate report through menu picks.

   If necessary, press the appropriate function keys to display the report in the window.

2. To print AUDIX VPL reports, press CHG-KEYS (F8), then PRINT (F2).

   To print the Event Log and System Monitor reports, press CHG-KEYS (F8), then PRINT (F6).

AT&T recommends printing reports regularly and keeping them on file for reference.

MOVING AROUND IN REPORTS

For information on how to move around within report window, see Chapter 2, *AUDIX VPL Basics.*

AUDIX VPL REPORTS

AUDIX VPL reports focus on guest usage of the system — for example, number of messages taken by AUDIX VPL, number of guests over the mailbox limit, and number of transfers to the attendant. AUDIX VPL reports compile data strictly pertaining to AUDIX VPL and include the following: Phone Line Usage report, Mailbox Usage report, Guest Over Mailbox Limit report.

Displaying an AUDIX VPL Report

Use the following procedure to display an AUDIX VPL report.

1. Begin at the IVPSS R2.0 menu and pick the following sequence:

   ```
   Voice System Administration
   Reports
   AUDIX Voice Power Lodging Reports
   ```

2. From the AUDIX VOICE POWER LODGING REPORTS window, select the report you want to display.

The Phone Line Usage Report

The Phone Line Usage report provides information on AUDIX VPL channel activity during a particular time period. A channel is the means by which AUDIX VPL receives and sends calls and data.

Phone Line Usage Report

Phone Line Usage Report
Starting Thu Sep 5 5 09:38:54 1991
Ending Fri Oct 4 4 10:00:32 1991

Channel 4 assigned lodging

	Admin Service	Call Answer	Voice Mail	Channel Totals
Calls	1	1954	1395	3350
Abandoned	0	608	56	664
Holding Time(s)	16	42	65	52
Occupancy (%)	<1	3	4	7
Messages Sent	0	1126		1126
Messages Read	0		1733	1733
Messages Deleted	0		994	994
Messages Restored	0		9	9
Attendant Cmplt		273	120	393
Attendant Busy		2	7	9
Attendant Incmplt		0	0	0
Logins	1		1330	1131
Bad Switch Info	0	0	0	0
Attend Assist	0		59	59
Not Checked In		32		32

The top of the Phone Line Usage report lists the starting and ending times for the data-collection period. The rest of the information in this report is organized in numerical order according to channel number. AUDIX VPL supports up to 24 channels. (Channel numbers can range from 0 to 23.) The number of channels determines the number of calls AUDIX VPL can handle simultaneously. Each channel's information begins with a title line which gives you the channel number and the name of the service assigned to that channel. The following is an example.

```
Channel 4 assigned lodging
```

Each channel has one assigned service. A channel's assigned service tells the channel what to do when it receives a call. (For more information on services, refer to Chapter 9, *System Tuning*.)

If no phone line usage information has been recorded for a particular channel, you see the words `No phone usage information has been recorded.`

If a channel has been active, the report provides a separate page for that channel. AUDIX VPL keeps a number of statistics, such as number of calls, messages sent, and logins to voice mail; the name of statistic is listed in the left-hand column. These statistics are compiled in three areas: `Admin Service, Call Answer,` and `Voice Mail`.

- `Admin Service` displays statistics on the AUDIX VPL administrator's extension.
- `Call Answer` displays statistics for voice messages recorded by AUDIX VPL for guests.
- `Voice Mail` displays statistics for voice messages retrieved from AUDIX VPL by guests.

The fourth column `Channel Totals` adds the statistics in the `Admin Service, Call Answer,` and `Voice Mail` columns. If a statistic does not apply in an area, a blank appears in that column of the report. For example, the `Messages Read` statistic does not apply to the `Call Answer` area because `Call Answer` pertains to recording messages not listening (reading) to them.

NOTE

Averages are provided for the `Holding Time` and `Occupancy (%)` statistics in the Phone Line Usage report.

The following list explains each statistic.

`Calls`	Total number of calls a channel handled.
`Abandoned`	The number of times the user disconnected a call (no action was taken). For example, a guest hangs up while listening to messages or a caller disconnects after listening to the call-answer greeting.
`Holding Time`	The average length of time (in seconds) an administrator, a guest, or a caller engaged the AUDIX VPL system. For example, `Holding Time` in the `Voice Mail` area shows the average amount of time it takes guests to listen to their messages.
`Occupancy (%)`	The percentage of time the system was in use.
`Messages Sent`	The number of voice messages taken for the administrator and guests.
`Messages Read`	The number of voice mail messages listened to by the administrator and guests.
`Messages Deleted`	The number of voice mail messages deleted by the administrator and guests.
`Messages Restored`	The number of voice mail messages deleted by the administrator or guest, then restored by the attendant.
`Attendant Complete`	The number of times a caller or guest transferred to the attendant. This includes manual attendant transfers (pressing 0) and automatic attendant transfers (see Operator Revert in Chapter 9, *System Tuning*).

`Attendant Busy`	The number of calls transferred to the attendant that were either not answered or for which the caller or guest received a busy signal.
`Attendant Incomplete`	The number of calls that failed to transfer to an attendant due to a system parameter or PBX problem. The following conditions can cause an `Attendant Incomplete` statistic to be recorded. If an improper extension or hunt group has been entered the `Hunt Group or Primary Attendant` field in the SYSTEM PARAMETER window, the caller hears "No one is available to receive your call. Please try again later." (See Chapter 9, *System Tuning* for more information.) If the PBX fails to provide AUDIX VPL with the tones (dial tone, progress tone, voice energy) AUDIX VPL expects, the caller will hear "This call is experiencing technical difficulties. Please try again later." (See Chapter 8, *Troubleshooting* for more information.)
`Logins`	The number of times guests logged in to AUDIX VPL to retrieve messages.
`Bad Switch Info`	The number of calls that came into the AUDIX VPL system without accompanying information from the switch. The caller hears "This call is experiencing technical difficulties."
`Attendant Assistance`	The number of times the attendant helped guests retrieve messages from AUDIX VPL, usually from a lobby phone or from outside the hotel.
`Not Checked In`	The number of calls transferred to a room where the guest was not checked in on AUDIX VPL (did not have a voice mailbox). The caller hears "No one is checked in to the room you dialed. Your call is being transferred to a hotel attendant."

At the end of the Phone Line Usage report a summary of all channels that were active during the data-collection period is provided; it is shown under the `Totals for all channels` title. (To move to the end of the Phone Line Usage report, press the End on the keypad.)

Phone Line Usage Report

Phone Line Usage Report
Starting Thu Sep 5 5 09:38:54 1991
Ending Fri Oct 4 4 10:00:32 1991

Totals for all channels

	Admin Service	Call Answer	Voice Mail	Grand Totals
Calls	3	13431	9979	23413
Abandoned	0	4135	392	4527
Holding Time(s)	16	42	66	4
Occupancy (%)	<1	1		4
Messages Sent	0	7756	2	7756
Messages Read	0		12667	12667
Messages Deleted	0		7475	7475
Messages Restored	0		46	46
Attendant Cmplt		1985	884	2869
Attendant Busy/NA		17	34	51
Attendant Incmplt		0	0	0
Logins	3		9508	9511
Bad Switch Info	0	0	0	0
Attend Assist	0		334	334
Not Checked In		229		229

Resetting the Phone Line Usage Report

The Phone Line Usage report begins gathering data as soon as the AUDIX VPL system starts handling calls and continues to compile statistics until you manually clear the report. When you look at and clear this report at regular intervals, discrepancies from normal traffic patterns will be easy to spot. AT&T recommends that you look at this report daily until usage patterns are established and then weekly thereafter to check channel activity.

To clear the accumulated data and restart the information-gathering process for the Phone Line Usage report, press CHG-KEYS (F8), then RESETLOG (F4) from the PHONE LINE USAGE REPORT window.

The Mailbox Usage Report

The Mailbox Usage report provides a message profile for every guest checked in on AUDIX VPL. This report is a snapshot; it shows exact message data that exists at day and time you generate the report.

Mailbox Usage Report

```
                    Mailbox Usage Report
                  Mailbox size: 360 seconds
                   Fri Oct 4 10:01:00 1991

Current Messages:
Mailbox    Voice Msgs     Time (secs)     Text Msgs     Fax Msgs
  100           0            0                0            0
  131           0            0                0            0
  201           7          374**OVER**        0            0
Deleted Messages:
Mailbox    Voice Msgs     Time (secs)     Text Msgs     Fax Msgs
  210           5          119
  211           3           52
  218           2          130
Old Messages:
Mailbox    Voice Msgs     Time (secs)     Text Msgs     Fax Msgs
  217           1           50
Totals:
Mailbox    Voice Msgs     Time (secs)
CURRENT          7          374
DELETED         10          301
OLD              1           50
ALL             18          725
Voice Disk Space Usage:
slice /dev/idsk/cs4   2624 free blocks of 6167 available (42% free)
```

The top of the Mailbox Usage report shows the size of the mailbox (in seconds) to which the mailbox limit has been set. (For more information on mailbox size, refer to Chapter 9, *System Tuning.*) The title lines also shows the date and time the report was generated.

The Mailbox Usage report has three main sections: current messages, deleted messages, and old messages.

- *Current messages* are voice messages AUDIX VPL has taken. These messages are waiting to be retrieved by guests. For example, messages that the guest has not listened to (*unheard*) or those that have been saved by the guest or restored by an attendant (*heard*).
- *Deleted messages* are voice messages that guests have listened and removed from their mailboxes. Deleted messages are stored until midnight of the day they were deleted.
- *Old messages* are leftover voice messages for a checked-out guest. For example, messages that the guest has not listened to (*unheard*) or those that have been saved by the guest or restored by an attendant (*heard*). Old messages are stored for at least 24 hours after the guest checks out.

Under each message type (current, deleted, and old), information is organized by individual mailbox extensions (`Mailbox` column). In the current message type section, all checked-in extensions are listed whether they have any current messages or not. In the deleted message and old message sections, only those mailbox extensions that have deleted or old messages are listed.

The Mailbox Usage report compiles four statistics for each mailbox extension.

`Voice Msgs`	For the current message section `Voice Msgs` is the number of voice messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard). For the deleted message section, `Voice Msgs` is the number of voice messages deleted by guests. For the old message section, `Voice Msgs` is the number of leftover voice messages for checked-out guests.
`Time (Secs)`	The total amount of time used for the number of voice messages shown in the `Voice Msgs` column.
`Text Msgs`	The number of text messages for the guest. Note that this column only applies to the current message type section. AUDIX VPL does not keep track of deleted text messages nor is the text message tally stored as part of the old messages for checked-out guests.
`Fax Msgs`	The number of fax messages for the guest. Note that this column only applies to the current message type section. AUDIX VPL does not keep track of deleted fax messages nor is the fax message tally stored as part of the old messages for checked-out guests.

In the current messages section, the word "`WARNING`" appears next to the mailbox extension of guests who have exceeded two-thirds of the time allotted to them for message storage. The word "`OVER`" appears next to the mailbox extension of those who have exceeded the limit. The Guest Over Mailbox Limit report, summarizes all guests who have exceeded their mailbox limit; it is described later in this chapter. (For more information on mailbox size, refer to Chapter 9, *System Tuning*.)

NOTE

Callers who attempt to leave a message for a guest whose mailbox is over the limit hear "There is no room in the mailbox to leave a message." Guests who call to retrieve messages from a mailbox that is over the limit hear "Your mailbox is full. Please delete unneeded messages."

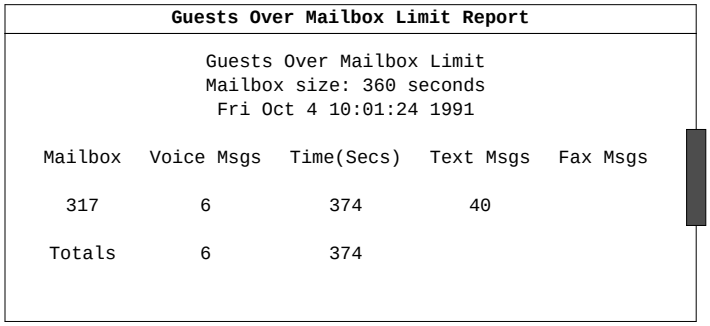
You can use the information in the Mailbox Usage report to verify a mailbox's status. For example, a guest says that his MWL is on but there are no messages to retrieve. You can view this report to verify that the mailbox is empty. In another case, a guest may want to have a deleted message restored but the attendant says that the guest has no deleted messages. You can view the Mailbox Usage report to see if the guest has deleted any messages today.

Totals

At the end of the Mailbox Usage report, the total number of messages and the time that they consume for each message type (current, deleted, and old) is provided. (To move to the end of the Mailbox Usage report, press the End on the keypad.) In addition, a grand total of the number of all messages (current, deleted, and old) and time they consume is provided. This summarizes all the messages stored on the AUDIX VPL system. Using these totaled statistics, the report provides a percentage of disk space available on AUDIX VPL for speech. This number should always remain above 5%. If it does not, follow your service path.

The Guest Over Mailbox Limit Report

The Guest Over Mailbox Limit report lists all of the mailbox extensions that have exceeded the mailbox size parameter. The default mailbox size is 6 minutes or 360 seconds. (For more information on mailbox size, refer to Chapter 9, *System Tuning*.) This report is a snapshot; it shows guests over the mailbox limit at that the day and time you generate the report.



Guests Over Mailbox Limit Report

Guests Over Mailbox Limit
Mailbox size: 360 seconds
Fri Oct 4 10:01:24 1991

Mailbox	Voice Msgs	Time(Secs)	Text Msgs	Fax Msgs
317	6	374	40	
Totals	6	374		

The top of the Guest Over Mailbox report shows the size of the mailbox (in seconds) to which the mailbox limit is set. The title lines also show the date and time the report was generated.

The information in this report is organized by individual mailbox extensions (`Mailbox` column). Only those mailbox extensions that are over the mailbox limit are listed.

The Guests Over Mailbox Limit report compiles four statistics for each mailbox extension.

`Voice Msgs`	The number of current voice messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard).
`Time (Secs)`	The total amount of time used for the number of voice messages shown in the `Voice Msgs` column.
`Text Msgs`	The number of text messages for the guest.
`Fax Msgs`	The number of fax messages for the guest.

The Guest Over Mailbox Limit report totals the `Voice Msgs` and `Time (Secs)` categories at the of the report.

NOTE

Callers who attempt to leave a message for a guest whose mailbox is over the limit hear "There is no room in the mailbox to leave a message." Guests who call to retrieve messages from a mailbox that is over the limit hear "Your mailbox is full. Please delete unneeded messages."

Make a point of contacting guests who are over their mailbox limit. Stress the importance of keeping their voice mailboxes free of unneeded messages so that new incoming messages can be recorded. If a large percentage of guests are over the mailbox limit, you may want to increase mailbox size. Refer to Chapter 9, *System Tuning*, for more information.

EVENT LOG

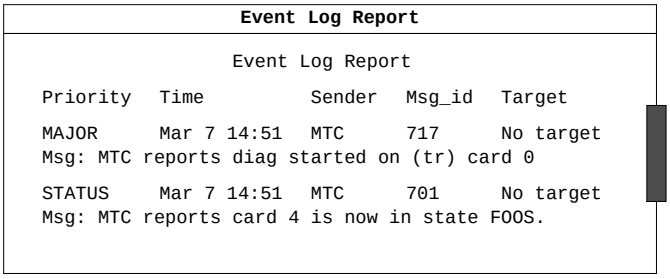
The Event Log provides a record of event messages. Event messages inform you of system status and alert you to critical errors that interrupt system service.

NOTE

Many of the messages generated, *regardless of the priority indicated*, do not affect AUDIX VPL service. It is only necessary to contact an service representative when you actually perceive a problem with the operation of the AUDIX VPL system.

To display the Event Log, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence:
   ```
   Voice System Administration
   Reports
   System Reports
   Event Log Report
   ```
   The EVENT LOG REPORT window opens.
2. Press CHG-KEYS (F8), then DISPLAY (F2).



   Press END on your keypad to go directly to the end of the report where the most recent event messages appear.

Explain Key

To see a more detailed explanation of an event message, press the EXPLAIN (F3) key.

In the EXPLAIN FORM window, enter the message ID of the event message for which you want more information, and press SAVE (F3). The EXPLANATION OF EVENT MESSAGE window opens with the information you requested. All event messages with their EXPLAIN key definitions are listed in numerical order in Appendix A, *Event Messages.*

Format Used in the Event Log

Each event message occupies at least two lines in the Event Log. The first line is divided into five fields: `Priority, Time, Sender, Msg_id` (message identification number), and `Target`. The second line displays a brief message describing the error. This brief message is always prefaced with `Msg:`.

Priority

The priority of a message usually indicates its severity. There are four event message priorities.

`Critical`	The problem is interrupting service. You must correct it immediately.
`Major`	The problem is not interrupting service now but is potentially serious. You must correct it as soon as possible.
`Inform`	The problem does not need action now. You must, however, monitor the condition.
`Status`	There is not a problem. This message is to inform you of a change in system status.

Time

The `Time` field displays the date and time when the event occurred. The `Time` field is formatted as follows.

```
<month> <day number> <military time>
```

The following is an example of how time is displayed in the Event Log.

```
Mar 7 14:51
```

Sender and Message Identification Number

Event messages on the AUDIX VPL system are numbered and divided into subgroups according to the software process that generates them. Software processes are abbreviated in the Event Log. These abbreviations, the processes they identify, and their message identification number range are listed in the following table.

NOTE

This table is included here for you to use primarily when a services representative asks you to refer to it.

Table 7-1. Software Processes

Abbreviation	Process Name	Message No. Range
IVPSS	Integrated Voice Power System Software	100-199
TSM	Transaction State Machine	400-499
VROP	Voice Response Output	500-599
ET	Error Tracker	600-699
MTC	Maintenance	700-799
TRIP	Tip/Ring Interface Process	2000-2099
DIP 28	Switch Communication Data Interface Process	5350-5365
DIP 20	Administration Data Interface Process	6000-6001
DIP 30	Lodging Data Interface Process	6100-6114
DIP 17	Reports and Administration Data Interface Process	6200-6203
DIP 33	Property Management System Data Interface Process	6301-6342
DIP 23	Switch Information Data Interface Process	6400-6499

Target

The `Target` field is reserved for future use by AT&T development. It should always read `No Target`.

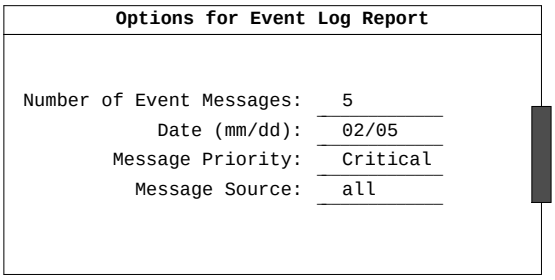
Event Log Display Options

The information you see in the example EVENT LOG REPORT window in the section is based on options previously selected and saved to the AUDIX VPL system. The Event Log saves up to 500 event messages. If you only wish to see a particular segment of the accumulated Event Log messages, can change the Event Log display options so that only specific data is shown when you generate the Event Log. Only those messages which meet all four criteria on this window will be displayed in the Event Log.

To change Event Log display options, do the following.

1. Press OPTIONS (F1).

   The OPTIONS FOR EVENT LOG REPORT window opens.



2. Use the arrow keys to move the the option you want to change and enter a new value.

   Each parameter is described later in this section.

   The `Message Priority` and `Message Source` options have online lists of values available. Move to the field and press CHG-KEYS (F8), then CHOICES (F2) to see the list.

   NOTE

   If you do not choose a value for one or more of these parameters, the system assumes `all` as the default.

3. Press SAVE (F3) to save the new options.

   The system saves your changes and returns you to the EVENT LOG REPORT window.

4. Press DISPLAY (F2) to bring up the new Event Log, created according to the options you specified.

Number of Event Messages

The first time and every subsequent time a message occurs, it is written to the Event Log. AUDIX VPL saves up to 500 event messages. Once 500 messages is reached, the Event Log is maintained by deleting the old messages from the top of the log and adding new ones to the end. The `Number of Event Messages` option allows you to specify the number of event messages you wish to see. For example, if you enter **`5`** the Event Log displays the 5 most recent events it has logged which fit all the options you have specified in this window (`Date`, `Message Priority`, and `Message Source`). Your entry can be a single digit from 1 to 500 or the word **`all`** (for all event messages available).

Date

If you are looking for an event messages which occurred on a particular day, you can modify the `Date` field. For example, if you enter `02/05`, the system will only display event messages generated on February 5th. You must use the form "`mm/dd`" for month and day or the word **`all`** (for all dates available).

Message Priority

There are four message priorities: critical, major, inform, and status. If you wish to limit the Event Log display to a particular priority, you can enter it in this field or you can enter the word **`all`** (for all priorities available). These priorities are explained earlier in this section.

Message Source

Event message on the AUDIX VPL system are divided into subgroups according to the software process that generates them. If you wish to limit the Event Log display to a particular software process, enter the abbreviation for the originating software process from Table 7-1 or the word **`all`** (for all sources available).

