AVAYA
communication

AUDIX® Voice Power System

Release 3.0
Administration

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

About This Document

This document tells you how to administer the AT&T AUDIX® Voice Power™ Release 3.0 system. It covers preliminary through ongoing administration.

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 Voice Power system, such as the AUDIX Voice Power system administrator and service administrators.

PREREQUISITE SKILLS OR KNOWLEDGE

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

HOW THIS DOCUMENT IS ORGANIZED

- *Chapter 1. "AUDIX Voice Power Basics"* covers AUDIX Voice Power's computer-based and phone-based interface.

- *Chapter 2. "Security"* details AUDIX Voice Power security issues and procedures.

- *Chapter 3. "Getting Started"* details tasks the AUDIX Voice Power administrator should perform after the system has been installed and acceptance tests performed.

- *Chapter 4. "System Administration Planning"* explains some planning issues that should be considered before beginning the feature administration of AUDIX Voice Power, such as service administrators, selection of a speaker and order of administration.

- *Chapter 5. "Call-Answer Administration"* lists procedures for administering the Call-Answer feature of AUDIX Voice Power which takes messages for subscribers when they are on the phone or away from their desks.

- *Chapter 6. "Automated Attendant Administration"* covers the start-to-finish procedure of administering the Automated Attendant feature which directs callers through a series of menu selections to reach a desired department, extension, or attendant.

- *Chapter 7. "Voice Mail Administration"* details the Voice Mail feature of AUDIX Voice Power which enables subscribers to, for example, send messages to other subscribers, listen to received messages, forward messages received with comments attached, and reply to messages.

- *Chapter 8. "Information Service Administration"* explains how to administer the Information Service feature of AUDIX Voice Power which is a customer-oriented call-in information facility.

- *Chapter 9. "Message Drop Administration"* lists the administration steps for the Message Drop feature of AUDIX Voice Power which is an answering service that presents a message to the caller then allows the caller to drop off a return message.

- *Chapter 10. "Subscriber Administration"* focuses on ongoing subscriber administration such as the subscriber profile, outcalling parameters and subscriber feedback.

- *Chapter 11. "Ongoing Preventive Maintenance"* is a checklist of daily, weekly and monthly maintenance tasks for the AUD1X Voice Power system administrator.

- *Chapter 12. "Reports",* details the reports available from the system for example, on phone line usage and logged errors.

- *Chapter 13. "System Tuning"* provides technical information for fine tuning the AUDIX Voice Power system.

- *"Appendix A. Job Aids"* contains several paper-based tools to help the AUDIX Voice Power administrator use and evaluate the AUDIX Voice Power system. It includes, for example, an operator quick reference sheet and

- *"Appendix B. Upgrade Administration"* covers administration topics which need to be considered when upgrading from a previous version to AUDIX Voice Power R3.0.

A list of Abbreviations, a Glossary and an Index are also included in this document.

HOW TO USE THIS DOCUMENT

If this is a new installation (not an upgrade), AT&T recommends reading *Chapter 1. "AUDIX Voice Power Basics", Chapter 2. "Security",* and performing the activities in *Chapter 3. "Getting Started",* immediately after installation. Then, read *Chapter 4. "System Administration Planning".* You can perform the activities in Chapters 5 through 9 in any order, but AT&T recommends that you do *Chapter 5. "Call-Answer Administration",* and *Chapter 6. "Automated Attendant Administration"*, first.

If you are upgrading from any of the following releases, read *"Appendix B. Upgrade Administration",* for instructions on which parts of this document to read first.

• AUDIX® Voice Power™ Rl.1

• AUDIX® Voice Power™ R2.0

• AUDIX® Voice Power™ R2.1.1

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).

- 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, a 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* `has been saved.`

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

Series of Menu Selections

To perform a specific activity you may have to pick through several menus to reach your desired destination For example, to reach the VOICE EQUIPMENT window, you would have to do the following.

When you log on, the IVPSS R3.0 menu is displayed.

```
   IVPSS R3.0


AT&T  FACE
Voice System Administration
Exit
```

From the IVPSS R3.0 menu, select `Voice System administration.`   This brings up the VOICE SYSTEM ADMINSTRATION menu.

```
   Voice System Administration


   Application Package
   Administration
   Configuration Management
   Reports
   Switch Interfaces
```

From the VOICE SYSTEM ADMINISTRATION menu, select `Configuration Management`. This brings up the CONFIGURATION MANAGEMENT menu.

```
   Configuration Management


   System Control
   Voice Equipment
```

From the CONFIGURATION MANAGEMENT menu, select `Voice Equipment.`

This brings up the VOICE EQUIPMENT window.

```
Voice Equipment

CHN  CD.PT  STATE  STATE-CHNG-TIME  SERVICE-NAME  PHONE  GROUP  O
PTS  TYPE

0          0.0    INSERVAug 28 19:24:25CA+VM  2003      2    Talk  IVP4

1          0.1    INSERVAug 28 19:24:25CA+VM  2004      2    Talk  IVP4

2          0.3    INSERVAug 28 19:24:25CA+VM  2001      2    Talk  IVP4

3          0.4    INSERVAug 28 19:24:25CA+VM  2002      2    Talk  IVP4

4          1.0    INSERVAug 28 19:24:25CA+VM  2005      2    Talk  IVP4
```

This is a long and difficult way to show how to reach a menu. therefore, a series of menu selections is shown in this document using the following convention.

Begin at the IVPSS R3.0 menu and pick the following sequence.

```
Voice System Administration
Configuration Management
Voice Equipment
```

In this example, the IVPSS R3.0 menu is the top level menu pick for this application. It is the first menu you see when logging on to the system. It is used consistently in all menu pick series, to serve as a point of reference regardless of where you are in the menu system.

Each subsequent menu pick is shown on its own line, so that you can enter the sequence at any point and still arrive at the desired menu. Each new line represents a different deeper-level menu from which you should make the selection shown.

How To Use The Icon

An icon is a small, specific picture or drawing that has a certain meaning attached to it. The *American Heritage Dictionary* defines an "icon" as

> 1. An image; representation. b. A simile or symbol.

For example, when an oil can appears on the dashboard of your car, you know that you need to check your oil level. A cigarette in a circle with a line through the middle tells you that you are in a no-smoking area.

To help you use this document and the other documents in the AUDIX Voice Power 3.0 documentation set, a book icon is placed next to or above text that requires you to reference another book in the set.

For example, after you install the hardware required for the switch connection, you must return to the hardware installation document. The reference to the installation document would look like the following example.
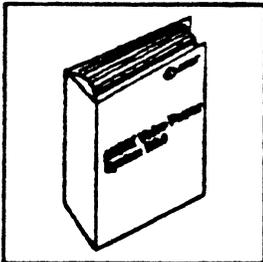
> Return to Chapter 2, *Making System Connections in 6386/33 and 6386/25 Voice Processing Hardware Installation,* and continue with the instructions in that document.

When you see the icon, you know that you must reference another document.

TRADEMARKS AND SERVICE MARKS

The following trademarked products are mentioned in this document

- AUDIX® is a registered trademark of AT&T.
- Voice Power™ is a trademark of AT&T.
- DEFINITY® Communications System is a registered trademark of AT&T.
- UNIX® is a registered trademark of UNIX System Laboratories Inc.

RELATED RESOURCES

In addition to this comment, AUDIX Voice Power documentation for R3.0 includes the following.

Title	Doc #	Iss #
AUDIX Voice Power System R3.0 System and Feature Description	585-310-202	1
AUDIX Voice Power System R3.0 documentation Guide	585-310-013	1
AUDIX Voice Power System R3.0 Planning	585-310-602	1
6386/33 and 6386/25 Voice Processing Hardware Installation	585-310-111	1
AUDIX Voice Power System R3.0 Software Installation	585-310-115	1
AUDIX Voice Power System R3.0 Installer's Checklist	585-310-112	1
AUDIX Voice Power System Upgrade Instructions	585-310-116	1
AUDIX Voice Power System R3.0 Maintenance	585-310-113	1
AUDIX Voice Power System R3.0 Portable User's Guide	585-310-711	1
AUDIX Voice Power System R3.0 Quick Reference	585-310-712	1
AUDIX Voice Power System R3.0 Artwork Package	585-310-713	1
AUDIX Voice Power System R3.0 Wallet Card	585-310-714	1
AUDIX Voice Power System R3.0 Business Card Sticker	585-310-715	1
AUDIX Voice Power System R3.0 Switch integration to System 75, DEFINITY® G1, and DEFINITY® G3	585-310-203	1
AUDIX Voice Power System R3.0 Switch Integration to System 25	585-310-209	1
AUDIX Voice Power System R3.0 Switch Integration to Northern Telecom SL-1	585-310-205	1
AUDIX Voice Power System R3.0 Switch Integration to NEC NEAX 2400 MCI	585-310-201	1
AUDIX Voice Power System R3.0 Switch Integration to ROLM	585-310-206	1
AUDIX Voice Power System R3.0 Switch Integration to MITEL	585-310-207	1

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

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

If the reader comment cards have been removed from this document, please send your comments to the following address.

AT&T

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Denver, Colorado 80234

1. AUDIX Voice Power Basics

This chapter supplies the following basic information that the AUDIX Voice Power system administrator and service administrators will use often when interacting with AUDIX Voice Power.

■ The "THE AUDIX VOICE POWER COMPUTER INTERFACE" section describes how to enter data and move between screens.

■ The "THE AUDIX VOICE POWER PHONE INTERFACE" section describes how to use phone-based menus and commands.