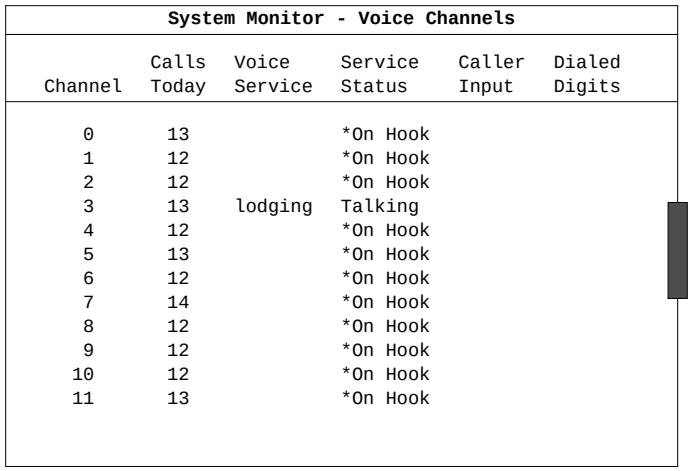
SYSTEM MONITOR

The System Monitor is a dynamic (changing) report screen that shows the activity on the channels of the AUDIX VPL system. You can use the System Monitor to verify that channels are working properly and troubleshoot the system.

Use the following procedure to display the System Monitor.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   System Monitor
   ```



System Monitor - Voice Channels

Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	13		*On Hook		
1	12		*On Hook		
2	12		*On Hook		
3	13	lodging	Talking		
4	12		*On Hook		
5	13		*On Hook		
6	12		*On Hook		
7	14		*On Hook		
8	12		*On Hook		
9	12		*On Hook		
10	12		*On Hook		
11	13		*On Hook		

Format Used in the System Monitor

The System Monitor is divided into 6 columns and is organized by channel. Channel numbers are shown in the `Channel` column, can range from 0 through 23, and are displayed in groups of 12. The remaining 5 columns contain dynamic (changing) information. Each column is described below.

Calls Today

This field shows the number of calls made to the channel so far today. Calls are monitored for a 24-hour period beginning at midnight. At midnight the System Monitor is cleared and begins compiling this statistic anew.

Voice Service

When the channel is being used, its service assignment shows up in this column. For example, if a channel is assigned to the lodging service, `lodging` is displayed in this column when that channel answers a call. For more information on services, refer to Chapter 9, *System Tuning.*

Service Status

This fields shows the current status of the channel. You might see any of the following in the `Service Status` field. An asterisk preceding the status indicates an inactive state; the channel is not processing any calls when it has this status.

`*Broken`	The channel is broken. Diagnostics did not pass on the board, and it may have to be replaced.
`CCA`	The channel is classifying a call—that is, it is monitoring the network for touch-tones that indicate, for example, busy or ringing.
`Coding`	The channel is encoding a voice message.
`Collect`	The channel is collecting caller input in the form of touch tones.
`*Diagnose`	The channel is being diagnosed by AUDIX VPL software. No incoming calls are accepted.
`Dialing`	The channel is dialing digits. This usually means that the channel is currently originating or transferring a call or updating message-waiting lights.
`DIP <0-34>`	A data interface process (DIP) is processing a request from an application on the channel.
`*FOOS`	The channel is in a facility-out-of-service state. The cable coming into the IVP4 board could be unplugged, or the PBX may not be configured correctly.
`*Initing`	The channel is being initialized at system start.
`Offhook`	The channel is off hook. It has answered an incoming call or is making an outgoing call.
`*On Hook`	The channel is in its normal state — that is, it is waiting for a call to come in.
`*MANOOS`	The channel is in a manually out-of-service state. It has been taken off hook intentionally. Incoming calls to this channel receive a busy signal.
`*Nonex`	The channel is nonexistent. The channel existed previously but the board has been removed.
`*Pending`	This is a transitory state. Ownership of the channel is being transferred from TSM (for example, the channel is answering calls) to maintenance (for example, the channel is being diagnosed) or vice versa.
`Talking`	The channel is playing a voice message.
`Transfer`	The channel is transferring a call.
`*Unknown`	The channel is experiencing a breakdown in communication.

Caller Input

This field shows the last set of touch tones entered by the caller.

Dialed Digits

This field shows the last set of digits dialed by the channel during a transfer attempt.

Changing the System Monitor Refresh Rate

The AUDIX VPL system automatically updates the status information provided by the System Monitor report every 5 seconds. You can change this interval by doing the following.

1. Press CHG-KEYS (F8), then CHG RATE (F6).

   The CHANGE REFRESH RATE window appears.

```
Change Refresh Rate

Refresh Rate: ________ seconds
```

2. Enter the new rate. The rate can be any interval between 1 and 30 seconds.
3. Press SAVE (F3) to close the CHANGE REFRESH RATE window and save the new rate to memory.

CAUTION

Shortening the refresh rate will consume more system resources and could adversely affect system performance.

8. Troubleshooting

This chapter provides troubleshooting information to help you isolate and correct problems that may occur with the AUDIX VPL system. The following troubleshooting areas are covered.

- *Service Problem Escalation Path* describes the procedure for escalating problems you cannot remedy yourself.
- *Troubleshooting Strategy* lists several tasks you should perform before escalating the problem.
- *AUDIX VPL Trouble Report* is a tool that allows attendants to record troubles when they are reported. They can then forward these reports to the administrator for resolution.
- *Call Handling Problems* identifies problems based on error messages that you hear on the phone.
- *System Initiation Problems* helps remedy problems that may occur, for example, when logging on to the AUDIX VPL.
- *Message Waiting Lamp (MWL) Problems* explains problems that may occur with the MWLs on guest, administrator, and attendant phones.
- *Property Management System (PMS) Problems* details difficulties that may occur in the integrated PMS environment, such as the PMS link going down.
- *Hardware Problems* covers problems with the AUDIX VPL computer and related connections.
- The *Procedures* section provides step-by-step instructions for troubleshooting remedies, such as rebooting the system.

SERVICE PROBLEM ESCALATION PATH

When you purchased AUDIX VPL, your AT&T account team established an AT&T service path (procedures for getting help) for your site. An AT&T service path specifies who you contact when cannot fix remedy AUDIX VPL problems and how you are billed for those services. If you are not familiar with your site's AT&T service path, contact your AT&T account team.

TROUBLESHOOTING STRATEGY

Problems with AUDIX VPL can be caused by something as minor as someone unplugging the monitor's power cord or as major as a damaged hard disk. The information in this chapter will help you fix the minor problems.

Below is a list of troubleshooting steps to narrow the problem, then fix it.

1. Gather information about the problem. Most AUDIX VPL problems are detected and reported by guests. Regardless of who encounters the problem, use the form on the next page to gather and record information.

   Remove the *AUDIX VPL User Trouble Report* from Appendix C, *Job Aids*, and copy. Keep a stack of them at the attendants' desks so that problems can be accurately recorded. An *AUDIX VPL User Trouble Report* is provided in this chapter for reference.

2. Try to recreate the problem. Make test calls from guest phones, attendant phones, and the administrator's phone.

3. Either by process of elimination or by scanning this chapter, try to narrow the problem to one of the following: call handling, system initiation, MWL, PMS, or hardware.

4. Go to the sections in this chapter that correspond to the problems you have pinpointed. Under each heading, the trouble is shown in bold letters. One or more possible reasons and remedies are listed below the problem. If there is more than one reason/remedy, the most commonly encountered is listed first. Try all remedies before proceeding.

5. If you try all the remedies and nothing works, call someone for help. Because AUDIX VPL works with PMSs and other vendors' PBXs, make sure that the problem is with AUDIX VPL before following your AT&T service path.

6. Follow your AT&T service path. When you speak with AT&T personnel, be sure to tell them the troubleshooting steps you have taken.

AUDIX VPL USER TROUBLE REPORT

To report a problem with AUDIX VPL, please answer all of the following questions.

1. Date and time trouble was reported _____
2. Date and time trouble occurred _____
3. Extension at which trouble occurred _____
4. Describe the trouble.

   _____

   _____

5. What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

   _____

   _____

   _____

6. What (if any) message was heard signaling the problem? Check one.

Phrase	Heard?	Page
"login incorrect"		8-4
"invalid extension"		8-5
"invalid password"		8-5
"transfer failed"		8-5
"no one is checked in to the room you dialed"		8-6
"no one is available to receive your call"		8-7
"this call is experiencing technical difficulties"		8-9
"due to technical difficulties, your call is being transferred"		8-9
"there is no room in the mailbox to leave a message"		8-11
"the speech database is full"		8-11
busy signal		8-12
"multiple logins"		8-13

CALL HANDLING PROBLEMS

This section helps you troubleshoot problems in the phone interface. Many of the symptoms in this section are prompts spoken by AUDIX VPL signaling a problem.

The guest hears "login incorrect" and is unable to access his/her mailbox.

Possible Reason:	The guest has entered the wrong extension and/or password.
Remedy:	Ask for the guest's extension and voice mail password. Use the AUDIX VPl terminal to verify that these are correct. Call the voice mail retrieval number. Enter the guest's extension and password. If you hear "invalid extension" or "invalid password," refer to that symptom in this section.

Possible Reason:	The guest is attempting to retrieve messages from a hotel lobby phone and the number of digits in the guest's extension exceeds the `Maximum Extension Length` system parameter.
Remedy:	Determine the `Maximum Extension Length` by going to the SYSTEM PARAMETER window. (See Chapter 9, *System Tuning.*) Then, check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the `Maximum Extension Length`, increase the extension length to accommodate the guest's extension. Note the implications of increasing this value listed in Chapter 9, *System Tuning.*

"Invalid extension" or "invalid password" is heard when an attendant is attempting to connect a guest with his/her voice mailbox or when a guest is attempting to retrieve voice mail messages from a lobby phone.

Possible Reason:	The extension and/or password entered using the phone interface is different from the extension and/or password used to check in the guest.
Remedy:	Verify that guest is checked in using the correct extension.

Possible Reason:	In the integrated PMS environment, the PMS link was down when the guest checked in. Therefore, the guest has not been assigned a voice mailbox.
Remedy:	When the PMS link is restored and automatic database synchronization is completed, the guest will have a voice mailbox. To verify the PMS link's state, refer to the *Property Management System Problems* section of this chapter.

Possible Reason:	A pound sign (#) has been recorded as the guest's password. This allows access to the mailbox only from the guest's assigned room.
Remedy:	If the guest does not wish to use this feature, ask him/her to choose a password and update the guest's mailbox accordingly. In the non-PMS environment, see Chapter 5, *Attendant Terminal-Based Activities.*

Possible Reason:	The attendant is attempting to restore a deleted message for a checked-out guest.
Remedy:	Deleted messages are purged from the AUDIX VPL system when a guest checks out and cannot be restored.

Caller hears "Transfer failed. Please try again later."

Possible Reason:	The PBX failed to make a successful transfer. The attendant hunt group or attendant queue length may be misadministered.
Remedy:	Refer to your vendor's PBX documentation.

Caller hears "No one is checked in to the room you dialed" and is unable to leave a voice mail message.

Possible Reason:	The attendant transferred the caller to the wrong extension.
Remedy:	Use the AUDIX VPL terminal to verify that the guest the caller is trying to reach is checked in. Try the transfer again.

Possible Reason:	In the non-PMS environment, the guest is not checked in.
Remedy:	Check the guest in using the procedure in Chapter 5, *Attendant Terminal-Based Activities.*

Possible Reason:	The wrong extension was used to check in the guest.
Remedy:	Verify that guest has been checked in using the correct extension.

Possible Reason:	In the integrated PMS environment, the PMS link was down when the guest checked in, and the guest has not be assigned a voice mailbox.
Remedy:	When the PMS link is restored and automatic database synchronization is completed, the guest will have a voice mailbox. To verify the state of the PMS link, refer to the *Property Management System Problems* section of this chapter.

Possible Reason:	The number of digits in the guest's extension exceeds the `Maximum Extension Length` system parameter.
Remedy:	Determine the `Maximum Extension Length` by going to the SYSTEM PARAMETER window. (See Chapter 9, *System Tuning.*) Check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the `Maximum Extension Length`, increase the extension length value to accommodate the guest's extension. Note the implications of increasing this value as listed in Chapter 9, *System Tuning.*

Caller or guest hears "No one is available to receive your call," after pressing 0 to transfer to an attendant.

Possible Reason:	No attendant extension is specified.
Remedy:	Specify the primary attendant extension or attendant hunt group number on the SYSTEM PARAMETER window. See Chapter 9, *System Tuning*, for more information.

Possible Reason:	All of the attendant extensions are busy and the queue is full.
Remedy:	The caller or guest can try to reach the attendant later. If this problem is reported often, you may consider adding more attendant extensions. See Chapter 9, *System Tuning*, for more information.

The caller is never transferred to the voice mailbox or is transferred to an attendant when no one answers the phone in a guest's room.

Possible Reason:	The call coverage path for the extension has been incorrectly administered in the PBX.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set and to your PBX vendor's documentation for instructions on administering call coverage paths.

A guest dials the integrated message retrieval number. It rings, but AUDIX VPL never answers.

Possible Reason:	The analog line is not properly connected to the channel.
Remedy:	Perform the *Diagnosing Equipment* procedure in this chapter. Identify and record which card and which channel do not pass the diagnostics. Look at the back of the AUDIX VPL computer. Outside the computer case, hanging in the middle of six cables, is a small gray adapter labeled IVP4. There is one IVP4 adapter per IVP4 card. Verify that each analog line is securely connected to the IVP4 adapters. When you insert an analog line into the adapter, it will click when properly in place.

Possible Reason:	No services are assinged to the channels.
Remedy:	Verify that all channels have services assigned using Chapter 9, *System Tuning*.

"This call is experiencing technical difficulties."

Possible Reason:	The PBX link is down.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set for possible troubleshooting procedures.

Possible Reason:	The switch integration packages are not assigned to the proper application.
Remedy:	Verify that the switch integration-to-application association is correct. Refer to Appendix B, *Maintenance Procedures*, for more information.

Possible Reason:	The phone to channel mapping is incorrect.
Remedy:	Verify that the phone to channel mapping is correct. See Appendix B, *Maintenance.*

Possible Reason:	The system is heavily loaded.
Remedy:	Try the call again later. If this problem persists, you may need to evaluate the number of channels needed at your establishment (if currently less than 24). Talk to your AT&T account team.

Possible Reason:	At large hotels, database synchronization is in progress.
Remedy:	When automatic database synchronization is completed, all service will return to normal. To verify the progress of the database synchronization, refer to the *Property Management System Problems* section of this chapter.

Possible Reason:	The AUDIX VPL administrator has sent a message to a mailing list of guests. One or more of those guests has a full mailbox and the administrator receives the following return message. "Undelivered message to extension xxxx." The actual message sent to the guest can then be played. When the administrator attempts to delete the returned message, the "technical difficulties" phase is heard.
Remedy:	Message is automatically deleted by an AUDIX VPL process.

"Due to technical difficulties, your call is being transferred."

Possible Reason:	In the integrated PMS environment, the PMS link is down, and the SYSTEM PARAMETER window defines that all coverage calls are to be handled by the attendant.
Remedy:	When the PMS link is back up, callers will no longer hear this message. To verify the state of the PMS link, refer to the *Property Management System Problems* section this chapter. For more information on system parameters, refer to Chapter 9, *System Tuning*.

Messages are truncated.

Possible Reason:	There was excessive background noise when caller was leaving the message.
Remedy:	The caller needs to speak up or eliminate background noise.

Possible Reason:	The caller pressed a touch tone while recording the voice mail message. This terminated the recording.
Remedy:	Inform the caller or guest of this feature.

Possible Reason:	When recording the message, the caller's voice simulated a touch tone. This terminated the recording.
Remedy:	Inform the caller or guest that this is a rare occurrence.

Possible Reason:	The incoming trunk lines are noisy.
Remedy:	Call you local phone company and ask them to check your lines.

Guest hears "Message terminated by transfer to the operator."

Possible Reason:	The caller pressed a touch tone while recording the message, which transferred them to the operator.
Remedy:	Callers must speak their entire message before pressing any touch tones.

System prompts for room extension when a guest is retrieving messages from his/her own room.

Possible Reason:	No one is checked into that room.
Remedy:	Verify that the correct room extension was entered at check in.

Possible Reason:	The number of digits in the guest's extension exceeds the `Maximum Extension Length` system parameter.
Remedy:	Determine the `Maximum Extension Length` by going to the SYSTEM PARAMETER window. (See Chapter 9, *System Tuning*.) Check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the `Maximum Extension Length`, increase the extension length value to accommodate the guest's extension. Note the implications of increasing this value as listed in Chapter 9, *System Tuning.*

Caller hears "There is no room in the mailbox to leave a message."

Possible Reason:	The guest's mailbox is full of messages.
Remedy:	Inform the guest that they must delete unneeded messages. For more information on mailbox size, refer to Chapter 9, *System Tuning*. You may also want to examine the Guest Over Mailbox Limit report. (See Chapter 7, *Reports*.)

Caller hears "The speech database is full."

Possible Reason:	The AUDIX VPL system is extremely low on disk space.
Remedy:	Perform the *Stopping and Starting Voice System* procedure in this chapter. This will rid the speech database of unreferenced messages, if any. Purge all old mailboxes, then broadcast a message asking guests to delete any unneeded messages. Both of these tasks are detailed in Chapter 3, *Administrator's Activities.* You may also want to examine the Guests Over Mailbox Limit and Mailbox Usage reports. (See Chapter 7, *Reports*.) If this happens often, you may want to consider increasing your disk space. Talk to your AT&T account team.

When the integrated message retrieval number is dialed, a busy signal is heard.

Possible Reason:	The *Diagnosing Equipment* procedure is in progress.
Remedy:	Retry the call later.

Possible Reason:	All channels are currently in use and the queue is full.
Remedy:	Retry the call later. If this happens often, you may want to consider adding more channels for AUDIX VPL. Talk to your AT&T account team.

Possible Reason:	Channels are not in service.
Remedy:	Verify that all channels are in the `INSERV` state. See the *Verifying Channels Procedure* in this chapter. If the problem persists, try to narrow the problem to a specific channel and card by performing the *Diagnosing Equipment* procedure in this chapter, then follow your AT&T service path.

Possible Reason:	Phone-to-channel mapping is incorrect.
Remedy:	Verify that the correct extensions are mapped to their corresponding channels. Refer to Appendix B, *Maintenance Procedures*, for more information.

Possible Reason:	The AUDIX VPL computer is not on.
Remedy:	Perform the *Visual Inspection* detailed in this chapter.

Caller or guest hears "multiple logins."

Possible Reason:	After retrieving messages, the guest does not do a full hang up, then immediately tries to call the system again.
Remedy:	Try calling again later. If the problem persists, stop and start the voice system. See the *Stopping and Starting Voice System* section of this chapter.

Possible Reason:	Two people are trying to access the mailbox at the same time, probably, the guest and the attendant.
Remedy:	Try the call again later.

AUDIX VPL is taking a long time to answer.

Possible Reason:	All channels are busy.
Remedy:	If this problem occurs often, talk to your AT&T account team about evaluating the number of channels needed at your establishment.

Possible Reason:	In the integrated PMS environment, PMS automatic database synchronization is in process. This can slow AUDIX VPL’s response time.
Remedy:	When the synchronization is complete, response time will return to normal.

Attendants are experiencing delays when transferring calls.

Possible Reason:	Your lodging establishment has extensions with different numbers of digits.
Remedy:	The `Maximum Extension Length` parameter should be set as low as possible while still accommodating all rooms. See Chapter 9, *System Tuning*, for more information.

Caller or guest hears the reorder tone (holler tone).

Possible Reason:	Channel is not administered properly in the PBX.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set and your to PBX documentation for channel administration instructions.

SYSTEM INITIATION PROBLEMS

This section details problems that may occur when you start up the AUDIX VPL system.

Forgotten root password.

Remedy: This is an extremely serious matter. Follow your AT&T service path.

Forgotten terminal-based passwords (other than root).

Remedy: Follow your AT&T service path. You will need to know your system's root login and password.

Cannot login.

Possible Reason: The user is typing with capital letters.

Remedy: Check the Caps Lock key. UNIX is a case-sensitive operating system, so *AUDIX* means something different from *audix.* Your logins and passwords were created using all lower-case letters. Make sure that you enter them using all lower-case letters.

System will not boot.

Possible Reason: There is a diskette in the floppy drive that does not have bootable data.

Remedy: Remove the diskette, and press Ctrl-Alt-Del to reboot.

Possible Reason: There is a hardware problem.

Remedy: Refer to the *Hardware Problems* section of this chapter.

The screen shows UNIX system or console parity errors during boot up.

Possible Reason:	A condition such as a power outage caused an ungraceful shutdown of the system. An ungraceful shutdown is when the proper shutdown procedure has not been followed and the computer loses power. (See the *Rebooting the System* section of this chapter for the proper shutdown procedure.)
Remedy:	Record the errors printed on your screen then follow your AT&T service path.

When booting, a hardware component fails the power-on self test (POST).

Possible Reason:	There is hardware damage. For more information on the POST, refer to the *Rebooting the System* section of this chapter.
Remedy:	Note which component failed and follow your AT&T service path.

MESSAGE-WAITING LAMP PROBLEMS

This section covers some of the problems related to message- waiting lamps (MWLs). MWL problems may also be discussed in other parts of this chapter.

MWL signals have three components: PMS, AUDIX, and leave word calling (LWC). (LWC is turning the MWL on from the attendant console). Any one of these components can turn the MWL on. However, only the component that turns the MWL on can turn it off. For example, if a guest complains that his or her MWL is on but there are no messages, the attendant cannot turn off the MWL from the console, unless the MWL was turned on by the console. If the MWL was turned on by the PMS, then the PMS must send the command to turn it off.

When a MWL trouble is encountered, attempt to determine which component controls of the MWL. AUDIX VPL provides a system parameter that allows you to specify either PMS or AUDIX VPL as the controller of the MWL. (Refer to Chapter 9, *System Tuning*.) Since the attendant console is independent of these two, ask the attendant if the MWL was activated from the console.

Once you have determined which system controls the MWL, try the appropriate remedies.

NOTE

It is best to discourage attendants from activating the MWL from the console. It complicates troubleshooting.

Guest has messages but MWL is not on.

Possible Reason:	In the integrated PMS environment, the PMS link is down, and SYSTEM PARAMETER window specifies that the MWL is controlled by the PMS.
Remedy:	When the PMS link is back up, MWLs are automatically updated to correct downtime inconsistencies. To verify the state of the PMS link, refer to the *Property Management System Problems* section this chapter. For more information on system parameters, refer to Chapter 9, *System Tuning*.

Possible Reason:	The PBX link is down and the SYSTEM PARAMETER window specifies that the MWL is controlled by the AUDIX VPL.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set.

Possible Reason:	The PBX administration of the MWL is incorrect.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set and to your vendor's PBX documentation to verify that the MWL for that extension is enabled and is the appropriate type (LED or neon).

Possible Reason:	The phone line is not properly connected to the guest's phone set, or the MWL bulb is burned out.
Remedy:	Check the phone set connection. When you insert the phone line into the phone set, it will click when properly in place. Test the bulb manually by sending a message-waiting call via the attendant console. If the bulb does not light, replace the bulb or the phone set.

The administrator's and attendants' MWLs are out of sync (on when they are supposed to be off and vice versa).

Possible Reason:	The Administrator and attendant extensions are not checked-in guests.
Remedy:	Check in the administrator's extension and attendants extensions as regular guests. Refer to the *Initial Activities* section of Chapter 3, *Administrator's Activities*.

You receive many complaints that MWLs are out of sync (on when they are supposed to be off and vice versa).

Possible Reason:	In the integrated PMS environment, the PMS link is down.
Remedy:	When the PMS link is back up, MWLs are updated automatically to correct downtime inconsistencies. To verify the state of the PMS link, refer to the *Property Management System Problems* section of this chapter.
Possible Reason:	The PMS automatic database synchronization is in process. This can slow MWL updates.
Remedy:	When the synchronization is complete, all MWL should be updated to the correct state.
Possible Reason:	In the integrated PMS environment, the PMS is not communicating to the switch.
Remedy:	Refer to your PMS vendor's manual for possible remedies.
Possible Reason:	The PBX link is down and AUDIX VPL controls of the MWLs.
Remedy:	Refer to the switch document in your AUDIX VPL documentation set. For more information on MWL control, refer to Chapter 9, *System Tuning.*
Possible Reason:	In the non-PMS environment and in the integrated PMS environment, the MWL queue is malfunctioning.
Remedy:	Perform the *Stopping and Starting the Voice System* procedure in this chapter.
Possible Reason:	Control of the MWL was changed on the SYSTEM PARAMETERS window.
Remedy:	Change the control back to its original setting. Refer to Chapter 9, *System Tuning*.

PROPERTY MANAGEMENT SYSTEM (PMS) PROBLEMS

The link between the PMS and the AUDIX VPL system is extremely important. Each system (PMS and AUDIX VPL) keeps its own database of information. The link allows the PMS and AUDIX VPL to talk and update each other's databases. For example, PMS automatically tells AUDIX VPL when it checks guests in so that AUDIX VPL can add those guests to its database and give them voice mailboxes. AUDIX VPL automatically tells PMS when guests receive voice messages so that PMS can update those guests' voice message tallies.

Occasionally this link may go "down," that is, stop functioning. Both systems are still up and running, but they are not communicating. This is usually not serious and usually the PMS link fixes itself without human intervention. However, it may cause some temporary service problems.

It may not always be obvious that the PMS link is down. Your PMS *may* print an error message on the PMS terminal screen and/or new guests might complain that callers have been unable to leave voice messages for them. Problems that result are probably covered in the *Call Handling Problems* section of this chapter. If the trouble could be related to the integrated PMS environment, *Call Handling Problems* refers you to this section.

Below are two troubleshooting paths based on PMS link problems. To determine which path to follow, perform the *Using the Event Log* procedure in this chapter. *If the PMS link is down,* one of the following event messages appears near the end of the event log report.

#6301 `P_LINK_IDLE PMS: Link idle timeout, current LIT value: xxx`

#6304 `P_MRR_EXCED PMS:MRR reached, current MRR value: xxx`

If the following event message numbers appear after PMS link down events (#6301 and #6304 above), then *the PMS link has come back up* and the databases have been automatically resynchronized.

#6341 `P_LINKUP PMS:WTR:link is up; automatic database synchronization`

#6342 `P_DBSYNC_END PMS:WTR:automatic database synchronization completed`

If the AUDIX VPL/PMS Link Is Down

If the PMS link is down, perform the following steps in order.

1. Check the physical connection between the AUDIX VPL computer and the PMS computer. Make sure that the cable is secure at both ends.
2. Wait 5 minutes for the PMS link to come back up. The event log report states the time that the PMS link went down.
3. Check the PMS Link Idle Timeout on both systems. For AUDIX VPL, refer to Appendix B, *Maintenance Procedures.*
4. Read the *While the PMS Link is Down* section in this chapter.
5. If the PMS does not revive itself, determine which system (AUDIX VPL or PMS) is malfunctioning. Examine the event log for event numbers in the 6300 range. If you find an error in the 6300 range, use the EXPLAIN key to see if the error points to a particular system. (Refer to the *Using the Event Log* section of this chapter for more information on the EXPLAIN key.)
6. Refer to your PMS vendor's documentation for troubleshooting paths.
7. It is recommended that you follow your PMS vendor's service path before following your AT&T service path.

If the AUDIX/PMS Link Is Up

If the PMS link is up and you are experiencing problems with the voice mail system, determine which system (AUDIX VPL or PMS) is malfunctioning. Examine the event log for event numbers in the 6300 range. If you find an error in the 6300 range, use the EXPLAIN key to see if the error points to a particular system. (Refer to the *Using the Event Log* section of this chapter for more information on the EXPLAIN key.)

You may also want to consult your PMS vendor's manual for troubleshooting paths.

If it is the time of day where the system experiences a low volume of usage, perform the *Restarting the PMS Link* procedures in this chapter.

It is recommended that you follow you PMS vendor's service path before following your AT&T service path.

While the Link is Down

When the link goes down, you should keep in mind several items.

Because the PMS is still up and running, you can perform administrative tasks at this terminal. All phone-based tasks also are operable. Guests who were checked in before the link went down can retrieve messages normally. However, new guests that check in while the link is down do not have voice mailboxes. Also, if a guest checks out and a new guest checks into that room, the new guest can access the previous guest's messages.

You have a choice of which system answers coverage calls when the PMS link is down: AUDIX VPL can continue to take voice messages, or all coverage calls can be transferred to the attendant. (See Chapter 9, *System Tuning*.)

If AUDIX VPL handles coverage calls while the link is down, guests can check out and AUDIX VPL continues to take messages for them. In addition, if the PMS controls the MWL, it may not be turned on for new voice messages taken while the link is down. MWL control is an AUDIX VPL administrator option. (See Chapter 9, *System Tuning*.)

If the attendant handles coverage calls while the link is down, attendants have to take text messages from callers when guests are not in their rooms or are busy. Attendants should continue to add these text messages to guests' tallies on the PMS system.

HARDWARE PROBLEMS

This section provides information on how to troubleshoot problems with AUDIX VPL hardware and related connections. If you suspect that a problem is hardware related, you should always do a visual inspection first.

Visual Inspection

A visual inspection involves looking for external signs of trouble in and around the AUDIX VPL hardware.

1. Make sure that the computer and monitor are getting power by checking the power cord connection at the unit and at the outlet. Check the status of the power lights located on the front of the computer case and on the front of the monitor. They should be lit.

   If the outlet is controlled by a wall switch or if the outlet is controlled by a dimmer switch, use a different outlet. If your computer is plugged into a power strip with an on/off switch, make sure the switch is on.

2. Verify that the power switch on the computer is in the *on* position. The `Console Login:` prompt will appear if the system has booted properly.

3. The floppy disk drive and hard disk drive lights are on or flashing while the disks are accessed. When there is no disk activity, the lights are off.

4. Make sure that all connectors and cables are firmly attached to the unit and to their destination.

5. Visually check the operation of the fan on the system controller. Look at the rear of the unit. The fan blades should be rotating. Hold your hand several inches in front of the fan to see if the fan is blowing. If the fan is not operating, follow your AT&T service path.

AUDIX VPL monitor is blank.

Possible Reason:	Monitor is not on.
Remedy:	Make sure that the monitor is getting power by checking the power cord connection in the back of the monitor and at the outlet. Turn the monitor on. Verify that the monitor's indicator light (usually found at the base of the screen) is illuminated.

Possible Reason:	Brightness control is turned down.
Remedy:	Most monitors have two dials that control brightness. One controls the brightness of the characters on the screen. The other controls the brightness of the background. Rotate these dials to see if anything appears on the screen.

Possible Reason:	The video display card, monitor, or power supply are not functioning properly.
Remedy:	Follow your AT&T service path.

Power outage.

Possible Reason:	Loss of power can cause an ungraceful shutdown of the system. Proceed cautiously after a power outage.
Remedy:	Turn off the computer and the monitor. Unless you have a surge protector, disconnect the computer and the monitor from the power supply. When the local power is back on, plug the computer and monitor in and turn them on. If the system boots to the `Console Login:` prompt, call the system and try to leave a message and retrieve a message. If the system does not boot, follow your AT&T service path.

During backup your terminal displays an FD:Write failed error message.

Possible Reason:	The system cannot to write to the floppy drive.
Remedy:	Follow your AT&T service path.

Console presents I/O or Panic errors.

Possible Reason: There is a hardware problem.

Remedy: Perform the *Rebooting the System* procedure in this chapter. If the messages persist, write them down, then follow your AT&T service path.

Your terminal displays a hard disk controller error message.

Possible Reason: The hard disk has crashed. The read/write heads may be damaged or some dirt on the disk has caused it to malfunction.

Remedy: Follow your AT&T service path.

PROCEDURES

This section provides several step-by-step procedures for troubleshooting. Do not perform these procedures unless instructed to do so by this document.

Rebooting the System

The procedure described in this section is called a *warm boot* because it is performed while the computer is on. A *cold boot* involves turning the computer off, then back on again.

Only do a reboot if it is the time of day where the system experiences a low volume of usage.

To do a warm reboot of the AUDIX VPL system, perform the following steps in order.

1. Make sure that there are no diskettes in the floppy drives.
2. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Shutdown System
   ```