THE AUDIX VOICE POWER COMPUTER INTERFACE

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

```
                              1. Window Title



                         ┌─────────────────────────────┐
                         │      AUDIX Voice Power       │
                         ├─────────────────────────────┤              2. Work Area
             Highlight   │                             │◄───
                         │  Automated Attendant Administration
                         │  Outcalling Administration                  3. Scroll Bar
                         │  Service Administrator Registration   ██
                         │  Subscriber Administration             ██ ◄───
                         │  System Parameter Administration
                         │                             │
                         │                             │              5.
                         │                             │            Function
                         └─────────────────────────────┘          Key Commands

    Highlight an item and press <Enter>.   ◄────  4. Message Line       │
   ┌──────┬──────┬──────┬──────────┬──────────┬─────────┬──────────┬──────────┐
   │ HELP │      │      │ PREV-FRM │ NEXT-FRM │ CANCEL  │ CMD-MENU │ CHG-KEYS │
   └──────┴──────┴──────┴──────────┴──────────┴─────────┴──────────┴──────────┘
```
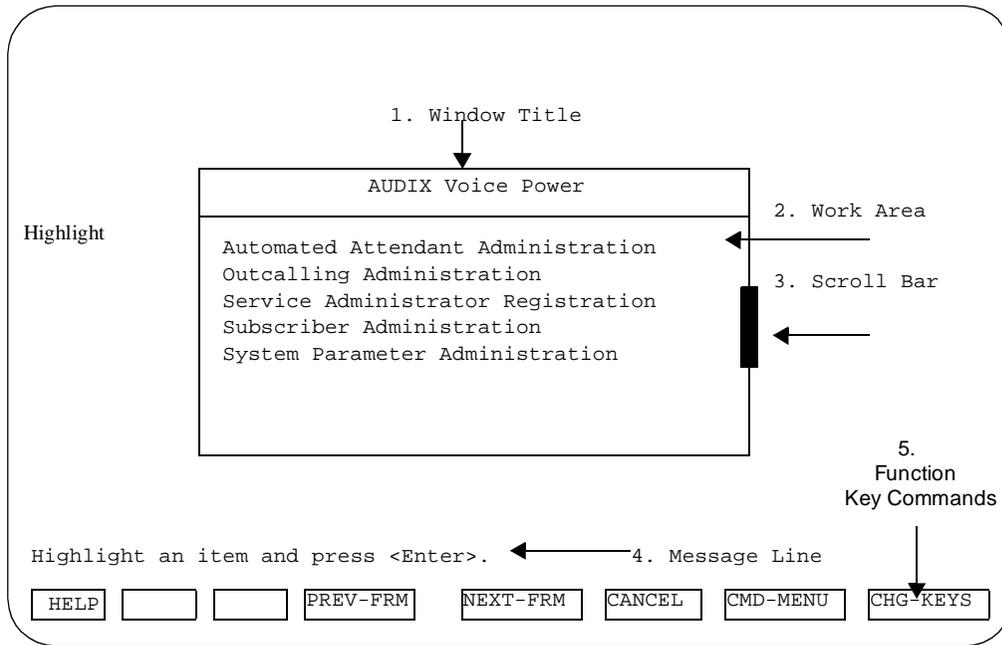
Windows

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 sever-point type face (for example, SUBSCRIBER 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 arrowhead (^) 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 arrowhead 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.

```
                 Voice System Administration Help
   Use the PREVPAGE and NEXT PAGE function keys to move
   through this help window.  Press the CANCEL function key
   to close this window.

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


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

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 items.

- Move the cursor to the menu item using the cursor movement keys (shown later in this section).

- Type the first character(s) of a menu item.

Typing the first characters of a menu item moves the highlight bar to the first menu item that begins with that character. If mor 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**. The following is a typical menu window.

```
            Voice System Administration

   Application Package Administration
   Configuration Management
   Reports
   Switch Interfaces
   System Monitor
```
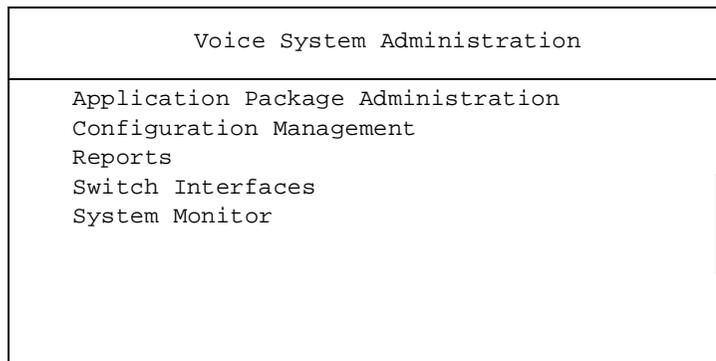
The following table displays the keys you can use to move around in a menu window.

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 item, wrap to last menu item
HOME	First menu item
END	Last menu item

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 that has more than one page (screen full) of information.

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 Voice Power 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 Voice Power 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.

Special Text Windows There are four types of special text windows: error, information, print, and results. Each presents some kind of status message. For example, and information window 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 special text window is displayed. An example of each type of special window follows.

```
                              Error
┌─────────────────────────────────────────────────────────┐
│                                                           │
│    Password must be entered.                              │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

```
                           Information
┌─────────────────────────────────────────────────────────┐
│                                                           │
│   System Parameters Updated                               │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

```
                              Print
┌─────────────────────────────────────────────────────────┐
│                                                           │
│    Subscriber List report has been                        │
│    sent to the printer.                                   │
│                                                           │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

```
                             Results
┌─────────────────────────────────────────────────────────┐
│    Results of loopback test for port 2:                   │
│    Success                                                │
│                                                           │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

Confirmation Widows A confirmation 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.

```
                          Confirmation
┌─────────────────────────────────────────────────────────┐
│    Are you sure you want to Delete this                    │
│    subscriber?                                            │
│    Press <y> to confirm.                                  │
│    Press <n> to cancel.                                   │
│                                                           │
│                                                           │
└─────────────────────────────────────────────────────────┘
```

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.

```
                      Subscriber Administration

                                     Extension:   _____
                                          Name:   _____
                                      Password:   _____
                     Name Addressing Identifier:   _____
        TT Equivalent of Name Addressing Identifier:   _____
                            Mode of Addressing:   _____
                                  Mailbox Size:   _____min
                              Personal Operator:   _____
                                      Comments:   _____

                              Class of Service:   _____

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

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 `Extension` on the SUBSCRIBER ADMINISTRATION 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 (when you press ‹ENTER› to exit the field, the system beeps). Restrictions on the values you enter in fields are explained in the message line at the bottom of the screen and in this document

Form Fill-in Alternatives When you access a form window, the cursor appears on 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. The ‹CHOICES› key when available, displays a list of valid entries for the field where the cursor is placed. The message line at the bottom of the screen notes when the ‹CHOICES› key is available. 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.

The following table displays keys and key combinations you can use to move around in a form window.

Form Window Movement Keys	
Keys	**Type of Movement**
(ENTER), (TAB), (▼)	Down one line. If last field, wrap to first field
(SHIFT), (TAB),(▲)	Up one line. 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

Note that you must use keys shown above to move between fields, even if the field is completely full. If you reach the end of the field and continue to type, the cursor stays at the end of the field and the system beeps.

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 depending where the cursor resides. 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 the system operator's extension, up to 6 digits.

If you need help in determining what to do next while working with AUDIX Voice Power windows, read the message line first. If you need more information press the [HELP] key.

Function Key Commands

The *function key commands* are boxed words and abbreviations that appear in 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 OUTCALLING ADMINISTRATION window is open, the third box from the left is labeled SAVE. If you press F3, the information on the outcalling administration screen is saved. This is one way of giving instructions to the system.

When you open a window, a set of key commands appear automatically. The function key F8 is always assigned to the CHG-KEYS command. CHG-KEYS allows you to display and use another set of function key commands. Function key commands vary widely depending on the current window.

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 DISPLAY instead of F4.

Each window type (menu, form, text) has particular function key commands that are always available on one of the two sets of keys. These are shows 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			
F8	CHG-KEYS	CHG-KEYS	CHG-KEYS

Function Keys

This section describes common function key commands. Keys particular to a specific window or with unique functions are explained in the tasks which use them in this document.

Cancel	The ⌈CANCEL⌋ key is used to close the current window and return to the window just before 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	The function key F8 is always assigned to the ⌈CHG-KEYS⌋ command on both function key sets. ⌈CHG-KEYS⌋ allows you to display and use another set of function key commands. ⌈CHG-KEYS⌋ acts as a toggle you can use to flip back and forth between the function key sets.
Choices	Most form windows have the ⌈CHOICES⌋ key as part of their 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.
Display	The ⌈DISPLAY⌋ key is present on many form window and some text window key sets. This key shows information already present in or compiled by the AUDIX Voice Power system, for example, a current subscriber's profile or and AUDIX Voice Power report. Form windows require you to enter a key piece of information, such as subscriber extension, before pressing the ⌈DISPLAY⌋ key. This is so that AUDIX Voice Power knows what data to retrieve.
Frame Management	The ⌈FRM-MGMT⌋ key is on most 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	The ⌈HELP⌋ key displays a text window containing brief explanations of the options at the current window level, such as field restrictions. Most AUDIX Voice Power menu and form windows have a companion text window that supplies this helpful information.
Next Frame	AUDIX Voice Power keeps and internal lit 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.
	These two keys are usually present on all function key sets.
	You can view the list of open windows using the ⌈FRM-MGMT⌋ key's list option.
Next Page	The ⌈NEXTPAGE⌋ and ⌈PREVPAGE⌋ keys are normally found on the text window's key set. When pressed, they scroll the text down one page or up one page, respectively. A page is considered one window of text.
Previous Frame	See *Next Frame*.
Previous Page	See *Next Page*.
Print	If you have a printer connected to the AUDIX Voice Power system, you can print the information displayed in some windows. The ⌈PRINT⌋ key normally appears on the key set of form windows and text report windows.
Save	The ⌈SAVE⌋ key normally appears on the key set of form windows. When pressed, it permanently saves any changes made to the window information.

Window Hierarchy

The system 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, APPLICATION ADMINISTRATION), it is added to the list. If a window is closed, it is removed from the list. The system 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 ⌈PREVPAGE⌋ keys work.

Frame Management

The FRM-MGMT key controls several physical characteristics of the screen, such as the size and location of windows, as shown below.

```
┌─────────────────────────────────────┐
│          Frame Management           │
│                                     │
│   list                              │
│   move                              │
│   reshape                           │
│   refresh                           │
│                                     │
│                                     │
└─────────────────────────────────────┘
```

List Open Windows The system 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 FRM-MGMT.

   You may have to press FRM-MGMT first.

3. Select `move`.

   The FRM-MGMT 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.

> **NOTE:**
> You cannot reshape a form window.

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 FRM-MGMT.

   You may have to press CHG-KEYS first.

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 comer to reflect the desired size.

5. When you are finished moving the upper left comer, 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 words.

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

1. Press FRM-MGMT.

   You may have to press CHG-KEYS first.

2. Select refresh.

   The screen is redrawn, eliminating unneeded information.

THE AUDIX VOICE POWER PHONE INTERFACE

The AUDIX Voice Power 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 Voice Power 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 Voice Power only accepts touch-tone input. However, callers with a rotary phones can skill leave messages because the call-answer interface does not need any touch-tone input to record a message.

■ Most phone-based menus and prompts do not require you 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 stops, then the system responds to the function you selected. This is called a *talk off*.

■ When you make a invalid selection, the system responds with one of the following.

    "You have selected an invalid option. Try again."

    "Entry not understood"

■ The prompts and messages spoken by AUDIX Voice Power will differ depending on whether you have subscriber status or service administrator status and on the phone used (for example, subscriber office phone, operator phone, or phone outside the company).

■ When AUDIX Voice Power 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 company's dial plan dictates that to call or transfer to a subscriber, first press ⑦ and then enter the subscriber's extension. This procedure remains unchanged with the addition of AUDIX Voice Power. However, when the AUDIX Voice Power phone-based prompts request that a subscriber extension be entered, this company, for example, should enter just the extension. It s*hould not* be prefaced with a ⑦.

2. Security

Your AUDIX Voice Power system has been carefully designed to be very secure. As the AUDIX system administrator, it is your responsibility to protect subscribers from unauthorized access to their mailboxes. Careful attention to security-related administrative features, procedures, and maintenance are required to ensure the integrity of user information It is your responsibility to read this chapter and implement its recommendations as part of your AUDIX Voice Power culture.

AT&T also recommends that you purchase *BCSystems Products Security Handbook (*555-025- 600) for more information on security-related issues.

PASSWORDS

A password is one of the most effective ways of securing voice mailboxes and the AUDIX Voice Power computer.

General Guidelines for All Passwords

In general, all passwords should adhere to the following guidelines.

- Do not use ascending digits (1234) for passwords.

- Do not use the same digit repetitively (1111) for passwords.

- Do not use the current year (1992) for passwords.

- Do not use your extension as a password (extension 3455, password 3455).

- Do not use your reverse extension as a password (extension 3455, password 5543).

- Do not use your name or initials as a password.

- Passwords should not be posted, shared, or printed in an obvious place.

- Passwords should not be coded in programmable-function keys or speed-dialing keys which allow ready access by unauthorized persons.

- Passwords should be periodically changed based on the sensitivity of the messages or accessible information.

Subscriber Passwords

See that subscribers understand the importance of password security to their mailboxes and implement the following guidelines.

■ This comment suggests using subscribers' extensions as their passwords for initial administration Make sure the subscribers change their passwords the first time they log in to the system and periodically thereafter. You may even wish to send a broadcast message on the first of each month to remind subscribers to change their passwords.

■ Subscribers can have passwords up to 9 digits long to access the AUDIX Voice Power system. There is no minimum password length, but encourage subscribers to make their passwords five digits or more.

■ Subscriber passwords are specified in their profiles created using the subscriber administration window. A pound sign (#) in the Password field of profile denies access to anyone trying to log in to the mailbox. The system will say, "login incorrect" regardless of what the caller enters. Use this as necessary to restrict mailbox access.

NOTE:

Once a subscriber profile is saved, the Password value is no longer readable (is invisible) on AUDIX Voice Power windows. This is for security purposes. If subscribers forget their passwords, the administrator must enter new passwords in their profiles and resave them. The old passwords are unrecoverable.

Administrative Passwords

Administrative passwords are phone-based and computer-based passwords for the AUDIX Voice Power system administrator and service administrators. The following are guidelines for administrative passwords.

■ Ensure that passwords set during the installation of the system are changed to nontrivial passwords.

■ Establish well-controlled procedures among administrators for changing passwords. These procedures should include how often passwords are changed and how notification of new passwords is made.

■ Because subscribers are required to choose passwords, inevitably some will forget their passwords. To prevent unauthorized access of a subscriber's mailbox, you should establish a procedure for reissuing passwords to subscribers who forget them. For example, have subscribers issue the request in writing and make one service administrator responsible for filling the requests.

■ After a 28-day periods has expired, each computer-based login is prompted individually for a new password when logging in.

■ Make computer-based passwords *at least* six characters long.

■ Include both letters (upper case and lower case) and numbers in computer-based passwords. Consider also using special characters such as dollar signs, commas, and percent signs.

■ Create a system administration policy concerning employee turnover to insure that unused mailboxes are deleted promptly.

■ Registered service administrators have privileges beyond regular subscribers and should therefore keep their passwords secure and change them often.

LOGIN ATTEMPTS

Subscribers are allowed four attempts at logging into the AUDIX Voice Power system. If the caller has not successfully entered the extension and password in four attempts the AUDIX Voice Power system recommends that the subscriber contact the system administrator then disconnects the call. The number of login attempts is not an administrative option.

COMPUTER ACCESS

Limit access to the AUDIX Voice Power computer and supporting documentation by keeping them in an office that is protected with a changeable combination lock. Keep telephone logs and printed reports in a location that only authorized personnel can enter.

To use the computer you must know a login ID and password. This password, created by you, tile system administrator, should be *at least* six characters long and include both letters and numbers. This password should only be shared with responsible people that you trust They will have access to some very powerful features of the AUDIX Voice Power system. Think carefully before telling someone how to access the AUDIX Voice Power computer.

Monitor access to the dial-up maintenance port. Change the access password regularly and issue it only to authorized personnel.

Consider disconnecting the maintenance port when not in use. This should be implemented only after thorough risk analysis and cost/benefit studies. Disconnecting the maintenance port eliminates the threat of unauthorized access but it also eliminates the 24-hour maintenance surveillance capability and may result in additional maintenance cost.

BACK UP

Regularly back up system data to ensure a timely recovery should it be required. Implement a regular offsite backup policy so you will have a recent backup even if a disaster strikes your company's office location. Refer to *AUDIX Voice Power System R3.0 Maintenance* for more information.

TOLL FRAUD

Toll fraud attempts through voice messaging systems and automated attendant systems have grown dramatically. Toll fraud "hackers" access a voice mail or automated attendant system, transfer through the system, and gain access to a corporation's interface to a long distance network. This is a security risk that can affect every PBX with a voice mail or automated attendant system. While AT&T is not responsible for the billing resulting from this toll fraud, we wish to assist you in dealing with this problem.

To diminish the risk of toll fraud occurrences, we recommend limiting transfers. The `Transfer to Subscribers Only` parameter allows you to impose a limitation while still allowing callers and subscribers to utilize AUDIX Voice Power transfer capabilities.

By setting the `Transfer to Subscribers Only` parameter to `yes` on the SYSTEM PARAMETERS window, you can restrict transfers to registered subscribers only in all features (Voice Mail, Call-Answer and Automated Attendant). When a caller is instructed to enter an extension number from an automated attendant or a caller presses ✳ T and enters an extension number from the Voice Mail or Call-Answer features, the extension entered is validated against the subscriber database of AUDIX Voice Power. If the extension entered is not in the subscriber database, the caller will hear "That is not a valid extension," the transfer is denied, and the caller will not have an opportunity to gain access to the outgoing facilities of the PBX. For more information on this parameter, refer to *Chapter 13. "System Tuning"*.

⇒ NOTE:

> If the above transfer restriction is used, you should not assign nonresident subscribers (users with a mailbox but no telephone on the switch) to extension numbers that start with the same digit(s) as switch bunk access codes (e.g., 9).

To enhance security for the outcalling feature, you can turn off outcalling on a per-subscriber basis via the SUBSCRIBER administration window. You can also restrict the number of digits that may be used for outcalling on a system-wide basis via the OUTCALLING ADMINISTRATION window. For more information, see *Chapter 10. "Subscriber Administration"*.

If your AUDIX Voice Power system is intended to serve only a subset of the switch's station users, the remaining station users may be administered as AUDIX Voice Power subscribers with restricted mailboxes, to insure that transfers to these stations are possible. The restricted mailbox means that little space will be allocated for these mailboxes, and that although the extension will technically be registered subscribers, they cannot send or receive messages. Other subscribers may address messages to these users, but the limited mailbox size will prevent most messages from being delivered. For more information on restricted mailboxes, see the "OTHER SUBSCRIBERS" section of *Chapter 10. "Subscriber Administration"*.