   A WAIT TIME window is presented.
3. Enter **0**

   This is the number of seconds the system waits before shutting down.
4. Press SAVE (F3).

   The following message appears.

   ```
   Do you want to continue? (y or n):
   ```
5. Type **y**

   When the system is completely shut down, you will see the following message.

   ```
   The system is down.
   Reboot the system now.
   ```

This procedure is continued on the next page.

6. Press Ctrl-Alt-Del to reboot.

   While booting, the system performs a power-on self test (POST). Information is presented in two columns on your screen. The first column lists various hardware components. The second column presents a status of the tests performed on components in the first column. If `FAIL` appears in the second column for any component, record the component's name and follow your AT&T service path.

   When it is finished, you see the following prompt.

```
Welcome to AT&T 386 UNIX System
Console Login:
```

Verifying Channels

To verify the state of the IVP4 cards and channels, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.

```
Voice System Administration
Configuration Management
Voice Equipment
```

2. Look at the `STATE` field for all channels. If it reads `Inserv` for all channels, go to step 3.

   If it reads `FOOS` for any channel, the digital line is not properly connected to the IVP4 card. Check the connection of the digital line at both ends, then perform the *Diagnosing IVP4 Card* procedure detailed in this chapter.

   If it reads `MANOOS`, perform the *Diagnosing IVP4 Card* procedure detailed in this chapter.

3. When all of the channels read `Inserv`, press CANCEL (F6) to exit the VOICE EQUIPMENT window.

4. Record the information in the `CHN` field, `PHONE` field, and `SERVICE-NAME` field (VOICE EQUIPMENT window) on the next page.

This procedure is continued on the next page.

Channel Number	Phone	Service
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		

5. Press CANCEL (F6) to exit the VOICE EQUIPMENT window.
6. Press CANCEL (F6) to exit the CONFIGURATION MANAGEMENT window.
7. Pick `System Monitor` from the VOICE SYSTEM ADMINISTRATION window.
8. Verify that all channels read `On-Hook`.
9. Call each channel number using the table you filled in above.
10. Looking at the SYSTEM MONITOR window, verify that the call comes through on the proper channel. `On-Hook` should change to `Talking`.

    You will hear "This call is experiencing technical difficulties."

Stopping and Starting the Voice System

Only stop and start the voice system if it is the time of day where the system experiences a low volume of usage.

To stop and start the voice system, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   System Control
   Stop Voice System
   ```
   A WAIT TIME window appears.
2. Enter **`60`**
   This is the number of seconds the system will wait before shutting down.
3. Press SAVE (F3).
   When the process is finished, you will see the following message: `The Voice System has stopped`
4. Press Enter to continue.
5. From the SYSTEM CONTROL menu, pick `Start Voice System`.
   When the process is finished, you will see the following message: `Startup of the Voice System is complete`
6. Press Enter.

If you are unsure of the voice system status, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   System Control
   Report Voice System Status
   ```
   A window appears. If the following message is displayed in the window, the voice system has been started.
   `The voice system is up and running at run level 4.`
   If the following message is displayed in the window, the voice system has been stopped.
   `The voice system is down and stopped at run level 2.`

The System Monitor

The system monitor is a dynamic (changing) report screen that shows the activity on the AUDIX VPL channels. To view the system monitor, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   System Monitor
   ```

The report window appears on your screen. It displays new information as calls are made. For more information on the system monitor, refer to Chapter 7, *Reports.*

Restarting The PMS Link

Only do a PMS restart if it is the time of day where the system experiences a low volume of usage.

To initiate a request to the PMS to restart the link, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   ```
2. Press CMD-MENU (F7).
3. Pick `AVPL/PMS Link Restart`.

   When the PMS restart request has been issued, you will see the following messages.
   ```
   The PMS wtr process has been successfully restarted.
   The PMS rdr process has been successfully restarted.
   ```
4. Press Enter.

Executing a PMS restart request also issues a database synchronization request.

PMS Database Synchronization

To initiate a request to the PMS to synchronize the AUDIX VPL and PMS databases, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   ```
2. Press CMD-MENU (F7).
3. Pick `AVPL/PMS Database Synchronization`.

   If database synchronization is initiated, the systems begin updating each others' database. The AUDIX VPL terminal beeps each time an inconsistency is found.

   If the PMS link is down, a message asks you to try database synchronization again later.
4. Press Enter.

Diagnosing Equipment (IVP4 Cards and Channels)

This procedure diagnoses the IVP4 cards and channels. To diagnose other hardware components, refer to the *Hardware Problems* section of this chapter.

To diagnose IVP4 cards and channels, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   System Control
   Diagnose Equipment
   ```
   A DIAGNOSE EQUIPMENT window appears.
2. Enter **`card`** as the equipment to diagnose.
3. Enter **`all`** as the equipment number.
4. Enter **`n`** to diagnose equipment when it is free of calls.

   NOTE

   Diagnosing IVP4 cards immediately will disconnect all calls in progress. You should not enter **`y`** unless the call traffic is extremely low. If you enter **`n`**, the IVP4 cards will be diagnosed when they are free of calls. Diagnosing equipment only when cards are free may take longer, but no calls will be disconnected.

5. Press SAVE (F3).
6. Type **`y`** to confirm your choice of diagnosing IVP4 cards immediately, regardless of calls in progress.

   The diagnostic process may take several minutes.

   The results are printed in a text window for viewing. This procedure diagnoses one card at a time. Each card has four channels.

   If the diagnosis shows a lack of a dial tone on more than one channel (`No Dial Tone Found`) on a card or if the card analysis reads `Failed`, follow your service path. Otherwise, the IVP4 cards are probably not the source of your problem and you should continue troubleshooting.

Restoring Backups

To restore an administrative or speech backup, see Appendix B, *Maintenance Procedures*.

Using the the Event Log

The event log is a report that compiles all event messages generated by the AUDIX VPL system. To view an event log, perform the following steps in order.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Reports
   System Reports
   Event Log Report
   ```
2. Press CHG-KEYS (F8), then DISPLAY (F2).

   This displays the Event Log.

   Use the arrow keys to page through the report. The END key (on the key pad) goes to the last page of the report (most recent).

   The date and time that the event occurred are shown in the `Time` field.

   To see a more detailed explanation of an event message, press the EXPLAIN key, then enter the event number. A brief explanation appears on the screen.

The event log report is intended mainly for AT&T support personnel and development. If everything is functioning properly, *do not* follow your AT&T service path based on a message in the Event Log.

For more information on the Event Log, refer to Chapter 7, *Reports*.

9. System Tuning

This chapter provides technical information for fine tuning the AUDIX VPL system. The generic set up used by AT&T technicians to install your system can be modified to one tailored to your site's needs. This chapter includes the following information.

- *Services* provides information on AUDIX VPL integrated and non-integrated services.
- *System Parameters* details each AUDIX VPL system parameter and how it affects the system.

NOTE

The procedures described in this chapter are technically oriented and require a knowledge of computers. Changing parameters set up by AT&T technicians can disrupt system service. Make sure that you know the effect of a change before making it.

SERVICES

Each channel has one assigned service. A channel's assigned service tells the channel what to do when it receives a call. AUDIX VPL has three services: lodging, non-integrated call answer, and non-integrated voice mail.

AUDIX VPL's primary service is *lodging*. Lodging is an *integrated* service. This means that when the PBX transfers a call to AUDIX VPL channels whose service is lodging, the PBX interface also sends along call information. This call information tells AUDIX VPL, for example, what type of call it is (coverage or direct), where the caller is calling from (extension or outside), and who the caller is calling (extension). Using this information, the lodging service knows whether to take a message from a caller (coverage) or retrieve messages for a guest (direct).

A *non-integrated* service is one in which AUDIX VPL does not need call information from the PBX interface. Instead it asks the user to supply any information needed to handle the call. The non-integrated call answer service (ldg_ni_ca) asks callers to enter the room extension of the person they are calling (coverage calls). The non-integrated voice mail service (ldg_ni_vm) asks guests to enter their room extension and password, regardless of where they call from (direct calls).

NOTE

Because callers to a lodging establishment are usually transferred to guests through an attendant, they may not know the room extension. Therefore, when the non-integrated call-answer service is in use, callers will have to transfer back to the attendant to be connected with a guest's voice mailbox.

NOTE

AUDIX VPL's non-integrated services have several specific uses. However, by assigning channels to non-integrated services or to other products' services, you decrease the number of channels allotted to AUDIX VPL's main service, lodging. This means that AUDIX VPL can handle fewer calls simultaneously and users may experience a delay. Use discretion when assigning channels to other services or consider adding more channels to accommodate your other service needs.

CAUTION

Do not use non-integrated services with System 75 or DEFINITY G1 Communications Systems.

Redistributing Channel Services

You should regularly monitor AUDIX VPL's Phone Line Usage Report to make sure that you are getting the maximum efficiency out of your current channel distribution. See Chapter 7, *Reports*.

If you have an AUDIX VP or IVPAA coresident system, note that each of these products have services of their own separate from AUDIX VPL. The AT&T technician used a general formula to arrive at your channel-to-service distribution. After several months of use, you may want to reassign this distribution to maximize channel use or to add, for example, the Automated Attendant service.

To reassign channels to different services, use the *Assigning Services to Channels Procedure* in this section.

NOTE

If you plan to change AUDIX VP or IVPAA channel assignments, read the accompanying product documentation first.

If you change a channel's service assignment, be sure to modify any PBX hunt groups, coverage paths, or stations (class of restriction) that may be affected.

Help When PBX Link Is Down

When the PBX link goes down, AUDIX VPL does not receive the call information from the PBX interface. As a result, voice mail service does not work. Although this is rare, if the PBX link is going to be down for a long time, you may want to temporarily reassign channels to non-integrated services so AUDIX VPL can continue to take and retrieve messages.

NOTE

If AUDIX VPL controls the MWL (see *System Parameters* in this chapter), MWLs will be out of sync (off when they should be on and vice versa) when the PBX link is down. Changing control of the MWL will not help, so guests will have to be inconvenienced while the PBX link is down. If the PMS controls the MWL and its link with the PBX is up, you should not experience MWL problems.

The following is a list of guidelines to help you reassign services when the PBX link is down.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```
2. In the `SERVICE-NAME` column of the VOICE EQUIPMENT window, count the number of channels assigned to the `lodging` service and make the following computations.

   Number of channels assigned to `lodging` = _____ = N

   N x 0.60 = _____ = O

   N x 0.40 = _____ = P

   You are going to reassign 60% (O) of the channels to the `ldg_ni_ca` service and 40% of the channels to the `ldg_ni_vm` service.
3. Use the *Assigning Services to Channels Procedure* in this section to reassign the channels with the lodging service (N) to the non-integrated services (O and P).
4. Use the switch document in your AUDIX VPL documentation set and use your PBX vendor's documentation to do the following.
   - Record current switch information before changing it. You will need it to reconfigure the switch when the PBX link is back up.
   - Change the current AUDIX VPL hunt group to include only the PBX extensions now mapped to the `ldg_ni_vm` service.
   - Create a new hunt group for all the PBX extensions now mapped to the `ldg_ni_ca` service. Assign this hunt group an extension and write it in below.
   - Change the AUDIX VPL coverage path (used by all guest rooms) to use the attendant as its first point of coverage.

When the non-integrated services are in use, attendants should handle outside calls as follows.

1. Transfer the caller to the room extension as normal.
2. If the line is busy or if the guest does not answer, the caller is automatically transferred back to the attendant.

   If the caller wishes to leave a voice mail message, continue with the next step.
3. Start function.
4. Dial the non-integrated call answer extension _____.
5. Enter the guest's room extension (the person the caller is trying to reach).
6. Release.

DID or Central Office Trunk Line Implementation

If you wish, you can enable guests to access their messages from outside the hotel without the help of an attendant by using a direct inward dialing (DID) or central office (CO) trunk line. The use of a DID or CO line depends on the type of switch you have. Refer to the switch document in your AUDIX VPL documentation set and to your PBX vendor's documentation for instructions on using a DID or CO trunk line. In addition, to accommodate a DID or CO trunk line, you may have to assign some channels to a non-integrated service. If so, use the *Assigning Services to Channels Procedure* in this chapter. Make sure to remove those non-integrated extensions from the main AUDIX VPL hunt group. Otherwise, some guests and/or callers will receive non-integrated service unnecessarily.

Do Not Disturb

With AUDIX VPL, it is possible to transfer a caller directly to a guest's voice mailbox without ringing the room, for example, if it is late at night or if the guest has asked not be be disturbed.

Two methods of sending a caller directly to AUDIX VPL coverage without ringing the room are as follows.

If your PBX offers a *Do Not Disturb* feature, AUDIX VPL probably recognizes it and will transfer the caller directly to the voice mailbox. Refer to the switch document in your AUDIX VPL documentation set and to your PBX vendor's documentation for instructions on how to use the *Do Not Disturb* feature.

Another way to transfer a caller directly to a voice mailbox is to use the non-integrated call answer (ldg_ni_ca) service on a channel. To do so, perform the *Assigning Services to Channels Procedure* in this section and assign one channel to `ldg_ni_ca`. Note the PBX extension of the channel you assign this service to. On the PBX, create a hunt group for this extension. (Refer to the switch document in your AUDIX VPL documentation set for more information.) Give the hunt group extension to your attendants. When they receive a call that needs to be transferred directly to a voice mailbox, have them follow the *Do Not Disturb* procedure in Chapter 4, *Attendant Phone-Based Activities.*

Assigning Services-To-Channels Procedure

To reassign services to AUDIX VPL channels, do the following.

1. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```

   The following is an example of a VOICE EQUIPMENT window.

Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	lodging	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	lodging	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	lodging	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	lodging	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	lodging	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	lodging	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	lodging	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	lodging	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	lodging	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	lodging	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	lodging	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	lodging	2012	2	Talk	IVP4

2. Copy the information in the PHONE and SERVICE-NAME columns of the VOICE EQUIPMENT window into Table 9-1, columns PBX Extension and Current Service, respectively. Then, depending on what you wish to do, follow the appropriate guidelines in this section and write in the names of new services to be assigned in the New Service column of Table 9-1.

Table 9-1. Channel-to-Service Assignments

Channel Number	PBX Extension	Current Service	New Service
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			

3. Press CHG-KEYS (F8), then ASSIGN (F3).
4. From the ASSIGN menu, select `Services to Channels`.

```
Assign Service to Voice Channels

   Service:
  Channels:
```

5. Press CHOICES (F2).

   This displays all possible services. Because service names can be case-specific, you should always use the CHOICES (F2) key when choosing services.

6. Select the desired service based on the information you wrote in Table 9-1.
7. In the `Channels` field, enter the channel numbers to be assigned to the designated service based on the information you wrote in Table 9-1. You can enter channel numbers in several forms.
   - A single channel number (1)
   - A range of channels (0-4)
   - A list of single channels and ranges (1,4-7,9)
   - The word `all` (to assign all channels to the designated service)
8. Press SAVE (F3).

   A COMMAND OUTPUT WINDOW verifies that the designated channels are assigned the specified service.
9. Press CANCEL (F6).
10. To reassign more services to channels, press CHG-KEYS (F8), then ASSIGN (F3). Repeat steps 4 through 10.

    If all channels have been assigned a service, you can exit the VOICE EQUIPMENT window by pressing CANCEL (F6).

NOTE

If you change a channel's service assignment, be sure to modify any PBX hunt groups, coverage paths, or stations (class of restriction) that may be affected.

Voice Equipment Window Extras

The VOICE EQUIPMENT window is one of the sources of information on the IVP4 channels. Each field and unique function key of this window are explained below.

CHN	This field displays the channel number. Channels are numbered sequentially beginning with the first IVP4 card.
CD.PT	This field identifies which IVP4 card the channel resides on (0-5) and its position on that card. For example, a CD.PT of 1.1 signifies that this is the second channel on the second IVP4 card. The channel position on the card can be 0, 1, 3, or 4.
STATE	This field contains the current status of the channel. A channel can be in one of three states: in-service (INSERV), functionally out of service (FOOS), or manually out of service (MANOOS). INSERV is the normal channel state. Refer to Chapter 8, *Troubleshooting*, for more information on these states.
STATE-CHNG-TIME	This field shows the time and date of the last change in state of the channel.
SERVICE-NAME	This field shows the service currently assigned to the channel. Services are explained in this chapter.
PHONE	This field lists the channels' corresponding PBX extensions. For more information, refer to Appendix B, *Maintenance Procedures.*
GROUP	This field is used by other AT&T products and does not affect AUDIX VPL.
OPTS	This field is used by other AT&T products and does not affect AUDIX VPL.
TYPE	This field specifies the type of channel card being used. In AUDIX VPL this column always reads IVP4.
DISP-OPT	This key is on the VOICE EQUIPMENT window's alternate key set (F1). It allows you to choose the way information is displayed on the VOICE EQUIPMENT window. There are three choices: card, channel, or group. The VOICE EQUIPMENT window shown in this section is displayed by channel.
CHGSTATE	This key is on the VOICE EQUIPMENT window's alternate key set (F2). It allows you to change the state of a channel. There are two choices: in-service and manually out of service. Refer to Chapter 8, *Troubleshooting*, for more information on these states.

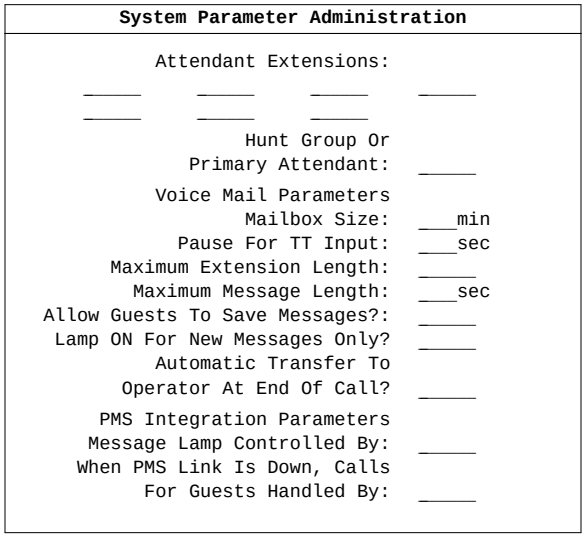
ASSIGN	This key is on the VOICE EQUIPMENT window's alternate key set (F3). It allows you to assign groups to channels, services to channels or, PBX extensions to channels. The group option has no application in AUDIX VPL. The services option is explained in this chapter. The PBX extension option is detailed in Appendix B, *Maintenance Procedures.*
UNASSGN	This key is on the VOICE EQUIPMENT window's alternate key set (F4). It allows you disassociate a channel and a group or a channel and a service. The group option has no application in AUDIX VPL. Re-assigning a channel to a different service is explained in this chapter. If you want the channel to have no service assignment, use this key.
PRINT	This key is on the VOICE EQUIPMENT window's alternate key set (F6). It allows you to print a hard copy of the information displayed on the VOICE EQUIPMENT window. You must have a default printer configured and connected to the AUDIX VPL PC for this key to work properly.

SYSTEM PARAMETERS

The AUDIX VPL SYSTEM PARAMETER window allows you to set system limits and invoke features for all guests. You cannot manipulate these parameters for individual guests. Each parameter is explained in this section.

NOTE

To conserve disk space, keep system parameter values near their minimum boundaries. By limiting, for example, `Maximum Message Length` and `Mailbox Size`, you limit outside callers' access time to the system and encourage guests to keep mailboxes free of unneeded messages. The defaults provided by AUDIX VPL for these parameters suffice for most sites. However, if you change these parameters, do so with care.



Attendant Extensions

At the top of the SYSTEM PARAMETERS window are seven lines intended for individual attendant extensions. The extensions entered on these lines have attendant privileges, for example, the ability to restore a deleted message and use the attendant phone-based password. All extensions that need attendant capabilities should be entered on these lines.

If you are adding an attendant extension to this list, refer to Chapter 3, *Administrator's Activities*, for a complete list of instructions on how to perform this task.

Each extension can be a maximum of seven numeric digits. No defaults are provided.

Hunt Group or Primary Attendant

The `Hunt Group or Primary Attendant` field is used to transfer guests and/or callers to the attendant for help. Callers or guests are transferred to the attendant when they do any of the following:

- Press 0 at any time (for assistance)
- Leave a maximum length message
- Stay on the line after leaving a message
- Are silent when prompted to leave a message.

The last three bullet items only occur when the `Operator Revert` parameter is set to `Yes`. See the *Operator Revert* parameter in this section for more information.

If you have created a hunt group on the PBX of attendant extensions, you may enter that hunt group's extension in this field.

If you have not created an attendant hunt group on the PBX, you can enter one attendant extension to serve as transfer point for all calls needing help. Entering an individual attendant extension on this line does not grant that extension attendant privileges. Therefore, this primary attendant extension should be the same as one of individual attendant extensions entered on the seven lines at the top of this window so that it will have attendant privileges.

This field can be a maximum of seven numeric digits. No defaults are provided. AUDIX VPL does not allow you to exit the SYSTEM PARAMETER window unless a `Hunt Group or Primary Attendant` is specified.

Mailbox Size

This field specifies the size of each guest mailbox. The default is 6 minutes.

By imposing a modest mailbox size, you encourage guests to keep their mailboxes free of unneeded messages and prevent the speech database from running out of space. Mailbox size can range from 1 minute to 99 minutes. If this field is left blank, mailboxes have no limit on the number of messages they can hold.

When guests exceed their mailbox size, callers to their extensions hear "there is no room in the mailbox to leave a message" and are transferred to an attendant. If the *Guests Over Mailbox Limit* report (Chapter 7, *Reports*) shows a many guests over the limit, you may want to increase this parameter.

Note that this mailbox size applies to all guests. You cannot set individual mailbox sizes.

This field is two characters long and is strictly numeric.

Pause for Touch-Tone Input

This parameter specifies the number of seconds AUDIX VPL waits after speaking a prompt for the user to respond. This is also called the *timeout* period. If the user does not respond within the designated time, the prompt repeats. If nothing is entered after the third repetition, the AUDIX VPL speaks a closing message and disconnects.

The parameter also defines the amount of time the system waits between digits of an extension or password. For example, the touch-tone timeout is 4 seconds and a guest's password is 1234. If a guest enters 12 and then pauses for longer than 4 seconds, the system processes the password as 12 then speaks "login incorrect." In similar way, the `Pause for Touch Tone Input` parameter can affect transfers for extensions with less digits than the `Maximum Extension Length` parameter setting. Refer to the *Maximum Extension Length* section in this chapter for more information.

The default and minimum for this parameter is 4 seconds; 9 seconds is the maximum. If users are new, you may want to increase this number. When they become more familiar, you can decrease it.

This field is one character long and strictly numeric.

Maximum Extension Length

This fields allows you to specify the maximum number of digits in a room extension. The default is 4 digits. The range is 1 - 7 digits. Setting this number accurately according to the number of possible digits in a room's extension ensures that calls are processed quickly.

If the AUDIX VPL database is populated and you decrease this number, you run the risk of making some mailboxes inaccessible. For example, if you wish to decrease this number from 4 to 3, make sure that no 4-digit room extensions currently exist in the database by examining the dial plan on your PBX. (Refer to your PBX vendor's documentation for more information on dial plans.) If 4-digit extensions do exist and you decrease the `Maximum Extension Length` to 3, rooms with 4-digit extensions can only access their mailboxes from their rooms.

NOTE

Establishments with room extensions that vary in length experience the timeout period (`Pause for Touch Tone Input` parameter) whenever a room extension that is shorter than the `Maximum Extension Length` is entered. For example, a lodging establishment has room extensions that have 3 digits and room extensions with 4 digits. Because of this, the `Maximum Extension Length` must be set at 4. When a 3-digit extension is entered, AUDIX VPL waits the duration of the timeout period for the 4th digit. After the timeout period has expired, AUDIX VPL uses the 3 digits entered.

This field is one character long and strictly numeric.

Maximum Message Length

This field dictates the maximum length of any single message. The default is 120 seconds. If a caller exceeds this maximum, he or she is either transferred to the attendant (if `Operator Revert` is enabled) or the system speaks a closing message and disconnects.

Reports show that the average message length is between 20 and 30 seconds. Therefore, the 120-second default is usually more than enough time for the caller to leave a detailed message. The Mailbox Usage Report (Chapter 7, *Reports*) lists the number of messages each guest has and how many speech seconds those messages consume. Both of these values are totaled at the end of the report. If you divide the speech seconds by the number of messages, the result is the average message length at your site.

This field is three characters long, accepts values between 30 and 360 seconds, and is strictly numeric.

Allow Guests to Save Messages

This parameter allows you to permit guests to save messages.

To allow guests to save messages, enter `Yes` in this field. With this setting, guests have two ways to save messages: manually or automatically. After a message is played, the guest can do any of the following.

- Press 2 to replay the message.
- Press 3 to delete message and go to next message.
- Press 4 to save this message and go to next message (manual method).
- Press 0 to transfer to the attendant.
- If no touch tones are pressed during the pause for touch-tone input, the current message is saved and the next one is played (automatic method).

If you allow guests to save messages, stress to them the importance of keeping mailboxes free of unneeded messages. If a guest saves too many messages, there is no space for incoming messages.

The default is `No`. With this setting, the guest can replay or delete and go on after listening to a message. Not allowing guests to save messages may cause them to hang up in the middle of listening to messages (in which case the messages are saved.) Although this is not harmful to the system, it is not an effective method of saving. You may want to monitor the `Abandoned Voice Mail` field of the Phone Line Usage Report to see how often this happens. (See Chapter 7, *Reports.*)

Provided that the `Mailbox Size` parameter contains a reasonable value, your system has enough disk space for guests to have the saving capability. Therefore, this parameter is just an administrative preference.

This is a yes/no field.

Lamp On for New Messages Only

This field allows you to specify whether the MWL is on for *unheard* messages only or for *unheard* messages *and heard* messages. Unheard messages are those that the guest has not yet listened to, for example, new messages received while the guest was out or busy. Heard messages are those that the guest has listened to and saved or has deleted, then restored.

If the `Lamp On for New Messages Only` parameter is set to `No`, then the MWL is on for all heard and unheard messages. The advantage to this setting is that the guest always knows when a message is waiting. This may also encourage guests to keep their mailboxes clean to keep the MWL off. However, you may also receive complaints from guests that they have listened to all of their messages yet the light is still on.

If the `Lamp On for New Messages Only` parameter is set to `Yes`, then the MWL is on for only unheard messages. With this setting, attendants have to notify guests when deleted messages are restored or when an old mailbox with saved messages is reactivated. And with no MWL reminder, guests may neglect to keep mailboxes clean. However, once a guest handles all messages, the MWL will go off.

This is a yes/no field. The default is No.

Automatic Transfer to Operator at End of Call/Operator Revert

When this parameter is set to `Yes`, callers are transferred to the attendant in any of the following situations.

- Caller leaves a maximum-length message.
- Caller stays on the line after leaving a message.
- The caller is silent when prompted to leave a message.

If this parameter is set to `No`, then the system speaks a closing message and disconnects in any of the above situations.

The `Operator Revert` parameter is mainly a friendliness feature for outside callers. For example, it accommodates callers from rotary phones who cannot press `0` to transfer to an attendant. However, it may cause slightly more attendant traffic.

This is a Yes/No field. The default is No.

Message Lamp Controlled By

This parameter appears on the SYSTEM PARAMETER ADMINISTRATION window only if the PMS software is installed (integrated PMS environment). This parameter determines which system (AUDIX VPL or PMS) controls the MWL.

MWL signals have three components: PMS, AUDIX, and Leave Word Calling (LWC). (LWC is activation of the MWL from the attendant console.) Any one of these components can turn the MWL on. However, only the component that turns the MWL on can turn it off. Therefore, once this parameter is set you should not change MWL control.

For example, AUDIX VPL is in control of the MWL and is taking messages for guests. If you change the control of the MWL to PMS, MWLs turned on by AUDIX VPL cannot be turned off, and even after guests have deleted all of their messages, their MWLs will remain on. The MWL was turned on by AUDIX VPL and must be turned off by AUDIX VPL.

In the integrated PMS environment, it is recommended that the PMS control the MWL for the following reasons.

- PMS probably controlled the MWL before AUDIX VPL was installed and should remain so after installation.
- In the integrated PMS environment, the PMS is the master system and AUDIX VPL is the slave system.
- AUDIX VPL does not turn MWL on and off for text and fax messages.

A possible drawback of having the PMS control the MWL is that when the PMS link goes down, if `Calls for Guests Handled By` parameter is set to `AVPL`, MWLs are not be updated properly. However, PMS link down occurrences are unlikely and once the link is reestablished, MWLs are updated to correct downtime inconsistencies.

If the PMS is to control the MWL, it must be able to distinguish between voice and text messages as specified in the *AUDIX Voice Power Lodging R1.1 Property Management System Interface Specifications* (585-310-128). If a guest retrieves, for example, voice messages but not text messages, the MWL remains on.

This is an alphanumeric field with two possible values: `AVPL` or `PMS`. The default is PMS.

When PMS Link is Down, Call for Guests Handled By

This parameter appears on the SYSTEM PARAMETER ADMINISTRATION only if the PMS software is installed (integrated PMS environment). This parameter determines who will answer calls when the PMS link is down (AUDIX VPL or Attendant).

If this parameter is set to `Attendant`, all coverage calls are transferred back to the attendant. The caller hears "This call is experiencing technical difficulties. Your call is being transferred to a hotel operator." Guests can still retrieve voice messages that were recorded before the link went down. However, their notification message may not state that text and fax messages are waiting. The advantage is that if the MWL is controlled by the PMS (`Message Lamp Controlled By` parameter), no MWL inconsistencies occur while the PMS link is down. Attendants take text messages just as they did before AUDIX VPL was installed. The disadvantage is that attendants may have an overload of traffic during down times.

If this parameter is set to `AVPL`, AUDIX VPL continues to take voice messages normally. Callers and guests experience no differences in the phone interface. Although some MWL inconsistencies occur if the MWL is controlled by the PMS (`Message Lamp Controlled By` parameter), this setting decreases attendant traffic overload during down times.

It is important to remember that PMS link down occurrences are rare. When they do happen, they are usually brief and automatically correct downtime inconsistencies (database and MWL) between the two systems when the link returns to normal.

This is an alphanumeric field with two possible values: `Attendant` or `AVPL`. `Attendant` is the default.

Changing System Parameters

1. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.
   ```
   Application Package Administration
   AUDIX Voice Power Lodging
   System Parameter Administration
   ```
2. Change or enter the desired parameters. In the non-PMS environment, the last two parameters shown on the example screen in this section will not appear.
3. Press SAVE (F3).
4. Enter y to confirm your choice of saving the parameters.

   A confirmation window appears informing you that the parameters have been saved.
5. Press Enter to continue.
6. Press CANCEL (F6) to exit the SYSTEM PARAMETER window.

A. Event Messages

System messages are logged automatically when problems or indications of problems occur in the AUDIX VPL system. The Event Log provides a record of these system messages. (Refer to Chapter 7, *Reports*, for a complete description of the Event Log and information on how to access it.) This appendix lists the event messages numerically by message identification number and includes the EXPLAIN key information to help you understand the message.

NOTE

Many of the messages generated, *regardless of the priority indicated*, do not affect AUDIX VPL service. You only need necessary to contact a service representative when you find a problem with the operation of the AUDIX VPL system.

EVENT MESSAGE FORMATS

In this appendix, event messages are shown in a slightly different format from the way they actually appear in the AUDIX VPL Event Log.

Format Used in the Event Log

Each event message occupies at least two lines in the Event Log. The first line is divided into five fields: `Priority, Time, Sender, Msg_id` (message identification number), and `Target`. The second line displays a brief message describing the error. This brief message is always prefaced with `Msg:`.

Event Log Report

```
                    Event Log Report

Priority   Time          Sender   Msg_id   Target

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

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

Format Used in this Appendix

In this appendix, event messages begin with the message identification (`Msg_id`) number. The message mnemonic follows the message identification number. This mnemonic is useful when identifying an error message for a service representative and is not shown in the Event Log. The message priority level follows the mnemonic.