Protecting your AUDIX Voice Power system is a vital and important part of your responsibility as system administrator. You should take every precaution to protect your company's assets from both internal and external security breaches.

➡ **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 Voice Power. The customer is responsible for administering AUDIX Voice Power to prevent such unauthorized use. Therefore, it is necessary that the person to whom the customer assigns this responsibility read all comments associated with AUDIX Voice Power and understand AUDIX Voice Power features that enable the administrator to reduce exposure to unauthorized use.

Detecting Toll Fraud

Once you have instituted the appropriate security measures, monitor call traffic for the following signals of possible hacker activity.

■ Employees cannot get **outside lines**

■ Customers have difficulty getting through to your 800 number

■ Usage is higher than normal

■ Heavy call volume on nights and weekends

■ Operators report frequent hang-ups

■ Telephone bill shows calls made to strange places

PBX FEATURES

You can further restrict access to AUDIX Voice Power, subscriber phones, and administrative phones through the PBX. Refer to your PBX vendor's documentation set for instructions on restricting access (called class of restriction).

3. Getting Started

This chapter details tasks the AUDIX Voice Power administrator should perform after the system has been installed and acceptance tests performed.

There are two ways to use this chapter.

- If all subscribers were administered as part of the installation procedures by the technician, perform the "LOGGING IN" procedure then skip to "RECOGNIZING RESPONSIBILITIES" and finish the chapter from there.

- If the initial population of the database was not completed during installation, begin with the Logging In procedure and perform all tasks in this chapter

➡ **NOTE:**
> If you are upgrading, read *"Appendix B. Upgrade Administration"*, and perform the recommended tasks detailed there. Then, begin with the Recognizing Responsibilities activities in this chapter and perform all subsequent tasks.

Each activity description provides step-by-step instructions. These activities are listed in the order in which they should be performed during this getting started phase. Later, you may again perform some of these activities, though not necessarily in the order listed here.

- Logging in

- Administering subscribers (initial database population)

- Recognizing responsibilities

- Changing the administrator's computer-based password

- Checking system clock

- Verifying operator extension

- Registering the voice mail administrator

- Logging Out

- Changing the computer-based root password

- Broadcasting a message

- Recording subscriber names

➡ **NOTE:**
> The AUDIX Voice Power System R3.0 Portable User's Guide describes activities performed daily by subscribers. You, the AUDIX Voice Power system administrator, are also an AUDIX Voice Power subscriber and should read the AUDIX Voice Power System R3.0 Portable User's Guide for instructions on performing regular voice mail activities. Special activities, accessible only to AUDIX Voice Power service administrators, are detailed in this document, AUDIX Voice Power System R3.0Adrninistration.

LOGGING IN

To perform the activities in this chapter, you must be logged on the AUDIX Voice Power computer.

To log on to the AUDIX Voice Power computer, do the following.

1. Enter **audix** at the following prompt.

```
Welcome to the AT&T 3 86 UNIX System
Console Login:
```

2. Press (ENTER) at the following prompt.

```
Password:
```

This displays the IVPSS R3.0 menu.

```
                    IVPSS R3.0

     AT&T FACE
     Voice System Administration
     Exit



```

If the AUDIX Voice Power computer already has a menu displayed on it, you do not have to login.

➡ **NOTE:**
    You can change your computer-based password but not your computer-based-login (`audix`). See the "CHANGING THE ROOT PASSWORD" section of this chapter.

ADMINISTERING SUBSCRIBERS

This activity explains how to initially populate the AUDIX Voice Power database with subscribers.

➡ **NOTE:**
> This may have already been done for you by the AT&T personnel as part of the installation contract. If all subscribers have already been entered into the system skip this activity and continue with *Recognizing Responsibilities.*

Generic Subscriber Administration

This procedure explains how to add a large number of subscribers at once using defaults and standard values to speed the data entry process. You enter only the bare minimum information to register a subscriber with the system. Later, you an use *Chapter 10. "Subscriber Administration",* to make changes to subscriber profiles or learn more about the subscriber administration window.

You should have compiled a complete list of subscribers as part of AUD1X *Voice Power System R3.0 Planning.* Use this list as a reference for adding subscribers to the AUDIX Voice Power database. To add an AUDIX Voice Power subscribers perform the following procedure:

1. Begin at the ivpss r3.0 menu and select the following sequence:

    ```
    Voice System Administration
    Application Package Administration
    AUDIX Voice Power
    Subscriber  Administration  .
    ```

```
                        Subscriber Administration


                                       Extension:    _____
                                            Name:    _____
                                        Password:    _____
                        Name Addressing Identifier:  _____
        TT Equivalent of Name Addressing Identifier: _____
                               Mode of Addressing:   _____
                                    Mailbox Size:    _____min
                                Personal Operator:   _____
                                        Comments:    _____


                               Class of Service:     _____

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

2. Enter the subscriber's extension in the Extension field.

3. Enter the subscriber's full name in the Name field.

    If you are running AUDIX Voice Power with a System 75, DEFINITY G1, or DEFINITY G3 PBX, you must enter the subscriber's name exactly as it appears in the switch's records (including punctuation and case). These PBXs only allow 15 characters for names.

4. Enter the subscriber's extension in the Password field.

5. Enter the subscriber's last name in the `Name Addressing Identifier` field.

6. Enter 5 in the Mailbox Size field.

    The defaults for all other fields will suffice for this installation. For a complete explanation of each field on the SUBSCRIBER ADMINISTRATION window, refer to *Chapter 10. "Subscriber Administration"*

7. When you are finished entering the subscriber information, press (ADD) (F1).

    A window appears confirming that the new subscriber was added to the subscriber database

8. Press any key to continue.

9. To add another subscriber, go to step 2. If you are finished adding subscribers continue with step 10.

10. Press $\boxed{\text{ADD}}$ (F6) several times to return to the IVPSS R3.0 window.

Table 3-1.   Subscriber Administration Fields

Parameter	Value	Default
Extension	Enter subscriber's extension	none
Name	Enter subscriber's name	none
Password	Use extension	none
Name Addressing Identifier	Use last name	none
TT Equivalent of Name Addressing Identifier	Filled automatically	none
Mode of Addressing	Use default	Extension
Mailbox Size	Enter 5	none
Personal Operator	Leave blank	none
Comments	Leave blank	none
Class of Service	Use default	1
Does the Subscriber Have Switch Call Coverage	Filled automatically	Y
If No Call Coverage, Enter Maximum Rings	Filled automatically	blank
Coverage Service	Filled automatically	CA
Outcalling Allowed?	Filled automatically	Y
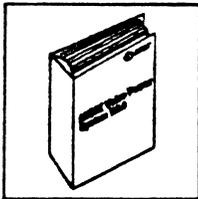
Cut-To-Service

Once all subscribers are administered, you are ready to cut the system into service so that AUDIX Voice Power can begin taking and retrieving messages.

Before performing any cut-to-service procedures, make sure that operators and subscribers are prepared for the transition. (Chapter 3, *Personnel Planning* in *AUDIX Voice Power System R3.0 Planning*.)

The cut-to-service procedure is switch specific. Therefore, you must now turn to the *Cut-To-Service* chapter of he switch integration document supplied with the AUDIX Voice Power documentation set for instructions.

⟹ **NOTE:**
> If you are unfamiliar with performing administrative tasks on the switch, ask your AT&T project manager how you can have these tasks done for you.

lnforming Subscribers

When the system is cut into service, distribute the letter you prepared as part of the activities in *AUDIX Voice Power System R3.0 Planning* to each subscriber informing them that the new system is up and running. (A template letter is available in *"Appendix A. Job Aids".*)

Additionally, after AUDIX Voice Power is in service, you may want to record and send a message to all subscribers welcoming them to voice mail using AUDIX Voice Power's broadcast feature. To broadcast a message, you must first be registered as the voice mail service administrator on the AUDIX Voice Power computer. Both of these activities (registering and broadcasting) are detailed in this chapter.

RECOGNIZING RESPONSIBILITIES

Your responsibilities as the AUDIX Voice Power administrator include the following areas.

■ You are responsible for performing the getting started activities detailed in this chapter. These activities, though not required, help to ensure that the AUDIX Voice Power system operates properly.

■ You are responsible for evaluating security and setting up the appropriate security policies. Security is *covered* in *Chapter 2. "Security"*.

■ You are responsible for giving site-specific information to attendants and for training them in the use of AUDIX Voice Power so that they can help subscribers appropriately.

■ You are responsible for ongoing daily, weekly, and monthly preventive maintenance tasks to monitor system performance and maintain system security Maintenance checklists are provided in *Chapter 11. "Ongoing Preventive Maintenance"*.

■ You are responsible for monitoring traffic reports that provide detailed information about the AUDIX Voice Power system and the subscriber 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 12. "Reports"*.

■ After evaluating system performance for several months' you are responsible for fine tuning the system to the needs of your company. Tuning is covered in *Chapter 13. "System Tuning"*.

■ You are responsible for evaluating the system's ability to carry your company's call volume and for determining if you need additional ports or speech storage space now or in the future. For more information on growth planning, see *Chapter 12. "Reports",* and contact your AT&T account team.

■ You are responsible for interacting with your subscribers, ensuring that they are properly informed, coercing their misconceptions, troubleshooting their problems, and responding to their **needs.**

■ You are responsible for understanding how AUDIX Voice Power 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 Voice Power documentation package, and attending administrator training classes.

CHANGING THE AUDIX PASSWORD

The administrator's computer-based login and password allow you to perform administrator tasks on the AUDIX Voice Power computer such as modifying subscriber profiles.

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 service path. Recovering 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 computer-based password, do the following.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.

    ```
    AT&T Face
    System Administration
    Change Password
    ```

    ```
                          System Administration

        Backup to Removable Media    Restore from Removable Media
        Change Password              Scheduled Automatic Task
        Date and Time                Shutdown
        Disk Operations              Software Setup
        File System Operations       System Information
        Mail Setup                   User Logins
        Peripherals Setup
    ```

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

After 28 days, the system will automatically prompt you to change your password when you login. If you do not want the system to prompt you every 28 days to change your password, you can disable password aging by typing the following at the unix# prompt: **passwd -x0** *login*

> For example: **passwd -x0 audix**

CHECKING SYSTEM CLOCK

The AUDIX Voice Power system has a clock that is used to perform certain tasks, such as placing a time stamp on messages and changing Automated Attendant from day to night service. The clock was likely set during the installation of the AUDIX Voice Power system but should be checked during the getting started phase.

=> **NOTE:**

If you make a change to the date or time, you need to strop and start the voice system. However, you should only stop and start the voice system if it is the time of day where the system experiences a low volume of usage.

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

1. Begin at the SYSTEM ADMINISTRATION menu and pick Date and Time