The brief Event Log message (`Msg:` above) is displayed immediately following the message priority. If the message pertains to a hardware unit, the unit type is included in parentheses, for example, `(tr)`, indicates an IVP4 (tip/ring) board. Variable fields within the message are shown enclosed within left and right arrows (< >). These variables will appear as actual values in the Event Log.

Following the Event Log message is the EXPLAIN key text. This is the text that is shown if you enter the corresponding message identification number in the EXPLANATION OF EVENT MESSAGE window. For more information on the EXPLAIN key, refer to Chapter 7, *Reports*.

The following hypothetical example illustrates the format of an Event Log message as listed in this appendix.

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

- The message identification number is `311`.
- The mnemonic indicates that this message pertains to the [INIT]ialization [TAS]k for [H]ardware: `INITASH`.
- The hardware device is an IVP4 (tip/ring) board: `tr` .
- The message priority, `MAJOR`, means that some corrective action may be required.
- The message indicates an initialization error on a specific channel and card. In the Event Log, the actual channel number would appear in place of `<channel>` (for example `0`) and the actual card number would appear in place of `<integer>` (for example `1`).
- The EXPLAIN key text is not shown in this example.

MESSAGE SOURCE

Event messages on the AUDIX VPL system are numbered and divided into subgroups according to the software process that generates them. These processes are identified as follows.

Abbreviation	Process Name	Message No. Range
IVPSS	Integrated Voice Power System Software	100-199
TSM	Transaction State Machine	400-499
VROP	Voice Response Output	500-599
ET	Error Tracker	600-699
MTC	Maintenance	700-799
TRIP	Tip/Ring Interface Process	2000-2099
DIP 28	Switch Communication Data Interface Process	5350-5365
DIP 20	Administration Data Interface Process	6000-6001
DIP 30	Lodging Data Interface Process	6100-6114
DIP 17	Reports and Administration Data Interface Process	6200-6203
DIP 33	Property Management System Data Interface Process	6301-6342
DIP 23	Switch Information Data Interface Process	6400-6499

EVENT MESSAGE LISTINGS

The following AUDIX VPL event messages are arranged in numerical order by message identification number. They are organized into subgroups according to the software process that outputs the message. The Event Log message appears in **bold** type. The EXPLAIN key text appears under the Event Log message.

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

The Voice Power 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 voice system with stop_vs, and then restarting with start_vs. 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 voice system with stop_vs, and then restarting with start_vs. If this is unsuccessful, a reboot of the processor will correct the problem.

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 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 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 number or DNIS. Ensure that the specified script is assigned to a channel or a DNIS number. The voice equipment display from the Configuration Management branch of the CVIS menu shows these assignments on the terminal.

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. Ensure that:

1. The assembled script file (.T file) is in directory /vs/trans.
2. The assembled script file (.T file) is in the proper format—that is, it is the output produced by the tas assembler.
3. The script was assigned to a group and telephone number and a channel was assigned to the group. The voice equipment display from the Configuration Management branch of the CVIS menu shows these assignments on the terminal.

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

No room is left in the script table to place another script. If possible, unassign a script from service or try again later.

406 (TSM_NOSCRIPT), 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. Look up the value of errno in the Introduction to Section 2 in the UNIX System 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 is the output of the tas assembler. Reassemble the script if necessary.

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. If this error repeats, delete the script file (T.file) and reassemble it.

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

The specified script has no instructions. Ensure that the script has at least one instruction.

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 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. Ensure that the script size has not exceeded the maximum allowable limit.

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 program counter (PC) value is incorrect. If this error repeats, remove the script from service, reassign it and try again. If this error still occurs, delete the script file (.T file), reassemble the script, and try again.

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".

414 (TSM_SEP_READ), MAJOR TSM:Cannot read script environment params: ret=<integer> o=<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.

415 (TSM_INIT_FAIL), CRITICAL TSM: Initialization Failure

TSM process cannot be started due to some initialization failure. Bring the system down using stop_vs and restart using start_vs. If the failure persists, contact your field service representative.

416 (TSM_INVLD_MSG), INFORM TSM: Ignored Message from <integer>, content <integer>, chan <channel>: <string>

TSM did not process an incoming 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 implication, but it should be reported to a 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 T/R UNIX driver command. The command name and the errno are specified. Contact your field service representative for assistance.

419 (TSM_SP_CMD), STATUS TSM: SP Device Driver Command (%str) Failure: board %devno, errno %arg(0)

TSM failed to execute a SP UNIX driver command. The command name and the errno are specified. Contact the your field service representative for assistance.

420 (TSM_T1_CMD), Major TSM: T1 Device Driver Command (%str) Failure: chan %chan, errno %arg(0)

TSM failed to execute a T1 UNIX driver command. The command name and the errno are specified. Contact your field service representative for assistance.

421 (TSM_SPOVERLD), MAJOR TSM: All SP boards are overloaded. Least busy SP # %arg(0), usage %arg(1)

All the SP boards in the system are running at their maximum capacity. Try to reduce the load on the system or add more SP cards.

422 (TSM_SP_UNAVAIL), MAJOR TSM: No SP available for function %str

An SP board cannot be allocated for the given function because no board is available with the function or all available boards are being used to maximum capacity. Try to reduce the load on the system or add more SP cards for the function needed. It is also possible that the SP is broken or is not in the "inservice" state. If this is the case, try to bring the SP in service by diagnosing or restoring the card. If the problem persists, contact your field service representative.

545 (VROP_TOO_SHORT), MAJOR VROP: Coded phrase %arg(0) %arg(1) on channel %chan too short -- deleted

The size of the coded phase was less than 200 bytes (100 ms duration for ADPCM 32). This can happen if the caller hangs up or terminates coding using a touch-tone immediately after being prompted to start recording. The phrase is deleted and a code failure message is sent to TSM.

546 (VROP_FS_RDONLY), MAJOR VROP: Speech file systems do not have WRITE permissions

All the speech file systems have READONLY permissions. Speech phrases cannot be recorded or added to these file systems. To record or add speech phrases, change the permissions of the speech file system to READWRITE in the file '/vs/data/fslist/.

547 (VROP_NORESUME),

A request to replay the last list of phrases played on a channel could not be serviced. This happens if the last list of phrases is played without the remember flag being on.

548 (VROP_NOSPBUF), CRITICAL VROP: No SP window buffers available on SP board#%arg(0) %str

The system ran out of SP window buffers. Try to reduce the load on the system or add more SP cards.

550 (VROP_BADACT), MAJOR VROP Activity list is corrupted

The activity list data structure is corrupted. Restart the voice 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 voice 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 voice 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 voice 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 in the form:

```
nbufs    40
```

This line tells the voice system how many speech buffers to allocate in memory. A default value will be used if no valid value can be found. The voice system may 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 voice 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 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 nonexistent phrase indicated. Review your applications and obtain or 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 message queue. Reboot the system to correct the problem.

580 (VROP_UNIXOPEN), INFORM Error occurred opening UNIX file <string>

An error occurred when attempting to open the indicated UNIX file. Perhaps the file can be obtained from a recent backup.

581 (VROP_TIMEOUT), INFORM VROP: Timeout detected: action <integer>

A timeout error occurred. These can occur because of other errors in the system or because of excessive system load. Restart or reboot the system if this error continues.

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 voice system if this error continues.

583 (VROP_BADTAG), INFORM VROP: Invalid tag: action <integer>: event <integer>: act2 <integer>: type <integer>

A software error occurred. These can be associated with timeouts 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 voice system if the error continues and contact your 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 can be recovered from a speech file system backup.

588 (VROP_NOTIMELIST), INFORM VROP: no timeout lists are available

The timeout 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_NODIRSLOT), 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 the 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 field service representative.

596 (VROP_DIORESPAWN), INFORM DIO process respawned

The DIO process died and respawned. Inform your field service representative if the error continues.

597 (VROP_TROPEN), MAJOR Error opening TR device driver

The VROP process failed when opening the VRS6 (TR) driver. No speech can be played or recorded on the VRS6 boards until the condition is corrected. Reboot the UNIX system to correct the problem.

598 (VROP_SPOPEN), CRITICAL VROP: SP Open Error

VROP could not perform an SP_open( ) driver call. If there is no SP card in your system, ignore this message. If there is an SP card in the system, it may have a problem. Contact your field service representative.

599 (VROP_SPATTACH), MAJOR VROP: SP Memory Attach Failure

VROP could not perform an SP_attach( ) driver call. There may be a problem with the SP card. Contact your field service representative.

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 field service representative. No need for immediate action.

602 (READ_DB), STATUS Change to Error Rules Recvd by ET

ET just reread its error rules file because it changed. 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. Correct and recompile the rules file (run "mkerr"). This message should only be seen during system development and startup.

604 (ET_BAD_MSG), INFORM Invalid msg_id (<integer>) Received from <string>

ET received a message it does not understand. Call your 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 a 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 a 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 a 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 a 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. Reboot the system. Call a 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 a field service representative for assistance.

612 (ET_NOSHMEM), CRITICAL ET Cannot Attach SHMEM <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 a field service representative for assistance.

613 (ET_NO_VAR), INFORM Cannot Open VAR Error Rules File (gendb/data/errors)

This is an informative message unless there is supposed to be a VAR error file. No action is required.

614 (ET_REBOOT), CRITICAL ET Attempting to REBOOT System

A module or user told ET to reboot the system, so it is trying to do so. If ET is capable of automatically rebooting the system, it shuts down within two minutes; if not, nothing should happen except that ET will read but won't process messages. However, this message indicates that the system thinks that it is in serious trouble. No action required if the system reboots itself properly. If it does not, manually reboot the system.

615 (ET_RESTART), CRITICAL ET Attempting to RESTART System

A module or user told ET to restart the system, so it is trying to do so. The system software will be stopped and restarted in 2 or 3 minutes. No action required if the system restarts itself properly. If it does not, manually restart the system.

616 (ET_SHMIT), INFORM ET Shared Memory (SHMEM ETCOUNTS) Init

ET initialized its shared memory. Informational message—no action required.

617 (ET_SHOWER), STATUS ET Printing Rules as Requested

This should not appear unless the user asks ET to print its rule file. Informational message—no action required.

618 (ET_VAR), INFORM Unexpected EOF on VAR Err Rules File after <integer> Lines

There is an error in the VAR rules file. Correct and recompile the VAR rules file (run "mkerr var").

620 (ET_DEBUG), STATUS ET Verbose Mode for Debugging Toggled

This message should not appear unless the user sends the MSG to ET. To restore the normal tense mode, use "into_et" to send ET_DEBUG (or message 620) to ET. If the verbose mode appeared unexpectedly, report this to your field service representative.

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 reboot the system.

624 (ET_WIPE), INFORM ET Removed Defunct Process <string> (<integer>) from Bulletin Board

ET removed a defunct process or an invalid process entry it found in the bulletin board. Report this message to a field service representative.

625 (ET_MISS), INFORM ET Couldn’t Kill &str (arg [0]) because errno %arg(1)

ET tried but failed to kill a process that it found to be hung. Report this message to a 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 come out until something is done about the process' bulletin board entry. Stopping and restarting the system should clear the bulletin board. Report this message to a field service representative.

627 (ET_BAD_ARGS), INFORM Invld channel(<integer>)/brd(<integer>) for msgid(<integer>) Recvd from <string>

ET received a message with bad arguments (that is, invalid board number, invalid channel number for the given board number, etc.). Report this message to a field service representative.

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 to have changed, which indicates that the process probably died and respawned. Report this message to a 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.

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.

700 (STA_CHAN), STATUS MTC reports channel <channel> is now in state <integer>

Maintenance reports: the permanent state of a channel has changed.

701 (STA_CARD), STATUS MTC reports card <device> is now in state <integer>

Maintenance reports: 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 voice 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 voice system.

712 (INV_MESG), INFORM MTC 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 voice system.

713 (RLS_FAIL),

Maintenance cannot acquire a device from TSM. This is an indication of software problems. If this error persists, try stopping and restarting the voice system.

714 (RCVE_MSG), CRITICAL MTC cannot receive a messages. This is an indication of system problems. Try stopping and restarting the voice system or rebooting the system

Maintenance cannot receive messages. This is an indication of system problems. Try stopping and restarting the voice 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 voice 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 voice 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 voice 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 voice 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 voice 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 voice system or rebooting the system.

725 (SHM_INVD), CRITICAL MTC detects a invalid <string> area

Maintenance detected invalid shared memory. This is an indication of software problems. Try stopping and restarting the voice 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 voice 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 voice system or rebooting the system.

740 (DG_START), STATUS MTC reports diag started on (<string>) card <device>

Maintenance reports: 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: diagnostic results.

742 (DG_PASSD), STATUS MTC reports diag passed on (<string>) card <device>

Maintenance reports: diagnostics have passed on a hardware card.

750 (DG_FAILD), STATUS MTC reports diag failed on card <device>, because <string>

Maintenance reports: 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.

2000 (TRIP_OPEN), CRITICAL TRIP: Tip/Ring Driver Open Failure, Reason <integer>

The Tip/Ring Input 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's Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting 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 Voice System initialization failed; probably dbinit did not run or did not complete successfully. The reason number is explained in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Stop and restart the voice system.

2002 (TRIP_EVNT), CRITICAL TRIP: Tip/Ring Event Receipt Failure, Reason <integer>

The tip/ring boards in the system have become inaccessible. Stop and restart the voice system.

2003 (TRP_PRTY), MAJOR TRIP: TDM Parity Error Detected on Channel %chan and Time Slot %arg(0)

A parity error has been detected on the TDM bus. Diagnose equipment associated with the channel (include all SPs, T1s, and associated Tip/Ring cards) and replace the faulty equipment.

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 Voice System to process. DATA HAS BEEN LOST. This message describes which ports on which boards have lost data. Each bit of the line integer represents a port. The port represented is the bit position plus 32 times the base. This port number is the osindx listed in the setup file.

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 6386 processor load.

2006 (TRIP_SPOPEN), CRITICAL TRIP: SP Driver Open Failure, Reason %arg(0)

The Tip Ring Input Process is unable to access any of the SP boards in the cabinet. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Ensure that only a single copy of the voice software is operational. Attempt a software restart. Ensure that the generic software has been properly installed. Attempt rebooting the system. As a last resort, reload the generic software.

2007 (TRIP_SPATTACH), CRITICAL TRIP: SP Memory Attach Failure, Reason %arg (0)

This error indicates that the voice system initialization failed; probably dbinit did not run or did not complete successfully. The reason number may be found in the Introduction to Section 2 of the UNIX Programmer's Reference Manual. Stop and restart the voice system.

2009 (TRIP_CLIP), STATUS TRIP: Speech output clipping on channel %chan

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.

5350 (V_CRSHM_ERR), MAJOR

The SCI Communications 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 field service representative.

5351 (V_ATSHM_ERR), MAJOR

The SCI Communications 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 field service representative.

5353 (V_LN_INIT), MAJOR

An internal error has been discovered in the X.25 software. Verify that the X.25 board and the X.25 software are installed properly. Shut the system down via the shutdown command and reboot the system. If the problem persists, contact your field service representative.

5354 (V_M_RCV_ERR), MAJOR

The SCI Communications DIP encountered a problem while trying to receive an interprocess communication message. The value of errno indicates the reason for the error. Contact your field service representative for assistance.

5355 (V_M_SND_ERR), MAJOR

The SCI Communications DIP encountered a problem while trying to send an interprocess communication message. The value of errno indicates the reason for the error. Contact a field service representative for assistance.

5356 (V_APPL_ERR), MAJOR

The SCI Communications DIP received a request to send an invalid message to the System 75. Stop and restart the system via the stop_vs and start_vs commands. Contact your field service representative for assistance.

5365 (LNK_DN_ERR), MAJOR

The SCI Communications DIP has been informed that the X.25 session between AUDIX VPL is no longer connected. The session is usually able to reconnect itself. If the problem recurs, or if the system does not begin to function soon thereafter, contact your field service representative for assistance.

6000 (AADM_SYSERR), MAJOR

The Administration process encountered a system error while trying to access a file. The value of errno indicates the reason for the error. Check the file or directory named in the error message; it may be corrupted or missing. Ensure that the / and /usr file systems are not out of free space. Possible damaged file system or possible disk or disk controller problems. Contact your field service representative for assistance.

6001 (AADM_MSGERR), MAJOR

The Administration process encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the reason for the error. Contact your field service representative for assistance.

6100 (AVMD_SYSERR), MAJOR <string> FAILED for <string> errno: <integer>

The Lodging Database DIP encountered a system error while trying to access a database 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 problems. Contact your field service representative for assistance.

6101 (AVMD_ENOENT), MAJOR <string> is missing

A file is missing from the Lodging Database. Contact your field service representative for assistance.

6102 (AVMD_MWLUNEX), INFORM bad MWL event: <string>

The Lodging 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 field service representative.

6103 (AVMD_BADFORM), MAJOR <string> is badly formatted <string>

This message indicates that a Lodging Database file is not formatted correctly. A software problem or a file system problem may exist. Reboot the system. Contact your field service representative for assistance.

6104 (AVMD_OUTERR), INFORM asked to logout <string> --already logged out

A script requested that the Lodging Database DIP log out a subscriber who was not currently logged in. If this message persists, contact your field service representative.

6105 (AVMD_SCRERR), MAJOR script error on chan <integer> <string>

The Lodging Database DIP has received bad input data from a script. If this message persists, contact your field service representative.

6106 (AVMD_MWLLIST), INFORM MWL list problem: <string>

The Lodging Database DIP encountered a problem while trying to change its list of message waiting lamp update requests. Thus, a message waiting lamp will not be updated properly. If this message persists, contact your field service representative.

6107 (AVMD_REFERR), INFORM MWL refresh problem: <string>

The Lodging Database DIP encountered a problem while trying to refresh message waiting lamps.

6108 (AVMD_MSGERR), MAJOR <string> failed: ret code <integer>, errno <integer>

The Lodging 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 field service representative for assistance.

6109 (AVMD_PHRDEL), INFORM cannot remove phrase <integer> due to overflow

The Lodging 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 Lodging Database may help resolve the problem. If this message persists, contact your field service representative.

6110 (AVMD_REQERR), MAJOR failure for request <integer> (from <string>): <integer>

The Lodging Database DIP encountered an error while trying to respond to a request. This message will usually be accompanied by another Error Tracker message that provides more specific information. Contact your field service representative for assistance.

6111 (AVMD_MSGSRC), INFORM message received from unexpected source: <integer>

The Lodging Database DIP received a message from an unrecognized process. If this problem persists, contact your field service representative.

6112 (AVMD_STARTUP), CRITICAL startup failed

The Lodging Database DIP could not start up properly. Contact your field service representative for assistance.

6113 (AVMD_MSGUNEX), INFORM unrecognized message: <integer>

The Lodging Database DIP received a message that it does not recognize. If this problem persists, contact your field service representative.

6114 (AVMD_UNKCALL), INFORM

The Lodging Database DIP was given a called extension for the call_answer service that it did 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 party is not properly registered as a subscriber on the AUDIX Voice Power Lodging system. Verify the presence of the extension. If this problem persists, contact your field service representative.

6200 (RPT_SYSERR), MAJOR %s system call failed for %s, errno is %c

The Lodging Reports DIP 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 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 disk/disk controller problems. Contact your field service representative for assistance.

6201 (RPT_MSGERR), MAJOR %s failed with return code %d and errno %d

The Lodging Reports DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates the reason for the error. Contact your field service representative for assistance.

6202 (RPT_MSGSRC), INFORM message received from unexpected source: %c

The Lodging Reports DIP received a message from an unrecognized process. If this problem persists, contact your field service representative for assistance.

6203 (RPT_MSGUNEX), INFORM unrecognized message %d

The Lodging Reports DIP received an unexpected message. If this problem persists, contact your field service representative for assistance.

6301 (P_LINK_IDLE), MAJOR PMS: Link idle timeout, current LIT value: %d

The PMS link idle timeout has been reached. The link will go down. Check to see if PMS went down. Check the physical connection between PMS and AVPL. If both systems are running and the same error occurs again, contact your field service representative.

6302 (P_LINK_GARB), MAJOR PMS: Link garbage, current link error limit: %d

The current limit of link errors has been reached. Communication between PMS and AVPL will be stopped and restarted. Check other error messages for possible causes. Report this error to your field service representative.

6303 P_INTQUE_ALM), MAJOR PMS: Internal queue alarm, current limit: %d

The internal queue length of the "wtr" process has reached ALARM level. Either internal data corruption has occurred, or too many messages have been queued due to system overload (either AVPL or PMS). The link will go down and start again. Report this error to your field service representative and your system administrator.

6304 (P_MRR_EXCED) PMS: MRR reached, current MRR value: %d

The Maximum Retransmission Request value has been exceeded and PMS is not able to respond to AVPL. Communication between PMS and AVPL will be stopped and restarted. Check to see if PMS is running normally. Check the physical connection between PMS and AVPL.

6305 (P_MR_EXCED), MAJOR PMS: MR reached, current MR value: %d

The Maximum Retransmission Request value has been exceeded. Negative acknowledgment was received from PMS. The link did not provide reliable communication. Check error messages for possible causes. Check the physical connection between PMS and AVPL. Make sure the link parameters are the same on both sides of the link.

6306 (P_MNT_TMR_EX), MAJOR PMS: Maint State Timeout, current limit (sec): %d

The maximum time allowed for maintenance on the link has been exceeded. The link will go down. Check PMS maintenance status.

6307 (P_OVR_TMR_EX), MAJOR PMS: Overflow State Timeout, current limit (sec): %d

Internal message flow problem: the Lodging DIP process did not respond within the OVERFLOW state time limit. The link will go down. Check errors for Lodging DIP process and "wtr" process. System might have been overloaded.

6308 (P_UNKNO_LN_PRB), INFORM PMS: Unknown Link Problem

Minor problem: the RTD process reported an unknown link problem. Message corruption might have occurred. Check error message on the "rdr" process.

6309 (P_IQLEN_WARN), INFORM PMS: Internal queue warning, current limit: %d

Warning on system resources: Length of the queue has reached the warning limit. Either one or both AVPL and PMS systems may be overloaded. Check error messages on the "wtr" process for other possible problems. If PMS is not busy, use the PMS LINK RESTART command from the command menu to restart the link. Report this error to your field service representative.

6310 (P_ALLOC_FAIL), CRITICAL PMS: Memory allocation failed

Memory allocation failed. Check system resources (system memory). The "wtr" cannot function properly under such a condition. Remove unnecessary processes and use the PMS LINK RESTART command from the command menu to restart the link. Report this error to your field service representative.

6311 (P_INT_QUE_ERR), INFORM PMS: Internal queue error

The "wtr" process reports an internal queue problem. Check error message on the "wtr" process. No further action is necessary. If this error persists, contact your field service representative.

6312 (P_OVERF_ERR), INFORM PMS: Illegal ADM message received during OVERF state

Minor problems on the "wtr" process received a message from PMS while in OVERFLOW state. This may imply corruption has occurred within the "wtr" process. If this error happens again, use the PMS LINK RESTART command from the command menu to restart the link and contact your field service representative.

6313 (P_WRONG_MSG), INFORM PMS: Invalid message received for PMS, type: %d

Minor problem: the "wtr" process received an invalid message internally for PMS. This message will not be sent to PMS. Check the occurrence of this error message. If this error persists, contact your field service representative.

6314 (P_BAD_SIZED), INFORM PMS: Bad sized message is received, size: %d

Minor problem: the "wtr" process received a message from PMS which is either too big or too small. Check the occurrence of this error message. If this error persists, contact your field service representative.

6315 (P_INVALID_CCHAR), INFORM PMS: Invalid control character received: %x

Minor problem: the "rdr" process received a control character within a message body not preceded by a DLE. If this error persists, contact your field service representative.

6316 (P_BADMSGTYPE), INFORM PMS: Bad message type received by WTR, type: %d

Minor problem: the "wtr" process received a message with unknown message type. If this error persists, contact your field service representative.

6317 (P_OPEN_FAIL), MAJOR PMS: Failed to open .pmsparam file

Failed to open the link parameter file. Check the /usr/lgdb directory to see if the .pmsparam file exists. This file should allow anyone to read it. If this file exists and is readable and the same error occurs again, contact your field service representative.

6318 (P_BAD_PARAM), MAJOR PMS: Invalid parameter in .pmsparam file

Unable to read all necessary link parameters. The "rdr" and "wtr" processes will not be able to run without knowing the parameters. Check the /usr/lgdb directory to see if the .pmsparam file exists. Check the values of the parameters. If the error persists, contact your field service representative.

6319 (P_PMSRDR_FAIL), MAJOR PMS: RDR init fails

The "rdr" process failed during initialization stage. Check the system to see if all necessary packages have been installed properly, including the IVPSS and Lodging package (refer to the installation guide). If the error persists, contact your field service representative.

6320 (P_RR_NOREAD), INFORM PMS: RDR read from link fails

Minor problem: the "rdr" process received a failure return code when reading from the link. If this error repeats often, check the physical connection between PMS and AVPL. Check to see there is no getty process on the same device that is running the link.

6321 (P_PMS_STARTUP), MAJOR PMS: Startup routine failed

The "rdr" and/or "wtr" process failed to run the startup routine. Check to see if all necessary packages have been installed (the IVPSS and Lodging package). If necessary, restart the AVPL voice system. If this error persists, contact your field service representative.

6322 (P_WTR_OPNLNK), MAJOR PMS: Cannot open link device : %s

The "rdr" or "wtr" failed to open the device for the link. Check the named device in the parameter file to see if it is being used by another process. Contact your system administrator for assistance.

6323 (P_MRCV_LZ), INFORM PMS: WTR mesgrcv() returned: %d, errno: %d

Minor problem: the "wtr" process encountered an error while receiving a message from its IPC queue. See error coded in "errno." If this error persists, contact your field service representative.

6324 (P_TCGETA_F), MAJOR, PMS: Link ioctl TCGETA fail retn: %d

The ioct1( ) system routine returns failure for TCGETA. The communication link will not be established. Contact your field service representative.

6325 (P_TCSETA_F), MAJOR PMS: Lonk ioctl TCSETA fails retn: %d

The ioct1( ) system routine returns failure for TCSETA. The communication link will not be established. Contact your field service representative.

6326 (P_SND_WTR_FAIL), MAJOR PMS: RDR cannot send to WTR, %s, con_char: %x

The "rdr" process failed to send a message to the "wtr" process. Check system resources including IPC queues. If this error persists, contact your field service representative.

6327 (P_SNDADMFAL), INFORM PMS: WTR: Reply to ADM for starting dbase syn fails

Minor problem: the "wtr" process failed to send the reply message to the Administrative process for starting a database synchronization. If this error persists, contact your field service representative.

6328 (P_INVLDPRM), MAJOR PMS: RDR,WTR: Invalid parameter(s) in parafile

An invalid parameter(s) was found in the parameter file. Check the format of the parameter file and see if sufficient parameters are contained in the file. Compare the parameters in the file with those listed in the document. If this error persists, contact your field service representative.

6329 (P_BADLKSTAT), MAJOR PMS: WTR: Invalid State variable for link, %x

The "wtr" process had an invalid state for the link. Report this error to your field service representative. If necessary, use the PMS LINK RESTART command from the command menu to restart the link.

6330 (P_CHKIN_OUT), INFORM PMS: WTR: checkin failed after a checkout

Minor problem: the "wtr" process reported a failure for a CHECKIN operation after a successful DISPLAY on the same extension number. If this error occurs again, contact your field service representative.

6331 (P_CHKOUT_DSP), INFORM PMS: WTR: checkin failed after a checkout

Minor problem: the "wtr" process reported a failure for a CHECKOUT operation after a successful DISPLAY on the same extension number. If this error occurs again, contact your field service representative.

6332 (P_SNDLGFAL), MAJOR PMS: WTR: failed to send a message to lgdip

The "wtr" process failed to send a message to the Lodging DIP processor. Check system resources including IPC queues. Check to see if the Lodging DIP process (lgdip) is running (type "ps -ef <return>" on the command line; "lgdip" should be listed). If this error persists, contact your field service representative.

6333 (P_PMSMWLFAL), INFORM PMS: WTR:PMS returns fail for MWL mesg, ext: %s

Minor problem: the PMS failed to reply to the Message Waiting Lamp message originated by the Lodging DIP process. Contact the PMS system administrator for assistance.

6334 (P_UNKFCODE), INFORM PMS: WTR: unknown feature code: %x

Minor problem: the "wtr" process received a message from PMS with an invalid feature code. If this error persists, contact the PMS system administrator for assistance.

6335 (P_FCUNMATCH), INFORM PMS: WTR: indexed fc mismatch coming mesg, %x: %x

Minor problem: the "wtr" process internal error. The feature code in the returning message from the Lodging DIP does not match the feature code in the original message from PMS. If this error persists, contact your field service representative.

6336 (P_UNKACTION), INFORM PMS: WTR: lgdip return msg action unknown: %d

Minor problem: the reply message from Lodging DIP contains an unknown action number. Check to see if Lodging DIP is running (type "ps -ef <return>" on the command line; "lgdip" should be listed). If this error persists, contact your field service representative.

6337 (P_UNKRETCOD), INFORM PMS: WTR: lgdip return mesg ret code unknown: %d

Minor problem: the reply message from Lodging DIP contains an unknown return code. Check to see if Lodging DIP is running (type "ps -ef <return>" on the command line; "lgdip" should be listed). If this error persists, contact your field service representative.

6338 (P_DAT_CORUT), MAJOR PMS: WTR: cannot alloc free index, data corruption

The "wtr" process cannot allocate an unused index number. Use the PMS LINK RESTART command from the command menu to restart the link. Report the error to your field service representative.

6339 (P_MSGVIOLB), INFORM PMS: WTR: mesg received with violation bit set fc: %x0

Minor problem: the message received from PMS has the violation bit set. This indicates a link communication problem or the message has been coded incorrectly. If this error persists, contact your field service representative.

6340 (P_DBSY_EXT), INFORM PMS: WTR: guest information mismatch, guest ext: %s

Minor problem: during database synchronization, a mismatch of information is found between the two systems (AVPL and PMS). Report this to the PMS system administrator.

6341 (P_LINKUP) PMS: WTR: link is up; automatic database synchronization started

The link is up and the automatic database synchronization procedure has started.

6342 (P_DBSYNC_END) PMS: WTR: automatic database synchronization completed

The automatic database synchronization procedure is completed.

6400 (SWIN_SYSERR) MAJOR <string> FAILED for <string>, errno: <integer>

The Switch Integration DIP 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; ir may be corrupted. Ensure that the / and /usr file system (use fsck when the system is at single user level) or disk/disk controller problems. Contact your field service representative for assistance.

6401 (SWIN_MWLUNEX) MAJOR bad MWL event: <string>

The switch integration 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 field service representative.

6402 (SWIN_BADFORM) MAJOR <string> is badly formatted <string>

The switch integration DIP has received bad data from an installed application package or switch integration package. Default service will be used for cases where the data does not correctly specify the service. This may result in a degradation in service. Contact your field service representative for assistance.

6403 (SWIN_MWLLIST) MAJOR MWL list problem: <string>

The switch integration DIP encountered a problem while trying to change its list of message waiting lamp update requests. This probably means that its queue (of at least 2000 requests) became full. Thus, a message waiting lamp will not be updated properly. If this message persists, contact your field service representative.

6404 (SWIN_MSGERR) MAJOR <string> failed: ret code <integer>, errno <integer>

The switch integration DIP encountered a problem while trying to send or receive an interprocess communication message. The value of errno indicates error reason. Contact your field service representative for assistance.

6405 (SWIN_STARTUP) INFORM startup failed

The switch integration DIP could not start up properly. Contact your field service representative for assistance.

6406 (SWIN_MSGUNEX) INFORM unrecognized message: <integer>

The switch integration DIP received a message that it does not recognize. If this problem persists, contact your field service representative.

6407 (SWIN_MWLUPD) INFORM MWL update failed: <string>

The switch integration DIP received notification that a script failed to update a message waiting lamp. The extension that failed was requested, so that the update would be attempted again. An occasional occurrence may somewhat delay the update of a lamp, but is not generally serious. If this problem persists, contact your field service representative.

B. Maintenance Procedures

This chapter provides step-by-step instructions for AUDIX VPL maintenance procedures. Some maintenance tasks should be performed regularly to anticipate and avoid possible problems. (See Chapter 6, *Ongoing Preventive Maintenance*, for daily, weekly, and monthly checklists.) Other maintenance procedures should only be performed on an as-needed basis when directed to do so by this documentation or a service technician.

This chapter includes the following information.

- *Backing Up AUDIX VPL Files* details how to back up AUDIX VPL databases.
- *Restoring a Backup* provides instructions on restoring a backup.
- *Running Audit and Fix* explains how to rid the speech database of unreferenced messages.
- *Modifying the PMS Parameters File* explains the location and purpose of this file.
- *Modifying the Switch Interface Administration Parameters* explains this window and its parameters.
- *Renumbering Voice Channels* explains how to renumber the remaining IVP4 cards when an IVP4 card has to be removed.
- *Changing Channel State* explains how to evaluate and modify channel state.
- *Mapping PBX Extensions to Channels* provides the procedure for assigning PBX extensions to IVP4 channels.
- *Removing and Reinstalling Software* presents guidelines for removing and reinstalling a software package from its original diskette.
- *Formatting a Floppy Diskette* explains how to format a floppy diskette using the AUDIX VPL computer.

NOTE

The procedures described in this chapter are technically oriented and require a knowledge of computers. Changing parameters set up by service technicians can disrupt service. Make sure that you know the effect of a change before making it.

BACKING UP AUDIX VPL FILES

This section describes the procedure used to perform a selective personal backup of administrative files and speech files on the AUDIX VPL R1.1 system.

An administrative backup records data, such as system parameters, mailing lists, phone-to-channel mapping information, and service-to-channel mapping. A speech backup records digitally encoded voice data, such as guest messages and customized greetings. Administrative backups and speech backups should be performed in conjunction—that is, you should not perform one without the other.

NOTE

Performing a speech backup can take a long time and consume many floppy diskettes. Therefore, backing up the voice messages of transient hotel guests is not generally necessary.

An AUDIX VPL backup requires formatted floppy diskettes. To format floppy diskettes, refer to the *Formatting a Floppy Diskette* section of this chapter.

To perform a backup, do the following steps in order.

1. At the `Console Login`, enter **`root`**

   The system responds with the `Password` prompt.

2. Enter the root password.

   The system responds with the UNIX system prompt (`unix#`).

3. Enter **`face`**

   The system displays the AT&T FACE menu.

4. Begin at the AT&T FACE menu, and select the following sequence.

   ```
   System Administration
   Backup Removable Media
   Personal Backup
   Selective Backup of Files Under /
   ```

5. If you have more than one floppy disk drive, the system displays the SELECT REMOVABLE MEDIUM menu. Make your choice and press Enter.

   The system displays the SELECTIVE BACKUP OF FILES UNDER / window.

6. Enter **`/usr/lgdb /ldg/data`**

7. Press SAVE (F3).

   The system calculates the number of diskettes needed and the amount of time the backup will take.

This procedure is continued on the next page.

8. When prompted, insert the first formatted diskette and press Enter.

   The system begins the backup.

9. When the administrative backup is complete, remove the last diskette and press Enter.
10. Move the cursor to `Speech Backup` and press Enter.

    The SPEECH BACKUP menu appears.

11. Move the cursor to `Selective Backup of /Phrases` and press Enter.

    The SELECTIVE BACKUP OF SPEECH FILES screen appears.

12. Enter **`talkfile 101 phrase all`**
13. Press SAVE (F3).
14. If you have more than one floppy diskette drive, the system displays the SELECT REMOVABLE MEDIUM menu. Make your choice and press Enter.

    The system calculates the number of diskettes needed and the amount of time the backup will take.

15. When prompted, insert the first formatted diskette and press Enter.

    The system begins the speech backup.

16. When the backup is complete, remove the last diskette and press Enter.

    The system returns to the SPEECH BACKUP menu.

17. Press CANCEL (F6) repeatedly to return to the AT&T FACE menu.
18. Move the cursor to `Exit` and press Enter.
19. Press CONT (F3) to continue.
20. Enter **`exit`** at the UNIX system prompt (`unix#`) .

    You are returned to the `Console Login:` prompt.

RESTORING BACKUPS

If system failure occurs, backups can be invaluable. Depending on the severity of the situation, AUDIX VPL software may have to be reinstalled. Reinstall the software first, then restore any administrative backups. For more information on installing software, refer to Chapter 3, *Software Installation*, of *AUDIX Voice Power Lodging Installation* (585-310-106).

To restore an administrative backup, the voice system must be running. However, after restoring the backup, you must stop and start the voice system. Therefore this procedure should only be performed at the time of day where the system experiences a low volume of usage.

To restore an administrative backup, do the following steps in order.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's terminal-based password.

3. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Report Voice System Status
   ```

   A window appears. If the following message is displayed in the window, the voice system has been started.

   ```
   The voice system is up and running at run level 4.
   ```

   If the following message is displayed in the window, the voice system has been stopped.

   ```
   The voice system is down and stopped at run level 2.
   ```

4. If the voice system is already running, skip to step 6. If the voice system is not running, continue with step 4.

5. From the SYSTEM CONTROL menu, pick `Start Voice System`.

   When the startup process is finished, the system displays the following message.

   ```
   Startup of the Voice System is complete
   ```

6. Press Enter to continue.

7. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.

This procedure is continued on the next page.

8. Move the cursor to `Exit` and press Enter.
9. Press CONT (F3) to continue.

   The system returns you to the `Console Login` prompt.
10. At the `Console Login` prompt, enter **`root`**

    The system responds with the `Password` prompt.
11. Enter the root password.

    The system displays the UNIX system prompt (`unix#`).
12. Enter **`face`**

    The system displays the AT&T FACE menu.
13. Begin at the AT&T FACE menu, and pick the following.

    ```
    System Administration
    Restore from Removable Media
    Personal Restore
    Restore Files under /
    ```
14. If you have more than one floppy diskette drive, the system displays the SELECT REMOVABLE MEDIA menu. Make your choice and press Enter.

    The system displays the DISK RESTORE form asking if existing files on disk should be overwritten with files being restored.
15. Enter `By`
16. Press SAVE (F3).

    The system displays a confirmation message telling you to insert the diskette containing the files that you want to restore.
17. Insert the diskette and press Enter.

    After it begins the restore, the system displays the following message.

    ```
    Restore in progress.
    ```
18. When the system informs you that it has completed the restore, remove the last diskette and press Enter.

This task is continued on the next page.

19. At the RESTORE FROM REMOVABLE MEDIA menu, restore the speech files by picking the following.
    ```
    Speech Restore
    Restore All Talkfiles and Phrases
    ```
20. If you have more than one floppy disk drive, the system displays the SELECT REMOVABLE MEDIA menu. Make your choice and press Enter.

    The system displays a confirmation message telling you to insert the diskette containing files you want to restore.
21. Insert the diskette and press Enter.

    After the system begins the restore, the system displays the following message.

    ```
    Restoring speech
    ```
22. When the system informs you that it has completed the restore, remove the last diskette and press Enter.
23. Press CANCEL (F6) repeatedly to return to the AT&T FACE menu.
24. Move the cursor to `Exit` and press Enter.
25. Press CONT (F3) to continue.
26. At the UNIX system prompt (`unix#`) enter **`exit`**
27. From the `Console Login` prompt, enter **`audix`**

    The system responds with the `Password prompt`.
28. Enter the administrator's terminal-based password.
29. Begin at the IVPSS R2.0 menu and pick the following sequence.
    ```
    Configuration Management
    System Control
    Stop Voice System
    ```

    A WAIT TIME window appears.
30. Enter **`60`**

    This is the number of seconds the system waits before stopping the voice system.
31. Press SAVE (F3).

    When the process is finished, you see the following message: `The Voice System has stopped`
32. Press Enter to continue.

This task is continued on the next page.

33. Pick `Start Voice System` from the SYSTEM CONTROL menu.

    When the process is finished, you see the following message: `Startup of the Voice System is complete`

34. Press Enter.

35. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.

36. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

RUNNING AUDIT AND FIX MAILBOX DATABASE

The audit and fix mailbox database task fixes discrepancies between the speech database and voice mail database, eliminating unreferenced messages that may have occurred during normal operation and freeing disk space. The audit and fix command is automatically executed every time the voice system is stopped and started.

This procedure requires you to stop the voice system and therefore should only be performed at the time of day where the system experiences a low volume of usage.

To audit and fix the AUDIX VPL databases, perform the following steps in order.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password prompt`.

2. Enter the administrator's terminal-based password.

3. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   ```

4. Press CMD-MENU (F7).

5. Pick `Audit Mailbox Database`.

This procedure is continued on the next page.

If discrepancies in the two databases exist, they are printed on the screen by this command. The following is an example of an audit with database discrepancies.