```
                    Change Date and Time

      Date:_____
      Time:_____
      AM/PM:_____
      Time Zone:_____
      Is Daylight Savings time ever used?_____
```

2. Check the date ant time information and correct any inaccuracies.

   If all of the information in this window is correct, press CANCEL (F6) and skip to step 5. If you need to make some changes to the information in this window, do so then continue with step 3.

3. Press SAVE (F3).

   A confirmation message 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).

   If you made a change to the date or time, you need to stop and start the voice system. To stop and start the voice system continue with step 8. Otherwise, continue with *Verifying Operator Extension*.

8. Begin at the IVPSS R3.0 menu and pick the following sequence.

```
Voice System Administration
Configuration Management
System Control
Stop Voice System
```

A WAIT TIME window appears.

9. Enter 60

This is the number of seconds the system will wait before shutting down.

10. Press (SAVE) (F3).

When the process is finished, you will see the following message: The Voice System has stopped

11. Press (ENTER).

12. 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

13. Press (ENTER).

14. Press (CANCEL) (F8) twice to return to the VOICE SYSTEM ADMINISTRATION menu.

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

VERIFYING OPERATOR EXTENSION

Callers who press ⓪ while using the Call-Answer feature are transferred to a human operator. The extension of the operator to whom these people are transferred is specified in the SYSTEM PARAMETER ADMINISTRATION window.

▆➤ **NOTE:**
   The SUBSCRIBER ADMINISTRATION window allows you to specify a personal operator for each subscriber. Callers who press ⓪ while leaving a message for a subscriber that has a personal operator are transferred to the personal operator, not the system operator.

After installation you should verify that the correct operator extension has been entered.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.

```
Voice System Administration
Application Package administration
AUDIX Voice Power
System Parameter Administration
```

```
                    System Parameter Administration

                    System Operator extension:_____

                  Pause For Touch Tone Input:_____sec
                    Maximum Extension Length:___
              Transfer to Subscribers Only?:_____
                   System Mode of Addressing:_____
                      Maximum Message Length:_____sec
             General Mailbox Owner Extension:_____
 Enable General Mailbox for Call Answer:_____
 Allow Voice Mail/Call Answer transfers?:_____

                      Auto Attendant Parameters
                    Touch-tone Gate Active?:Day:___Night___
             Auto Attendant Timeout Action:Day:___Night___
                   Auto Attendant Menu Plays:_____
                          Fax Transfer Number:_____
 Present Options Before Leaving Message?:_____
```

2. Verify the attendant extension in the `System Operator Extension` field.

➡ **NOTE:**

The extension in this field can be phone number for an attendant or it can be a target number for a group of extensions as administered on the switch (for example, a hunt group extension).

If the attendant extension in this window is correct, press CANCEL (F6) and go to *Registering Voice Mail Administrator*. If you need to change the attendant extension, do so then continue with step 3.

3. Press SAVE (F3).

A confirmation window appears.

4. Press any key to continue.

REGISTERING VOICE MAIL ADMINISTRATOR

To broadcast a message (send to all registered subscribers), you must be registered as the voice mail service administrator. Service administrators and their responsibilities are explained in detail in *Chapter 4. "System Administration Planning".* For now, registering yourself as the voice mail administrator will allow you to broadcast a message welcoming all subscribers to the new voice mail system.

NOTE:
> All service administrators must be administered subscribers. If you have not administered ourself as a subscriber, refer to "ADMINISTERING SUBSCRIBERS" in this chapter.

To register the voice mail service administrator, do the following.

1. From the AUDIX VOICE POWER menu, select `Service Administrator Registration`.