```
Beginning audit of the AVPL database
getting list of phrases in talkfile 101 - Please Wait
collecting data from the AVPL database - Please Wait
READING MAIL ...
READING PROMPT FILE ...
checking /usr/lgdb/prompt00 file
checking /usr/lgdb/prompt01 file
checking /usr/lgdb/prompt02 file
phrase number 62930 is in the speech DB, but NOT in the VM DB
phrase number 63132 is in the speech DB, but NOT in the VM DB
phrase number 63357 is in the speech DB, but NOT in the VM DB
phrase number 64960 is in the speech DB, but NOT in the VM DB
phrase number 64966 is in the speech DB, but NOT in the VM DB
Audit of the AVPL database is complete
```

If no discrepancies are printed, do only steps 6 through 9. If discrepancies are printed and you want to fix them, perform all of the remaining steps in this task. To fix discrepancies you have to stop the voice mail system and therefore you should only do this at the time of day when the volume of usage is low.

6. Press Enter.
7. Press CANCEL (F6) to exit the LODGING MENU COMMANDS window.
8. Press CANCEL (F6) to exit the AUDIX VOICE POWER LODGING window.
9. Press CANCEL (F6) to exit the APPLICATION PACKAGE window.
10. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.
    ```
    Configuration Management
    System Control
    Stop Voice System
    ```
    A WAIT TIME window appears.
11. Enter **60**

    This is the number of seconds the system waits before stopping the voice system.
12. Press SAVE (F3).

    When the process is finished, you will see the following message: `The Voice System has stopped`.
13. Press Enter to continue.
14. Pick `Start Voice System` from the SYSTEM CONTROL menu.

    When the process is finished, you see the following message: `Startup of the Voice System is complete`.

This procedure is continued on the next page.

15. Press Enter.
16. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.
17. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

The `Audit and Fix Mailbox Database` command on the LODGING MENU COMMANDS menu audits and fixes discrepancies between the speech and voice mail databases. Use it when you wish to audit and fix the mailbox database but not start the voice system, for example, before a software upgrade.

To use the `Audit and Fix Mailbox Database` command, do the following.

1. Log in by performing steps 1 and 2 in this section.
2. Stop the voice system by performing steps 10 through 13 in this section.
3. Press CANCEL (F6) to exit the SYSTEM CONTROL window.
4. Press CANCEL (F6) to exit the CONFIGURATION MANAGEMENT window.
5. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.
   ```
   Application Package Administration
   AUDIX Voice Power Lodging
   ```
6. Press CMD-MENU (F7).
7. Pick `Audit and Fix Mailbox Database` from the LODGING MENU COMMAND menu

MODIFYING PMS PARAMETERS FILE

In the integrated PMS environment, there is a PMS parameter file that contains several values allowing AUDIX VPL and the PMS to communicate. Once both systems are up and running, this file should not have to be edited. However, if an interface change on the PMS side requires that you verify or change these parameters, read the description of each value, then perform the *Changing the PMS Parameter File* procedure in this section.

The following is an example of an AUDIX VPL PMS parameter file.

```
/dev/ttys01     /* /dev/ttys01    device used for link */
50              /* 50             Maximum link error allowed */
20              /* 20             Link Acknowledgement Timeout */
20              /* 20             Link Idle Timeout */
5               /* 5              MR Maximum retransmission */
5               /* 5              MRR Maximum retransmission requests*/
B9600           /* B9600          Baudrate */
```

Each field is explained in this section.

AUDIX VPL/PMS Communication

AUDIX VPL and PMS communicate through messages. The following list explains several AUDIX VPL/PMS messages pertinent the PMS parameter file.

- The PMS sends a *heartbeat* message to AUDIX VPL every 15 seconds. (As defined in the *AUDIX Voice Power Lodging R1.1 Property Management System Interface Specifications* (585-310-128).) This messages verifies the link and lets AUDIX VPL know that PMS is still up and running.
- Each time AUDIX VPL sends a request to the PMS, the PMS sends AUDIX VPL either an *ack* (acknowledged) message or *nak* (not acknowledged) message. An ack message confirms that the PMS has received and understood the request. A nak message is a request for retransmission.
- In the AUDIX VPL/PMS relationship, AUDIX VPL is the slave and PMS is the master. AUDIX VPL initiates action on the PMS side through *request* messages. Note that the PMS does not necessarily execute all AUDIX VPL requests.

Changing the PMS Parameter File

To change the PMS parameter file, do the following.

1. At the `Console Login:` prompt, enter **`root`**
2. At the `Password:` prompt, enter your root password.

   This displays the UNIX system prompt (`unix#`).
3. Use a text editor to modify the values in the PMS parameter file. Use the following path and filename to access the PMS parameter file: **`/usr/lgdb/.pmsparam`**

   The PMS parameter file is made up of three columns. The first column is the parameter values. These are the ones you should change. The other two columns explain the first column.
4. When you are finished save it.
5. At the `unix#` prompt, type **`exit`**

   This displays the `Console Login:` prompt.
6. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.
7. Enter the administrator's terminal-based password.
8. Begin at the IVPSS R2.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power Lodging
   ```
9. Press CMD-MENU (F7).
10. Pick `AVPL/PMS Link Restart`.

    When the PMS restart request has been issued, you see the following messages.
    ```
    The PMS wtr process has been successfully restarted.
    The PMS rdr process has been successfully restarted.
    ```
11. Press Enter.

    Executing a PMS restart request also issues a database synchronization request.
12. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.
13. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

TTY Device Name

The TTY device name parameter specifies the port on the AUDIX VPL computer that PMS is connected to. All port assignments are located in the `/dev` (device) directory.

When the PMS software is installed, it prompts for the port assignment. The port specified during installation is written into the PMS parameter file. If you need to change the port through which PMS communicates with AUDIX VPL, you need to change this parameter.

You can connect PMS to any port, but AT&T recommends the second serial port or one of the IPC 900 ports (if you have an IPC 900 card).

In the PMS parameter file example `/dev/ttys01` designates the first port on the IPC 900 card.

Port	Type	PMS Parameter
1	Com #1	/dev/tty00
2	Com #2	/dev/tty01
3	IPC 900 #1	/dev/ttys01
4	IPC 900 #2	/dev/ttys02
5	IPC 900 #3	/dev/ttys03
6	IPC 900 #4	/dev/ttys04
7	IPC 900 #5	/dev/ttys05
8	IPC 900 #6	/dev/ttys06
9	IPC 900 #7	/dev/ttys07
10	IPC 900 #8	/dev/ttys08

Maximum Link Errors

AUDIX VPL internally logs minor errors that occur across the PMS link. If the number of these errors exceeds the `Maximum Link Errors` parameter, the link goes down. The default is 50. This is a parameter used by a process internal to AUDIX VPL and should not be changed.

Link Acknowledgement Timeout

When AUDIX VPL sends a request to PMS, it waits a specified number of seconds for an ack message. This is the `Link Acknowledgement Timeout` (LAT). The default is 20 seconds. If after that period of time AUDIX VPL does not receive an ack message, it retries the request. It retries the request up to the number of times specified by the `Maximum Retransmissions` parameter.

Link Idle Timeout

The PMS sends a heartbeat message to AUDIX VPL every 15 seconds. AUDIX VPL waits for this heartbeat message up to the time specified by the `Link Idle Timeout` (LIT) parameter. The `Link Idle Timeout` should be slightly greater than the heartbeat interval. The default is 20 seconds. If the `Link Idle Timeout` expires and no heartbeat message is received from the PMS, AUDIX VPL brings the link down.

Maximum Retransmissions

Each time AUDIX VPL sends a request to PMS, PMS sends back to AUDIX VPL either an ack or nak message. AUDIX VPL waits a specified number of seconds for an ack message. This is the `Link Acknowledgement Timeout`. If after that period of time AUDIX VPL does not receive an ack message, it retries the request. It retries the request up to the number of times specified by the `Maximum Retransmissions` (MR) parameter. The default is 5. If the maximum number of retransmissions is reached and a proper ack message is not received, AUDIX VPL logs a link error. (See *Maximum Link Errors* in this section.)

Maximum Retransmission Requests

When AUDIX VPL receives a nak message from PMS, it resends its request to PMS. The `Maximum Retransmission Requests` (MRR) parameter is the number of PMS nak messages AUDIX VPL responds to before logging a link error. (See *Maximum Link Errors* in this section.) The default is 5. If AUDIX VPL does not understand the data sent by PMS, it sends PMS a nak message.

Baud Rate

`Baud Rate` is the bits per second at which the two systems (AUDIX VPL and PMS) communicate. Both sides must communicate at the same baud rate. The default is 9600 bits per second.

MODIFYING SWITCH INTERFACE PARAMETERS

Some specific parameters are necessary to tell AUDIX VPL how to communicate with the PBX. These are grouped together on the SWITCH INTERFACE ADMINISTRATION window.

CAUTION

The parameters in this window are extremely important and should only be modified when required by the PBX.

```
                Switch Interface Administration

                    AT&T System 75
      Switch Hook Flash Duration:  _________
        Wink Disconnect Interval:  _________
           Incoming Speech Volume:  _________
           Outgoing Speech Volume:  _________

               Dial-Tone Training:  _________
```

NOTE

The defaults in this section are for System 75 R1V3 and DEFINITY® G1 Communications Systems.

The `Switchhook Flash Duration` field specifies the on-hook duration in milliseconds (ms) that the switch recognizes as a transfer request. The range is 600 to 800 ms. The default is 300 ms.

The `Wink Disconnect Interval` field specifies the on-hook duration in ms that the switch recognizes as a disconnect request. The range is 300 to 800 ms. The default is 300 ms.

The `Signaling Type` field specifies whether touch-tone (TT) or dial-pulse (DP) signaling is used. The default is TT.

The `Incoming Speech Volume` field specifies an amplification multiplier for speech that is being recorded (encoded). The default is 4000.

The `Outgoing Speech Volume` field specifies an amplification multiplier for speech that is being played back (decoded). The default is 1000.

The frequency of a dial tone can differ from site to site. Because the recognition of dial tone is important to the IVP4 card, it has the ability to learn and remember the specifics of particular dial tone at a site. If the `Dial-Tone Training` field is set to `yes`, when the voice system is brought up, the IVP4 card channels are taken off-hook, listen to the dial tone, and record its characteristics. The default for this field is `yes.` Having all channels off-hook at the same time causes some switches to panic and go down. In these instances, `Dial-Tone Training` should be set to `no.`

To modify switch interface parameters, do the following.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's terminal-based password.

3. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Stop Voice System
   ```

   A WAIT TIME window appears.

4. Enter **`60`**

   This is the number of seconds the system waits before stopping the voice system.

5. Press SAVE (F3).

   When the process is finished, you see the following message: `The Voice System has stopped`

6. Press Enter to continue.

7. Press CANCEL (F6) to exit the SYSTEM CONTROL window.

8. Press CANCEL (F6) to exit the CONFIGURATION MANAGEMENT window.

9. From the VOICE SYSTEM ADMINISTRATION menu pick `Switch Interfaces`

10. Modify the parameters.

11. Press SAVE (F3).

12. Begin at the VOICE SYSTEM ADMINISTRATION menu and pick the following sequence.

    ```
    Configuration Management
    System Control
    Start Voice System
    ```

    When the process is finished, you see the following message: `Startup of the Voice System is complete`.

13. Press Enter.

14. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.

15. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

RENUMBERING VOICE CHANNELS

The `Renumbering Voice Channels` command on the SYSTEM CONTROL menu renumbers voice channels when an IVP4 card has been added (or removed) to the AUDIX VPL computer. IVP4 cards identify themselves to the AUDIX VPL system through dip switch settings on the physical board. For example, the first IVP4 card has a dip switch setting of 0, and the second IVP4 card has a dip switch setting of 1. Using these settings, AUDIX VPL will sequentially number the IVP4 channels across all IVP4 cards. For example, the first IVP4 card has channels numbered 0, 1, 2, and 3, and the second IVP4 card has channels numbered 4, 5, 6, and 7. If an IVP4 card is added (or removed) after the system has numbered the channels, errors can occur. The `Renumbering Voice Channels` command causes AUDIX VPL to renumber the channels after an IVP4 card has been added (or removed).

NOTE

You should not perform the `Renumbering Voice Channels` command unless asked to do so by a service representative.

CHANGING CHANNEL STATE

Taking an IVP4 channel or card out of service by changing its state stops calls from coming to a card or channel so that it can be replaced or serviced, then restored to working order.

To change the state of an IVP4 channel or card, perform the following steps in order.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's terminal-based password.

3. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```

   The following is an example of the VOICE EQUIPMENT window.

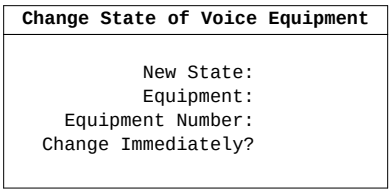
Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	lodging	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	lodging	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	lodging	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	lodging	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	lodging	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	lodging	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	lodging	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	lodging	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	lodging	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	lodging	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	lodging	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	lodging	2012	2	Talk	IVP4

This procedure is continued on the next page.

4. Press CHG-KEYS (F8), then CHGSTATE (F2).

   The CHANGE STATE OF VOICE EQUIPMENT window appears.



5. To take a channel or card out of service, enter **m** in the `New State` field.

   To put a channel or card in service, enter **i** in the `New State` field.

   There are two choices for the `Equipment` field: `manoos` (manually out of service) and `inserv` (in service).

6. You can take individual channels or whole cards out of service. Specify a channel by entering **ch** in the `Equipment` field. Specify a card by entering **ca** in the `Equipment` field.

7. In the `Equipment Number` field, you can enter one number (3), and/or several individual numbers (1,4,10), and/or a range of numbers (3-5), or the word `all` (for all channels or cards). Channel numbers range from 0 to 23; card numbers range from 0 to 5.

8. Enter **y** to change state immediately in the `Change Immediately` field.

NOTE

Choosing to change the state of an IVP4 card or channel immediately disconnects all calls in progress on that card of channel. You should not enter a **y** unless the call traffic is extremely low. If you enter **n**, the IVP4 cards are changed when they are free of calls. Changing state only when cards are free may take longer, but no calls are disconnected.

9. Press SAVE (F3).

   When the change of state has been made, a COMMAND OUTPUT window appears.

10. Press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.

11. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

MAPPING PBX EXTENSIONS TO CHANNELS

PBX extensions were mapped to channels at the time of installation. If for some reason a new PBX extension needs to be assigned to a channel, use the procedure in this section. To map PBX extensions to channels you have to stop the voice mail system and therefore you should only do this at the time of day when the system volume of usage is low.

To map PBX extensions to AUDIX VPL channels, do the following.

1. From the `Console Login` prompt, enter **`audix`**

   The system responds with the `Password` prompt.

2. Enter the administrator's terminal-based password.

3. Begin at the IVPSS R2.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Configuration Management
   System Control
   Stop Voice System
   ```

   A WAIT TIME window appears.

4. Enter **`60`**

   This is the number of seconds the system waits before stopping the voice system.

5. Press SAVE (F3).

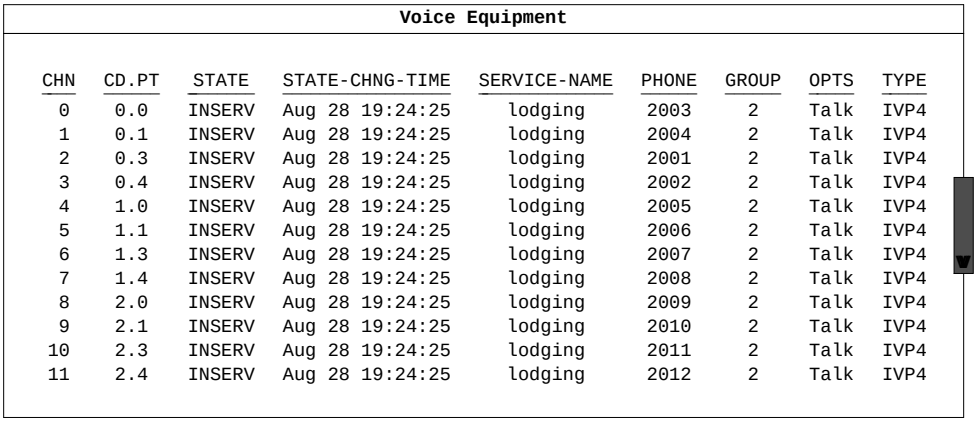
   When the process is finished, you see the following message: `The Voice System has stopped`.

6. Press Enter to continue.

7. Press CANCEL (F6) to exit the SYSTEM CONTROL window.

This procedure is continued on the next page.

8. Pick `Voice Equipment` from the CONFIGURATION MANAGEMENT window.



Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	lodging	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	lodging	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	lodging	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	lodging	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	lodging	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	lodging	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	lodging	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	lodging	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	lodging	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	lodging	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	lodging	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	lodging	2012	2	Talk	IVP4

This procedure is continued on the next page.

9. Record the current PBX entensions and services in Table B-1. The table has spaces for up to 24 channels; your site may have fewer.

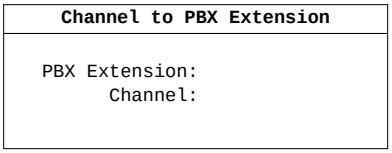
Table B-1. Channels/PBX Extensions/Services

Channel Number	Old PBX Extension	New PBX Extension	Service
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			

10. Ask the PBX administrator for the new extensions of the analog lines that run to the IVP4 cards, and write them in Table B-1.
11. Press CHG-KEYS (F8), then ASSIGN (F3).
12. From the ASSIGN menu, select `Channel to PBX Extension`.

This procedure is continued on the next page.

13. Using Table B-1, enter the new PBX extension for the appropriate channel in the `PBX Extension` field of the CHANNEL TO PBX EXTENSION window.



14. Enter the appropriate channel number in the `Channel` field.
15. Press SAVE (F3).

    An information window appears confirming that the PBX extension has been mapped to the channel.

NOTE

The VOICE EQUIPMENT window is not updated until the CHANNEL TO PBX EXTENSION window is closed.

16. Press Enter to continue.
17. Repeat steps 13 through 16 for each channel that has a new PBX extension.
18. When you are finished mapping PBX extensions to the channels, press CANCEL (F6) several times to return to the IVPSS 2.0 main menu.
19. Select `Exit` from the IVPSS R2.0 menu.

    You are returned to the `Console Login:` prompt.

If you change a channel's PBX extension, be sure to modify any PBX hunt groups, coverage paths, or stations (class of restriction) that may be affected.

REMOVING AND REINSTALLING SOFTWARE

If you suspect that a particular software package on your computer has been corrupted, you can reinstall it from its original floppy diskette in effort to correct the problem. However, you should not remove and reinstall software unless directed to do so by a service representative. When reinstalling software use *AUDIX Voice Power Lodging Installation* (585-310-125) for guidance.

The tables in this section assume the following.

- AUDIX VPL is integrated with an AT&T System 75/DEFINITY G1 Communications System. If this is not the PBX you have, refer to the switch document which is in your AUDIX VPL documentation set.
- AUDIX VPL is configured with an IPC-900 card, PMS integration, Spanish language package, and Japanese language package. If your system does not contain all of these packages, ignore references to them in the install and remove process.
- Two numbers separated by a slash (/) means you have one but not both software packages. Determine which one you have and proceed accordingly.
- Package numbers enclosed within braces ({}) can be removed and installed in any order. For example, in Table B-3, packages 14, 13, and 12 may be removed in any order.

Table B-2. AUDIX VPL R1.1 Software Packages

#	Package Mnemonic	Package Name
1	UNIX R3.2.2	UNIX S5R3.2.2, FACE, FACE Help, FMLI, Remote Terminal Package, Editing Package
2	IPC-900	Intelligent Ports Card Driver Package (8-ports) Version 4.0
3	X.25 NI R1.2.1	AT&T X.25 Network Interface R1.2.1 (GPSC-AT/E card)
4	AVPL X.25 NI R1.0	AUDIX VPL X.25 Network Interface R1.0 (GPSC-AT card)
5	IVPSS R2.0	Integrated Voice Power System Software R2.0
6	AVP R2.1.1	AUDIX Voice Power Application Software R2.1.1: Speech
7	AVP R2.1.1	AUDIX Voice Power Application Software R2.1.1: Software
8	IVPAA R2.1.1	Integrated Voice Power Automated Attendant R2.1.1
9	DCP R2.1.1	AUDIX Voice Power Switch Integration Software for System 75/DEFINITY G1 R2.1.1
10	AVPL R1.1	AUDIX Voice Power Lodging Application Software R1.1
11	SCI R1.0	AT&T S75/DEFINITY Switch Communication Interface R1.0
12	PMS R1.1	AUDIX VPL PMS Integration Software Package R1.1
13	Spanish R1.0	AUDIX VPL Spanish Guest Interface Package Software R1.0
14	Japanese R1.0	AUDIX VPL Japanese Guest Interface Package Software R1.0

Table B-3. AUDIX VPL Stand Alone

	Sequence
Install	1,2,3/4,5,10,11,12,13,14
Remove	{14,13,12},{11,10},{5,4/3},2,1

Table B-4. AUDIX VPL Coresident with AUDIX VP

	Sequence
Install	1,2,3/4,5,6,7,9,10,11,12,13,14
Remove	{14,13,12},{11,10},9,7,6,{5,4/3},2,1

Table B-5. AUDIX VPL Coresident with IVPAA

	Sequence
Install	1,2,3/4,5,8,10,11,12,13,14
Remove	{14,13,12},{11,10},8,{5,4/3},2,1

Removing Software

To remove software, do the following.