```
            Service Administrator Registration

Service               Administrator's Name    Extension

Automated Attendant   _____        _____
Call Answer           _____        _____
Information Service    _____        _____
Message Drop          _____        _____
Voice Mail            _____        _____
```

2. Using the arrow keys, move to the `Voice Mail` line.

3. Enter your name in the `Administrator's Name` column.

4. Enter your extension in the `Extension` column.

5. Press (SAVE) (F3).

    A confirmation window appears.

6. Press any key to continue.

LOGGING OUT

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

1. Press CANCEL (F6) until you arrive at the IVPSS R3.0 menu.

2. On the IVPSS R3.0 menu, using the arrow keys, cursor to Exit, and then press ENTER.

    The Console Login: prompt appears.

⚠ CAUTION:

For the voice system to operate, the AUDIX Voice Power computer must remain on at all times.

CHANGING THE ROOT PASSWORD

The root login and password allow access to the UNIX operating system on the AUDIX Voice Power computer and are therefore very powerful. The installation 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 Voice Power computer.

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:

6. Enter **exit**

    You are returned to the `Console Login:` prompt.

7. Register your new password with the AT&T Technical Support Services (TSS) by calling 1-800-248-1111.

BROADCASTING A MESSAGE

To send a message to all subscribers welcoming them to the new voice mail system, first write down what your are going to say.

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

> "Hello. This is [your name]. I 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 desk without calling an attendant] If you have any comments or suggestions, please ask an attendant for a voice mail questionnaire. Thank you. Good-bye."

When you have your message prepared, do the following steps in order.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by #.

   If you are calling from your own office phone, just press #.

3. Enter your password followed by #.

   You hear the AUDIX Voice Power activity menu.

4. Press 1 to record a message.

5. After the beep, speak your prepared message.

6. Press 1 to end recording.

7. 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 ~e message.

   ■ Press * D to delete the recording.

8. Press * M to broadcast the message to all administered subscribers.

9. Press 9 (Y) to confirm that you wish the message to be broadcast.

10. Hang up.

⟹ **NOTE:**
> A broadcast message does not cause message waiting lamps to be lit, and it does not initiate outcalling.

Detailed information on broadcasting messages is provided in *Chapter 7. "Voice Mail Administration".*

RECORDING SUBSCRIBER NAMES

Recording subscriber names is an important getting staned activity. Using AUDIX Voice Power's phone-based interface, you enter subscribers' extensions then speak their names. AUDIX Voice Power records each subscriber's name as you speak it and will then voice it back whenever that subscriber's extension is entered.

For example, you create a message and are addressing it. When you enter ① ② ③ ④ AUDIX Voice Power voices back "Mary Jones." If the name has not been recorded for the extension you enter, the system repeats the extension entered, "extension one two three four."

➡ **NOTE:**

Although not necessary for AUDIX Voice Power to work, AT&T strongly recommends that you record subscriber names. It provides a more helpful confirmation than the extension number, especially for new users unfamiliar with voice mail.

The recorded name is also used as part of the standard greeting, if a subscriber has not administered a personal greeting.

"Mary Jones is not available. To leave a message, wait for the tone."

If a subscriber has not administered a personal greeting and the subscriber's name has not been recorded, the caller hears the following.

"The person you were trying to reach at extension xxxx is not available. To leave a message, wait for the tone."

Even though you record subscribers names initially, they have the option (via the subscriber phone-based interface) to record their own names in their own voices. AUDIX Voice Power provides an administrative option for recording many names at one time. It is recommended that you do this initially.

To record subscriber names you need a phone next to the AUDIX Voice Power computer or the ability to print from the AUDIX Voice Power computer.

The following procedure details how to generate a subscriber list then initially record all subscribers names. If you have upgraded to AUDIX Voice Power R3.0 from a previous release, use the list to verify that there are recorded names for all subscribers. Record names for anyone who has No in the *Voiced Name?* column.

1. At the AUDIX Voice Power computer, enter **audix** at the following prompt.

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

2. Enter your computer-based password at the following prompt.

   ```
   Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Reports
   AUDIX Voice Power System Reports
   Subscriber List
   ```

A complete list of all administered subscribers will appear. If there is a phone near the AUDIX Voice Power computer, you can read the names from the monitor. If you will be recording subscriber names away from the computer and you have printer capabilities, press (CHG-KEYS) (F8) then (PRINT) (F2) to print a copy of this report.

▶ NOTE:

The general mailbox and maintenance mailbox will show up on this report. You do not need to record names for these two mailboxes. You are instructed to customize the greetings for these two mailboxes as part of *Chapter 5. "Call-Answer Administration"*, and *Chapter 7. "Voice Mail Administration"*, respectively.

4. 4. When you have a complete subscriber list, dial the AUDIX Voice Power phone number.

5. 5. Enter your extension followed by #.

6. 6. Enter your password followed by #.

   You hear the AUDIX Voice Power activity menu.

7. 7. Press 9 to access the service administration menu.

8. 8. Press 2 to administer subscriber names.

9. 9. Press 1 to administer local subscriber names.

10. 10. Enter a subscriber's extension followed by #.

    The system confirms the extension you entered by repeating it. If a name has not been recorded for this extension, the system says, "Name for extension *xxx* is unrecorded."

11. 11. Press 1 to record a name for the current extension.

12. 12. After the beep, speak the subscriber's name.

13. 13. Press 1 to end recording.

14. Press ⁕ # to approve the name recording.

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

■ Press 2 3 to listen to the name recording.

■ Press 2 1 to rerecord the name.

■ Press ⁕ D to delete the name recording.

15. Repeat steps 10 through 14 for all subscribers.

16. When you are finished recording all subscribers, hang up.

➡ **NOTE:**
Subscribers must be registered before you can record their names.

4. System Administration Planning

Before you dig into the administration of your AUDIX Voice Power system, there are a few administrative planning issues you should consider.

■ Service administrators

■ Choosing a speaker

■ Order of administration

SERVICE ADMINISTRATORS

Initial administration and ongoing maintenance of an AUDIX Voice Power system can be a large, time consuming job for one person. Responding to subscriber needs setting up automated attendant menus, checking the maintenance mailbox, and recording prompts are just a few of the administration jobs that need to be handled.

Administration tasks can be classified into two areas: computer-based and phone-based. You are the system administrator Your responsibilities are detailed in *Chapter 3. "Getting Started",* and in general focus on computer-based tasks.

To reduce the responsibility of the system administrator in the phone-based task area, AUDIX Voice Power allows you to assign a different person (service administrator) for each of the five AUDIX Voice Power services: call answer, automated attendant voice mail, information service, and message drop. Service administrators have distinct privileges related to the services they are assigned in. For example, the voice mail administrator can customize the voice mail greeting and broadcast messages. Only the person assigned as the voice mail service administrator has these privileges. Once the voice mail service administrator is registered, neither the system administrator nor any other service administrator can perform the voice mail service activities unless they know the voice mail service administrator's login and password.

■ The advantages of assigning service administrators include the following

■ Delegates responsibilities and reduces the workload of system administrator

■ Allows area experts to develop

■ Creates a team of people who are familiar with the system in case of an emergency

■ Gives subscribers several points of contact for questions or problems

Initially, you will have to train service administrators and develop procedures that will provide a consistent implementation across the system. However, once these am established, the system administrator's workload should decrease.

➡ **NOTE:**
> If at this point you are not interested in assigning service administrators to help you set up and maintain AUDIX Voice Power, skip to the "Registering Service Administrators" section of this chapter. (So that you can perform administrative functions, you will have to register yourself as the service administrator for all services.)

Privileges and Responsibilities

Service administrators should be responsible people that you trust. They will have access to some very powerful features of the AUDIX Voice Power system. Think carefully before asking someone to be a part of the service administrator team.

The privileges and responsibilities of each service administrator are detailed next

Automated Attendant Service Administrator

The Automated Attendant feature directs callers through a series of menu selections to reach a desired a 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 automated attendant as an information serviced, a tool that allows callers to get the information they need without tying up resources. For example, a local zoo recorded detailed prompts on visitor information (hours and admission fees), upcoming events and new attractions, safari trips, membership, educational programs, and donations.

- The Automated Attendant service administrator has the following phone-based privileges.

- Customize (record) automated attendant good-bye message

- Customize (record) automated attendant touch-tone gate prompts ("If you have a touch-tone phone, press one now")

- Customize (record) automated attendant menus and announcements

- Customize (record) temporary closure message

- Select day, night, or temporary closure service

- Record subscriber names

AT&T recommends that the Automated Attendant service administrator also have access to the AUDIX Voice Power computer (audix login and password) because there are computer-based tasks associated with setting up Automated Attendant.

Why would I want an automated attendant service administrator? Automated attendant is capable of handling hundreds of menu items and requires that a number! of options and parameters be set up for proper operation. Having an automated attendant service administrator would allow someone **to become an expert** on this AUDIX Voice Power feature so that it can be customized to your company's exact specifications. Once experienced, this person can easily add or modify menu items when for example a department phone number changes or a recent news event causes a flood of calls. And if your company is forced to close one day because of bad weather, you know exactly who to call to record a message which explains the circumstances to customers or callers.

Call-Answer Service Administrator

The call-answer feature takes messages for subscribers when they are on the phone or away from their desks. The call-answer service administrator has the following phone-based privileges.

- customize (record) call-answer greeting message

- customize (record) call-answer good-bye message

- record subscriber names

The general mailbox (a system-wide option) is a place where call-answer messages are stored when a subscriber's mailbox is full. The general mailbox can also be used as the automated attendant time-out action. The automated attendant time-out action is what the system does when no touch tones are entered at the automated attendant touch-tone gate for example, when a caller has a rotary phone. AT&T recommends assigning the call-answer service administrator as the general mailbox owner (specified as part of the system parameters *Chapter 13. "System Tuning".* He or she will have to check the general mailbox daily and act on each message accordingly. If the general mailbox contains a message, the general mailbox owner's message-waiting lamp is lit The general mailbox is in no way tied to the call-answer administrator's extension; the general mailbox owner is an administrable option. You can assign someone other than the call-answer administrator as the general mailbox owner, and his or her message-waiting lamp will be lit when a message exists in the general mailbox.

Why would I want a call-answer service administrator? Especially if voice mail is new to your company, it may be some time before everyone has the right size mailbox and overflow to the general mailbox can be great. Daily checking and forwarding messages from the general mailbox can be a time consuming job while you are getting used to your system.

The call-answer service administrator does not need access to the AUDIX Voice Power computer (audix login and password).

Information Service Administrator

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

The information service administrator has the following phone-based privileges.

■ customize (record) the information service announcement

Why would I want an information service administrator? One of the most effective uses of the information service feature is to provide current pieces of information daily. For example, you may wish to record the closing stock prices restaurant specials, store hours, sale items, new product features, trade show schedule, weather, movie showings or directions to an open house. The information service administrator should be a person that can easily access the information you wish to post and has time each morning to write and record an announcement.

The information service administrator does not need access to the AUDIX Voice Power computer (audix login and password).

Message Drop Service Administrator

The Message Drop feature is an answering service that presents a message to the caller then allows the caller to drop off a return message. For example it can be used to drop orders or requests for service or to report status or sales information.

The message drop service administrator has the following phone-based privileges

■ customize (record) message drop greeting message

■ customize (record) message drop good-bye message

The message drop service administrator should check the message drop mailbox daily and act on each message accordingly.

Why would I want a message drop service administrator? A local ski resort uses its message drop service to allow callers to leave their names and addresses so that a brochure on winter or spring skiing can be sent. A radio station uses its message drop service to solicit listeners responses on its stories and programming and then plays the interesting messages as part of radio's shows. The message drop service administrator would have to daily check the message drop mailbox, transcribe relevant information on paper then act on them This may be a responsibility for which a secretary or administrative assistant is best suited.

The message drop administrator does not need access to the AUDIX Voice Power computer (audix) login and password).

Voice Mail Service Administrator

The Voice Mail feature enables subscribers to send messages to other subscribers, listen to received messages, forward messages received with comments attached, and reply to messages. Subscribers can also create and edit group lists and send messages to one or more groups.

The voice mail service administrator has privileges to to do the following.

- customize (record) voice mail greeting message

- broadcast messages to all subscribers

- subscriber names

A maintenance mailbox is a special mailbox that subscribers can send voice mad! to concerning problems with AUDIX Voice Power. The voice mail service administrator should check the maintenance mailbox daily and act on each message accordingly. If If maintenance mailbox contains a message the voice mail administrator's message-waiting lamp is lit. The maintenance mailbox is tied to the voice mail administrator's extension; it is not an administrable option. You can choose someone other than the voice mail administrator to check the maintenance mailbox, but it is still the voice mail administrator messag-waiting lamp that is lit when a message exists in the maintenance mailbox.

Why would I want a voice mail service administrator? The voice mail administrator has a number of privileges. For example, broadcasting messages is often a good way to in crease communication and reach a large number of people easily. There may be a person at your company well-suited to broadcasting employee events such as promotions or picnics, changes in procedure, benefits package updates, or computer down times In addition, the maintenance mailbox responsibility could consist of simply checking the mailbox daily and recording problems. However, it would be even more helpful if the voice mail administrator was able to troubleshoot the problem and resolve it without intervention from you. AT&T recommends that the voice mail service administrator also be in charge of subscriber administration so that when, for example, someone requires a larger mailbox, this person can take care of it. Or when new employees join your company, the voice mail administrator can be responsible for entering them on the computer and recording their names. (Note that this would require that he or she have access to the AUDIX Voice Power computer audix login and password.)

The following table briefly summarizes each service administrator privileges. An X in the Greeting or Good-bye rows means that the service ice administrator can customize the greeting or good-bye message for that service. For example, the call-answer administrator can customize the call-answer greeting, but not the message drop or voice mail greetings.

Task	Automated Attendant	Call Answer	Information Service	Message Drop	Voice Mail
Greeting		X		X	X
Good-bye	X	X		X	
Touch-tone gates Day/Night	X				
Override service Day/Night/Temp. Closure	X				
Broadcast					X
Record names	X	X			X
Retrieve MD messages				X	
AA prompts and menus	X				
IS announcement			X		
Temporary closure message	X				
Maintenance mailbox					X
General mailbox		recommended			
Subscriber administration					recommended

Fill out the following table with the names and extensions of your service administrators General mailbox and maintenance mailbox are listed because they are "extra" administrator duties not necessarily pan of the service shown.

Service	Administrator's Name	Extension
Automated Attendant		
Call-Answer General Mailbox		
Information Service		
Message Drop		
Voice Mail Subscriber Administration Maintenance Mailbox		

Registering Service Administrators

The service administrator must be registered with AUDIX Voice Power so that the system can identify them as authorized to make changes. The system does not require that you specify different people for each service. For example, you can assign one person to two services or the same person for all five services. However, the privileges associated with each service are not available unless someone is assigned to that service.

Service administrators must be registered subscribers before you can enter them in this window.

To register service administrator do the following.

1. Begin at the ivpss R3.0 menu and pick the following sequence.

        Voice System Administration
        Application Administration
        AUDIX Voice Power
        Service Administrator Registration

```
                   Service Administrator Registration

         Service              Administrator's Name      Extension

         Automated Attendant  _____     _____
         Call Answer          _____     _____
         Information Service   _____     _____
         Message Drop         _____     _____
         Voice Mail           _____     _____



```

2. 2. Enter the service administrator name in the `Administrator's Name` column.

3. 3. Enter the service administrator extension in `Extension column`

4. 4. Repeat steps 2 and 3 for each service.

    If you are acting as all service administrators, fill in your name and extension for each service.

5. 5. When you are finished entering all service administrators, press (SAVE) (F3).

    A confirmation window appears.

6. 6. Press any key to continue.

Training Service Administrators

It is important that you train service administrator on their responsibilities and privileges. The following list suggestion items you should include in the service administrator training session.

1. Prepare training materials

   The next five chapters (5 through 9) explain each of the five service administration areas. You can remove these from this binder and copy the appropriate ones for each administrator Each chapter provides step-by-step instructions on how to administer each service.

2. Use a speaker phone to demonstrate the AUDIX Voice Power Service Administration menu.

3. After the initial training session, set up times to work with each service administrator individually to ensure that the customized prompts are set up consistently

4. Because service administrator extensions and passwords allow them access to powerful features. request that service administrator change their passwords often to ensure security.

5. Set up a weekly meeting time for service administrator This should be a forum for expressing concerns and escalating troubles. You may also wish to further train service administration on other aspects of AUDIX Voice Power such as troubleshooting during these meetings.

6. Publish a list of service administrator names and phone numbers to subscribers This allows them several points of contact for questions or concerns. You may also wish to compile a list for your own use which includes home phone numbers in case of an emergency. For example, if your company closes down for a day because of the weather, you will want to be able to call your automated attendant service administrator so that he or she can remotely record and activate a temporary closure message.

7. Be sure to cover the procedure for reporting or escalating troubles with the system

8. The same speaker should be used for all customized speech. Read the *"CHOOSING A SPEAKER"* section in this chapter and discuss with service administrators the procedure for scheduling the speaker.

Service Administration Menu

Once the service administrator are registered, they have the phone-based privileges discussed earlier in the chapter. To access the Service Administration phone-based menu, service administrator should do the following.

1. Dial the AUDIX Voice Power phone number.

2. Enter extension followed by #.

3. Enter password followed by #.

    The AUDIX Voice Power activity menu begins.

4. Press 9 to access the Service Administration menu.

This option is not spoken as pan of the AUDIX Voice Power main menu.

The Service Administration menu is divided into two pans: administering prompts 1 and administering names 2.

Each service administrator will only hear the part or parts of the menu for which they are registered For example. if someone is assigned to the message drop service only, he or she will hear the following pressing 9 to access the service administration menu and 1 to administer prompts.

    "To administer message drop prompts, press four."

You can press * H to replay the current choices at any time. You can press * R to return to the activity menu at any time.

The figure on the next page shows the service administrator phone-based menu and which service administrator will hear each prompt

Key

AA = Automated Attendant
CA = Call-Answer
IS = Information Service
MD = Message Drop
VM = Voice Mail

☐ = Touch-Tone Key
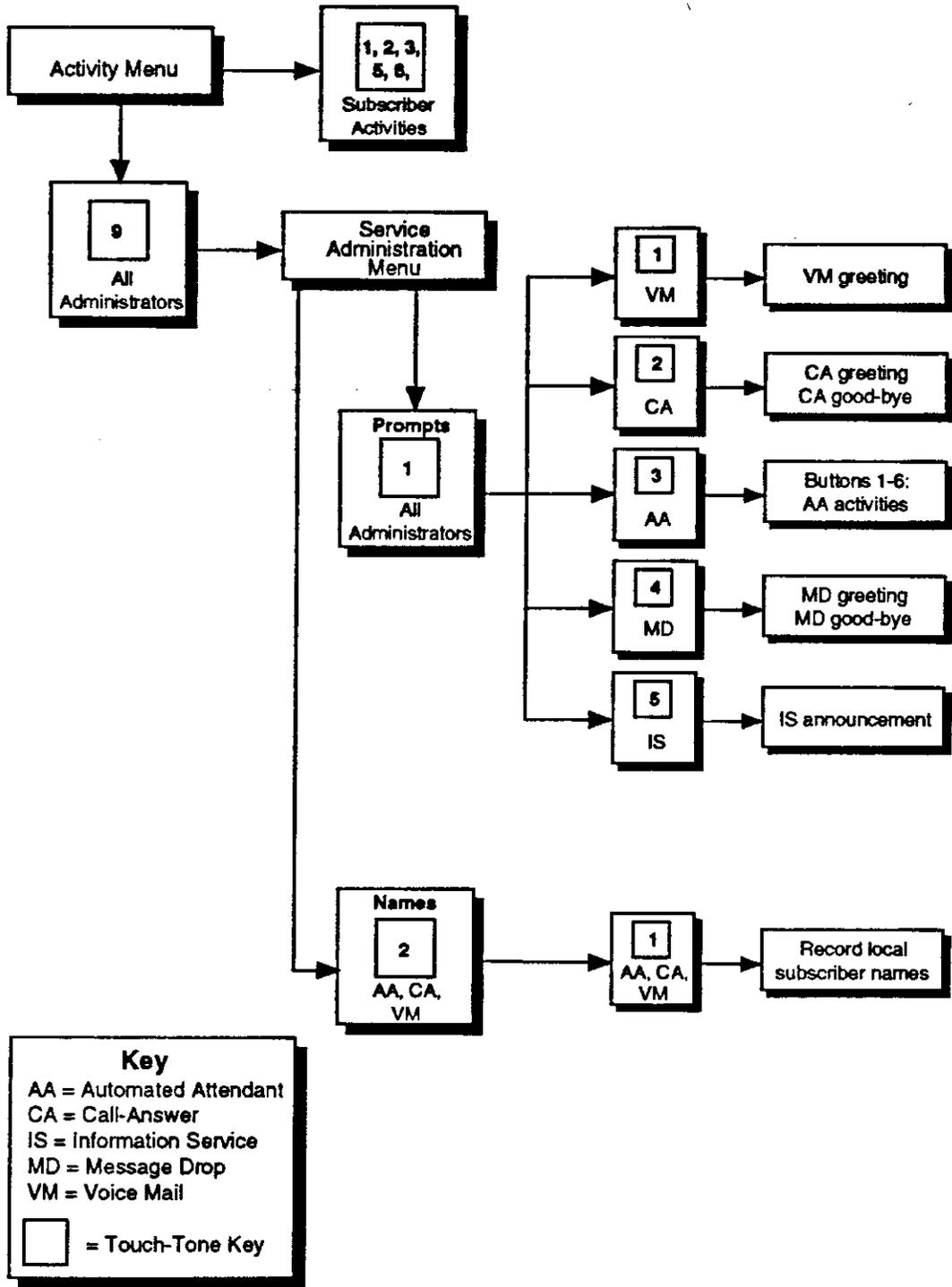
CHOOSING A SPEAKER

You may wish to hire a professional speaker to customize greetings, menus and announcements associated with AUDIX Voice Power. Actors, disc jockeys, and television announcers are good candidates. There may also be someone at your company who has a good speaking voice and would record free of charge. You have the advantage of changing recordings on the spur of the moment when you use someone who is easily accessible.

Use the following guidelines when choosing a speaker.

1. Use the same speaker for all customized prompts and menus.

    ➡ **NOTE:**
    > It is not usually necessary to use the same speaker for customized speech that may change often such as information service or broadcast messages.

2. Record the speaker's voice then listen to it to ensure that you like the way it sounds You may want to record several male and female voices to compare the recorded quality.

3. Make sure that the speaker is able to maintain a constant speaking rhythm and general intonation throughout the recording session.

4. The speaker should maintain a constant acceptable level of volume and distance from the telephone.

5. The speaker's pronunciation should be clear.

6. Arrange for the recording environment to be quiet and acoustically dead A carpeted room with soft walls (for example, drapes or carpet) is usually sufficient.

7. Have all text prepared (preferably typed in short paragraphs) for the speaker to read in advance of the recording session. Make sure that the customized message includes all of the pertinent information stated in the system message. Verbatim system prompts are shown in the customizing procedures in Chapters 5 through 9.

8. Read all of the text you write aloud yourself to see how it sounds and pinpoint any difficult words or phrases that need to be rewritten.

9. Make notes about the phone-based menu procedures for each block of text.

ORDER OF ADMINISTRATION

AT&T recommends performing the activities in Chapters 5 and 6 first, then Chapters 7 through 9 in any order

Chapter 5. "Call-Answer Administration", covers how to customize the call-answer greeting and good-bye message that callers hear when subscribers are on the phone or away from their desks. Call-answer administration is a good way to familiarize yourself with AUDIX Voice Power phone-based menus and customize. one of AUDIX Voice Power's primary interfaces with the outside world.

Although its implementation requires the planning and execution of a number of steps, AT&T suggests that you administer automated attendant (*Chapter 6. "Automated Attendant Administration",)*as soon as possible so that the attendant workload is decreased early. Once the automated attendant structure is in place, updates to prompts and announcements are easy.

Chapter 7. "Voice Mail Administration", covers AUDIX Voice Power's interface with your own subscribers.
Chapter 8. "Information Service Administration", allows you to record a single message which callers can listen to.
Chapter 9. "Message Drop Administration", provides information how to set up a message drop mailbox customize the greeting and good-bye messages, and retrieve messages from the message drop mailbox. You can prioritize the administration of these three services according to your company's needs.

5. Call-Answer Administration

The Call-Answer feature of Voice Power takes messages for subscribers when they are away from their desks. Call-Answer administration involves two main areas.

■ customizing prompts

■ administering the general mailbox

CALL-ANSWER SERVICE ADMINISTRATOR

The call-answer service administrator has the following phone-based privileges. (For more information on service administrators, refer to *Chapter 4. "System Administration Planning".*)

■ customize (record) call-answer greeting message.

■ customize (record) call-answer good-bye message

■ record subscriber names (described in *Chapter 10. "Subscriber Administration"*)

AT&T also recommends assigning the call-answer service administrator as the general mailbox owner.

➡ **NOTE:**
All of the activities in this chapter assume that you are registered as the call-answer service administrator. For example, when you log in to the AUDIX Voice Power phone-based interface, enter the call-answer service administrator's extension and password unless otherwise noted. For more information on service administrators, refer to *Chapter 4. "System Administration Planning".*

CUSTOMIZING CALL-ANSWER PROMPTS