1. Look at Tables B-3, B-4, and B-5. Determine which of these configurations you have.

   NOTE

   You *must* remove software packages in the order listed in these tables. If you do not, errors will occur.

   If you are going to remove package 11 (AT&T S75/DEFINITY Switch Communication Interface (SCI) R1.0), continue with step 2. If you are not removing package 11, begin with step 14.

2. Enter **audix** at the `Console Login:` prompt.
3. Enter the administrator's terminal-based password at the `Password:` prompt.

   This displays the IVPSS R2.0 menu.

4. Begin at the IVPSS R2.0 menu, and select the following sequence.
   ```
   Voice System Administration
   Application Package Administration
   Application/Switch Integration Association
   ```
5. Press CHG-KEYS (F8), then UNASSIGN (Fx).

   ```
   Assign Application to Switch Integration

   Application Package:

   Switch Integration Package:
   ```

6. Press CHOICES (F2).
7. Select `AUDIX Voice Power Lodging Application Software R1.1 Build`
8. Press Enter then CHOICES (F2).
9. `AT&T S75/DEFINITY Switch Communication Interface R1.0 Build`
10. Press SAVE (F3).
11. Press Enter to exit the confirmation window.
12. Press CANCEL (F6) until you arrive at the IVPSS R2.0 menu.
13. On the IVPSS R2.0 menu, using the arrow keys, cursor to `Exit`, and then press Enter.

    The `Console Login:` prompt appears.

This procedure is continued on the next page.

14. At the `Console Login` prompt, enter **`root`**

    The system responds with the `Password` prompt.

15. Enter the password for root.

    The system responds with the UNIX System prompt (`unix#`).

16. Enter **`displaypkg`**

    This displays a list of currently installed software packages.

17. Verify your configuration by comparing the list displayed with Table B-3, B-4, or B-5.

18. Enter **`removepkg`**

    The system displays a numbered, alphabetical list of the software applications installed on the system and the following prompt.

    ```
    Select a number (1-xx) from the list to remove:
    ```

    NOTE

    The numbers shown on your screen (next to the package names) *do not* correspond to the numbers used for packages in Tables B-2, B-3, B-4, and B-5.

19. Using Table B-3, B-4 or B-5 determine which package should be removed first. Find its number in the on-screen list, and enter it at the prompt. The system responds with the following confirmation message.

    ```
    Do you really want to remove "package name"?

    Strike ENTER when ready
    or ESC to stop.
    ```

20. Press Enter.

    When you remove some software packages, you see some prompts. Refer to the *Package Notes* section of this chapter for instructions.

    If you are prompted to shutdown the system, press Enter.

    If you are prompted to reboot the system, press Ctrl-Alt-Del. When the reboot is complete, the system displays the `Console Login` prompt.

    When the removal is complete, the system displays the following message.

    ```
    The "package name" is now removed.
    ```

21. Repeat steps 18 through 20 for all packages that must be removed.

Package Notes

When you remove some software packages associated with AUDIX VPL, you see some prompts. Instructions for answering them are detailed in this section.

AUDIX Voice Power Lodging Application Software R1.1 When you remove AUDIX Voice Power Lodging Application Software R1.1, the system displays the following prompt.

```
Do you wish to save voice messages and configuration data? (y/n)
```

Enter **y** to save current data.

AUDIX Voice Power Switch Integration Software When you are removing the AUDIX VP switch integration software, the system displays the following message.

```
To complete the install/remove process a shutdown is now being
initiated automatically.

Make sure your floppy drive is empty.  If you are installing or
removing controller boards, you may power down the system after the
shutdown is complete.

Strike ENTER when ready
or ESC to stop.
```

Press Enter to shutdown.

AUDIX Voice Power Application Software R2.1.1 During the removal of AUDIX Voice Power Application Software R2.1.1, the system displays the following prompt.

```
Do you wish to save voice messages, personal names and greetings and
subscriber database information? (y/n)
```

Enter **y** to save current data.

The system then prompts you for an automatic shutdown. Press Enter to shutdown.

Integrated Voice Power System Software R2.0 During the removal of Integrated Voice Power System Software R2.0, the system displays the following prompt.

```
Replace speech filesystems with UNIX filesystems? (y/n)
```

Enter **y** `UNIX filesystem name for device /dev/rdsk/0s4 [e.g. usr2]?`

Enter **`usr2`**

Reinstalling Software

This section contains a generic software installation procedure. For details on installing particular software packages refer to *AUDIX Voice Power Lodging Installation* (585-310-125).

NOTE

You *must* install software packages in the order listed in the tables. If you do not, errors will occur.

This generic procedure applies to each software package listed in the tables. That is, you have to perform this procedure multiple times if you are installing more than one package.

1. At the `Console Login`, enter **`root`**

   The system responds with the `Password` prompt.

2. Enter the root password.

3. At the UNIX system prompt (`unix#`), type **`installpkg`** and press Enter

4. The system responds with the following message.

```
Confirm

Please insert the floppy disk.

If the program installation requires more than one floppy disk, be
sure to insert the disks in the proper order, starting with disk
number 1. After the first floppy disk, instructions will be
provided for inserting the remaining floppy disks.

Strike ENTER when ready
or ESC to stop.
```

5. Insert the appropriate diskette in the floppy drive and press Enter.

   The system will likely display installation progress messages and prompt you for parameters.

To verify that the package has been installed, enter **`displaypkg`** at the UNIX system prompt. This lists currently installed software packages.

When all software has been installed, reboot the AUDIX VPL system. For instructions on this procedure refer to the *Rebooting the System* section of Chapter 8, *Troubleshooting.*

FORMATTING A FLOPPY DISKETTE

Formatting initializes a floppy diskette and prepares it to recieve data. Formatted floppy diskettes are necessary for performing backups.

To format a floppy diskette, do the following.

1. At the `Console Login`, enter `root`

   The system responds with the `Password` prompt.

2. Enter the root password.

   The system responds with the UNIX system prompt (`unix#`).

3. Enter `face`

   The system displays the AT&T FACE menu.

4. Begin at the AT&T FACE menu, and select the following sequence.

   ```
   System Administration
   Disk Operations
   ```

5. Select the size floppy you wish to format and press Enter.

   A screen appears to verify the size floppy you want to format.

6. Insert the floppy diskette into the floppy drive and close the door.

7. Press CONT (F3).

   A screen appears informing you that the floppy has been formatted.

8. Remove the floppy diskette from the floppy drive.

9. Press CONT (F3).

   To format another diskette, repeat steps 5 through 9.

10. Press CANCEL (F6).

11. Select `Exit` from the AT&T FACE menu.

12. Press CONT (F3).

    You are returned to the UNIX system prompt (`unix#`).

C. Job Aids

This appendix contains four job aids designed to make AUDIX VPL easier to use and to ask for feedback on how the system is working.

- The *Guest Questionnaire* is guest feedback tool that asks questions about AUDIX VPL features and service. You may want to keep a stack of these at the cashier's desk so that guests can complete one before checking out.
- The *Attendant Quick Reference Card* is a summary of commonly used attendant phone-based procedures such as helping guests retrieve messages.
- The *Administrator Quick Reference Card* is a summary of commonly used administrator phone-based tasks such as creating a mailing list.
- The *AUDIX VPL Trouble Report* is a worksheet for attendants to record problems when they are reported and pass on to the administrator for resolution. Keep a stack at the attendant's desk.

HOW TO USE THESE JOB AIDS

To use a job aid, remove it from this binder, copy it, and distribute. The *Attendant Phone-Based Quick Reference Card* and the *Administrator Phone-Based Quick Reference Card* are meant to be copied back to back. Return the master to the binder when you are finished using it so that it is available for future use.

Abbreviations

ALT	assembly load and test
AT&T	American Telegraph and Telephone
AUDIX	Audio Information Exchange
AUDIX VPL	AUDIX Voice Power Lodging
CDH	call data handling
CO	central office
COR	class of restriction
COS	class of service
DCE	data communications equipment
DCP	Digital Communications Protocol
DID	direct inward dialing
DIO	disk input/output
DIP	data interface process
DTE	data terminal equipment
EIA	Electronic Industries Association
ET	error tracker
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
GPSC-AT/E	general-purpose synchronous controller AT-enhanced
IPC 900	intelligent ports card model 900
IVP4	Integrated Voice Power (4 channels)
IVPSS	Integrated Voice Power system software
LAT	link acknowledgement timeout
LED	light emitting diode
LIT	link idle timeout
LGDIP	lodging data interface process
LWC	leave word calling
MANOOS	manually out of service

MPDM	modular processor data module
MR	maximum retransmissions
MRR	maximum retransmission requests
MTC	maintenance
MWL	message-waiting lamp
PC	personal computer
PEC	price element code
PMS	property management system
SCI	Switch Communication Interface
TRIP	tip/ring input process
TSC	technical support center
TSM	transaction state machine
VROP	voice response output process
WGS	work group systems

Glossary

abort	To cancel or quit without saving any changes.
acknowledged (ack) message	An ack message confirms that the PMS has received and understood the request from AUDIX VPL or vice versa.
active window	An area on the terminal screen in which you are currently working. Only one window can be *active* at a time, usually the most recently opened window.
administration	The process of setting up and maintaining the AUDIX VPL system. It can refer to a number of tasks, such as changing AUDIX VPL parameters (parameter administration) or checking in guests (guest mailbox administration).
alphanumeric	Composed of letters and numbers.
analog	In teleprocessing usage, an analog channel usually refers to a voice-grade telephone line. See also **digital**.
attendant console	A special-purpose telephone with numerous lines and features used by attendants at lodging establishments to answer and transfer calls.
AUDIX VPL R1.1	A voice mail system designed by AT&T especially for lodging establishments, such as hotels. AUDIX VPL supplies guest with electronic mailboxes that act like private answering machines and take messages for guests when they are unavailable.
AUDIX VPL administrator	A person at the customer site responsible for setting up and maintaining AUDIX VPL.
Automated Attendant	See **Integrated Voice Power Automated Attendant.**
backup	A duplicate copy of a file system saved on a removable cartridge or a separate disk from the original. You can restore the backup file system if the original active version is damaged or lost.
broadcast message	One message sent via AUDIX VPL to all guests with a voice mailbox.
call-answer	A feature that allows AUDIX VPL to answer a call and record a message when a guest is not available.
channel	A telecommunications transmission path for voice and/or data.
class of service (COS)	The standard set of features given to an extension when it is first administered on the PBX.
cold boot	The process of restarting a computer by turning the computer off, then on.
configuration	A set or arrangement of hardware and software components selected for a system.
coresident	The simultaneous use of more than one software package on the same computer without interference. AUDIX VPL can coreside with AUDIX Voice Power R2.1.1 (AUDIX VP) or Integrated Voice Power Automated Attendant R2.1.1 (IVPAA).

coverage call A call that is redirected from an unanswered extension after a specified number of rings, or from an extension that is busy, and sent along a designated coverage path, for example, to the AUDIX VPL hunt group extension. See also **coverage path**.

coverage path An ordered sequence of points to which calls to a busy for unanswered extension are redirected, beginning with the AUDIX VPL hunt group extension and continuing to a guest's mailbox. See also **coverage call**.

cut-to-service The set of tasks which take the AUDIX VPL system from installation to a fully administered and operation voice mail system.

database A collection of file systems and files in disk memory that store the voice and non-voice or program information necessary for AUDIX VPL and PBX operation.

data link A connection that enables nonvoice data messages to pass between AUDIX VPL and another system, for example, a PBX or the PMS. Depending on your configuration, the link setup varies.

data terminal equipment (DTE) A standard type of data interface used for the endpoints in a connection. Normally, AUDIX VPL, most terminals, and the switch communications interface (SCI) are DTE devices.

default A value automatically supplied by the system if you do not specify any other value.

digital The representation of information in discrete elements such as off and on or 0 or 1. See also **analog**.

digital communications protocol (DCP) An AT&T proprietary 64-kbps digital data transmission code with a 160-kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

direct call A call made directly to the AUDIX VPL hunt group extension, usually for voice mail retrieval.

direct inward dialing (DID) A feature that allows an incoming call from the public network to reach a specific telephone without attendant help.

establishment See **lodging establishment.**

extension number A 1-to-7 digit number that routes a call to a guest room or other location at a lodging establishment. A guest's extension number may differ from the room number.

Field An area on a screen, menu, or on-line report where you type information or see information displayed.

file system A collection of related files, programs, or other information stored on disk.

Generic 1 The newest release of System 75-based software, AT&T DEFINITY Generic 1 Communications System.

guest The people that patronize a lodging establishment.

host PBX The PBX directly connected to AUDIX VPL over a data link.

hotel See **lodging establishment.**

hunt group A group of analog ports on the PBX usually administered to search for available ports in a circular pattern.

integrated message retrieval number A special extension number that a guest dials to retrieve voice messages. On an AUDIX Voice Power coresident system, you have two message retrieval numbers: one for AUDIX VPL and one for AUDIX Voice Power. In this documentation, *integrated message retrieval number* always means the AUDIX VPL number.

integrated PMS environment An arrangement of facilities in which PMS and AUDIX VPL communicate and share information so that administration tasks are simplified.

integrated services A combination of facilities that allows the PBX, when transferring a call to AUDIX VPL to channels whose service is integrated, to also send along call information. This call information tells AUDIX VPL, for example, what type of call it is (coverage or direct), where the caller is calling from (extension or outside) and who the caller is calling (extension). Using this information, the service knows whether to take a message from a caller (coverage) or retrieve messages for a guest (direct).

Integrated Voice Power Automated Attendant (IVPAA) R2.1.1 An AT&T product that 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. IVPAA can also be configured to act as an information service. For example, by recording detailed prompts on area restaurants, entertainment, and services, you can provide guests with a reliable tool for accessing needed information.

interface A means of communication. A terminal-based interface involves menu and prompts; this is how the terminal communicates with the user. The PMS interface is a link between AUDIX VPL and the PMS over which data is transmitted; this is how AUDIX VPL and PMS communicate.

leave word calling (LWC) Activation of the message-waiting lamp (MWL) from the attendant console.

list ID See **mailing list ID.**

lodging establishment A lodging site. Any location that would use AUDIX VPL.

lobby phone A phone in the lobby of a lodging establishment. Some lobby phones ring directly to the attendant. Also called a *house phone*.

local installation A system, adjunct, or piece of peripheral equipment installed physically near the host PBX or system.

mailbox, physical A place where messages written on paper are stored.

mailbox, voice An electronic location on a computer hard disk that stores digitally encoded voice messages.

mailing list A group of individual extensions you can use to send one message to several people easily. Lists can vary in length; the maximum number of members in one list is 250. In some integrated PMS environments, you can administer mailing lists for use with the administrator's activity menu via PMS terminal screens.

mailing list ID A unique number used to identify and recall a mailing list.

mailing list members The individual extensions that compose a mailing list.

maintenance Tasks that an AUDIX VPL administrator performs on a regular basis to ensure problem-free operation of the system.

message, fax An exact copy of pictures or text transmitted by a facsimile machine. AUDIX VPL allows you to keep a tally of the number of fax messages a guest receives and in turn, notifies the guest that he/she has fax messages waiting at the front desk.

message, heard A message that the guest has listened to and saved or has deleted and restored.

message retrieval The process of accessing and listening to voice mail messages by the owner of the mailbox.

message, text A message that an attendant has written down, either on paper or via the PMS. AUDIX VPL allows you to keep a tally of the number of text messages a guest receives and in turn, notifies the guest that he/she has text messages waiting at the front desk.

message, unheard A new message that the guest has not listened to.

message, voice A message that AUDIX VPL records and a guest can play back at any time.

message-waiting lamp A small light on a guest's telephone that flashes when the guest has messages.

modular processor data module (MPDM) A data device that converts RS-232C or RS-449 signals to Digital Communications Protocol (DCP) used by the System 75 and DEFINITY Generic 1. MPDMs are data communications equipment (DCE) devices and can be used to connect AUDIX VPL to a PBX data link or to connect terminals to a PBX port board.

not acknowldeged (nak) message A nak message is a request for retransmission from the PMS to AUDIX VPL or vice versa.

non-integrated service An AUDIX VPL service that does not need call information from the PBX interface but instead asks the user to supply information to handle the call. AUDIX VPL has two non-integrated services: non-integrated call answer (ldg_ni_call) and non-integrated voice mail (ldg_ni_vm).

non-PMS environment An arrangement of facilities either without a PMS or with a PMS that is not integrated with AUDIX VPL. This documentation makes no distinction between the two; both are called non-PMS environments.

notification message A phone-based message spoken by AUDIX VPL after a guest or the administrator logs on to the system that informs him/her of the number of voice messages received and if any text and/or fax messages have been received. For example, "You have three voice messages. You also have text messages."

numeric Composed of numbers.

outside caller Someone calling from outside of the lodging establishment.

parameter A variable for which you can enter a value. The typical form window contains two or more parameters; each is described in a couple of words. A line where you can enter the parameter's value may follow the parameter description.

PBX administrator The person who administers the PBX.

peripherals External hardware components connected to the AUDIX VPL computer, such as the voice terminals, printers, and display terminals.

phone-based Using AUDIX VPL from a telephone or pertaining to AUDIX VPL telephone functions. See also **terminal-based**.

port A connection between two devices that allows information to travel through the connection to a desired location. For example, a PBX port connects to an AUDIX VPL voice port to allow a guest on a voice terminal to leave a message on disk.

private branch exchange (PBX) An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. Also called a *switch*.

processor interface A System 75 and DEFINITY Generic 1 data link.

prompts A request by the system for information. A phone-based prompt is spoken and requests touch-tone input. A terminal-based prompt is shown on the computer screen and requests keyboard input.

release The words *start function* and *release* are used in this document to indicate the beginning and end of a sub-task, performed by an attendant while keeping the caller on the line.

room extension See **extension number**.

service path A procedure that specifies who to contact when you cannot fix AUDIX VPL problems. If you do not know your site's service path, contact you AT&T account team.

start function The words *start function* and *release* are used in this chapter to indicate the beginning and end of a sub-task, performed by an attendant while keeping the caller on the line.

sub-task A task performed by an attendant while keeping the caller on the line.

suite mailbox One voice mailbox (extension) that receives the messages (voice, text, and fax) for the rooms in that suite.

suite, main extension See **suite mailbox**.

suite, member extension A **suite mailbox** designates one extension, the *main suite extension*, in the suite of rooms which will receive all of the message (voice, text, and fax). All other rooms in the suite become the **suite member extensions.**

support path See **service path**.

switch See **private branch exchange (PBX)**.

Switch Communications Interface (SCI) The System 75 and DEFINITY Generic 1 data link to AUDIX VPL.

system See **AUDIX VPL**.

talk off The truncation of a message that is being played in response to touch tones. AUDIX VPL, in turn, prompts you with a spoken menu.

tally To keep a count.

terminal-based Using AUDIX VPL from the computer or a terminal or pertaining to AUDIX VPL computer functions. See also **phone-based**.

text/fax tally A record of the number of text and fax messages a guest has waiting. The AUDIX VPL MESSAGE MANAGEMENT window allows you to add (and subtract) text and fax messages to a guest's message tally. (Note that this is only a tally; AUDIX VPL does not provide utilities for typing in the actual message.)

troubleshooting The process of identifying system errors and correcting them.

truncate To end prematurely, cut off.

type ahead A feature of the administrator's phone-based menu in which administrator can press the desired touch tone before the entire menu is spoken. This truncates the menu and causes the system to act on the selection.

value The information you enter in a field. Values can be numeric or alphanumeric.

voice link The call distribution group, or hunt group, of analog ports on the PBX.

voice mail An AUDIX VPL feature similar to a *verbal letter* that you can send to one or more guests. AUDIX VPL acts as an electronic post office that delivers spoken messages.

warm boot A process to restart the computer while the computer is turned on.

window, form A window that allows you to enter information. They are like paper forms you fill out with a pencil. The typical form window contains two or more parameters; each is described in a couple of words.

window, menu A *menu* window contains a list of items to choose from, such as submenus or choices to fill a blank.

window, text *Text* windows provide on-screen information. You cannot change what is shown in a text window; it is for information only. For example, windows that display help messages, error messages, or reports are text windows.

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