Your AUDIX Voice Power package includes system voice prompts that lead callers and subscribers through the voice mail options. If you wish to customize these prompts, for example, to include your specific company name, you can do so through the service menu.

There are two call-answer prompts that you can customize the call-answer greeting and the call-answer good-bye.

Read the"CHOOSING A SPEAKER" section of *Chapter 4. "System Administration Planning"*, before recording any customized speech.

Customizing CalI-Answer Greeting

A caller hears the call-answer greeting when no personal greeting has been recorded for the subscriber whom the caller is eying to reach.

If a name has not been recorded for the subscriber (for example, at extension 5555), the caller will hear the following.

> "Your call is being answered by AUDIX Voice Power. The person you were trying to reach at extension [five five five] is not available. To leave a message, wait for the tone."

If a name has been recorded for the subscriber (for example, Mary Jones), the caller will hear the following.

> "Your call is being answered by AUDIX Voice Power. [Mary Jones] is not available. To leave a message, wait for the tone".

The portion of the call-answer greeting which you can customize. is the following.

> "Your call is being answered by AUD1X Voice Power."

The following is an example of a customized call-answer greeting.

> "Your call is being answered by ABC Travel Agency's voice mail system."

To customize the call-answer greeting perform the following steps in order.

1. Write down what you wish to say. It can be up to 6 minutes long.

2. Dial the AUDIX Voice Power phone number.

3. If you are calling from your own phone enter #️ when prompted for your extension.

   Otherwise, enter your extension followed by #️.

4. Enter your password followed by #️.

   The AUDIX Voice Power activity menu begins.

5. Press 9️ to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press 1️ administer prompts.

7. Press 2️ to administer call-answer prompts.

8. Press 1️ to administer call-answer greeting

9. Press 1️ to record the custom call-answer greeting

   Before recording the greeting you also have the following option.

   ■ Press 0️ to listen to the custom call-answer greeting.

   If you simply need to change the greeting in use, press ✱️ #️ and continue with step 13.

10. After the beep, speak the greeting.

11. Press 1️ to end recording.

12. Press ✱️ #️ to approve the greeting.

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

- ■ Press ⌷2⌷ ⌷3⌷ to play back the greeting.

- ■ Press ⌷2⌷ ⌷1⌷ to rerecord the greeting

- ■ Press ⌷✳⌷ ⌷D⌷ to delete the greeting.

13. Press ⌷9⌷ (Y)to confirm that you wish use the customized greeting you just recorded.

     Press ⌷6⌷ (N) to use the system greeting.

14. To customize the call-answer good-bye, begin at step 5 in the "Customizing Call-Answer Good-bye" section.

     Otherwise, hang up.

Even though the customized greeting is in use, the standard greeting is still available should you ever wish to switch back.

Customizing Call-Answer Good-bye

- ■ The call-answer good-bye message is spoken under the following conditions.

- ■ A call-answer request for input has played three times and no touch tones have been entered.

- ■ The caller has made an invalid selection three times.

■ The caller has pressed $\boxed{*}$ $\boxed{*}$ $\boxed{X}$ to disconnect from AUDIX Voice Power.

■ The subscriber's mailbox is full and the general mailbox is not enabled for overflow. After the system informs the caller that there is no room in the mailbox to leave a message, it then speaks the call-answer good-bye message.

The following is the system call-answer good-bye message which you can customize.

"Good-bye.'

The following is an example of a customized call-answer good-bye.

"Thank you for calling ABC Travel Agency. Good-Bye."

To customized the call-answer good-bye message, do the following steps in order.

1. Write down what you wish to say. It can be up to 6 minutes long.

2. Dial the AUDIX Voice Power phone number.

3. If you are calling from your own phone enter $\boxed{\#}$ when prompted for your extension.

   Otherwise enter your extension followed by $\boxed{\#}$.

4. Enter your password followed by $\boxed{\#}$.

   The AUDIX Voice Power activity menu begins.

5. Press $\boxed{9}$ to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press $\boxed{1}$ to administer prompts.

7. Press $\boxed{2}$ to administer call-answer prompts.

8. Press $\boxed{2}$ to administer call-answer good-bye.

9. Press $\boxed{1}$ to record the custom call-answer good-bye.

   Before recording the good-bye message, you also have the following option.

   ■ Press $\boxed{0}$ to listen to the good-bye.

   If you simply need to change the good-bye message in use, press $\boxed{*}$ $\boxed{\#}$ and continue with step 13.

10. After the beep, speak the good-bye message.

11. Press $\boxed{1}$ end recording.

12. Press $\boxed{*}$ $\boxed{\#}$ approve the good-bye

    Before approving the good-bye message, you also have the following options.

    ■ Press $\boxed{2}$ $\boxed{3}$ to listen to the good-bye message.

    ■ Press $\boxed{2}$ $\boxed{1}$ to rerecord the good-bye message.

- Press ⁎ D delete the good-bye message.

13. Press 9 (Y) confirm that you wish use the customized good-bye you just recorded.

   Press 6 (N) to use the standard good-bye message.

14. Hang up

Even though the customized good-bye message is in use, the standard good-bye message is still available should you ever wish to switch back.

GENERAL MAILBOX ADMINISTRATION

The general mailbox is one of two special mailboxes provided by AUDIX Voice Power (maintenance) mailbox is the other). The general mailbox has two main purposes.

■ subscriber mailbox overflow

■ automated attendant time-out (action taken when caller fails to press any touch tones when prompted

Through a system-wide option `Enable General Mailbox for Call-Answer` on the SYSTEM PARAMETER screen, you can specify that all callers who reach a full subscriber's mailbox be allowed to leave a message in the general mailbox. The caller is asked to include the intended recipient as pm of the message so that the general mailbox administrator can forward the message accordingly If you do not invoke this overflow option, callers to full mailboxes will hear the following.

> "There is no room in the mailbox to leave a message. To transfer to another extension, press star T. To connect to an operator, press zero."

The general mailbox can also be used as the automated attendant time-out action. The automated attendant time-out action is what the system does when no touch tones are entered at an automated attendant prompt such as the touch-tone gate. Allowing the caller to leave a message in the general mailbox is one of the time-out actions you can select AT&T recommends using the general mailbox option only if there is no system operator available to assist the caller.

Setting System Parameters for the General Mailbox

There are two system parameters related to the general mailbox: `General Mailbox Owner Extension` and `Enable General Mailbox for Call Answer.`

The two functions of the general mailbox are discussed in the introduction to this section. The `Enable General Mailbox for Call Answer` parameter allows callers who reach a full subscriber's mailbox to leave a message in the general mailbox. If you do not have an operator or do not want your operator to assist callers who reach a full mailbox, you should set this to **yes**. If you have an operator to assist callers or if you do not wish to administer and maintain a general mailbox, do not change the default parameter setting, `no`. This parameter has no impact on the automated attendant time-out function of the general mailbox.

If you are going to use the general mailbox for the subscriber mailbox overflow function or as an automated attendant time-out action, or both, you need to assign a general mailbox owner. This ties the owner's extension to the general mailbox in the following way: if the general mailbox contains a message, the general mailbox owner's message-waiting lamp is lit.

The general mailbox owner should check the general mailbox daily and act on each message accordingly. However, anyone who knows the general mailbox's extension and password can log in and retrieve messages. AT&T suggests that the call-answer service administrator be the general mailbox owner, but the general mailbox is in no way tied to the call-answer administrator's extension You can assign someone other than the call-answer service administrator as the general mailbox owner, and his or her message-waiting lamp will be lit when a message exists in the general mailbox.

➡ **NOTE:**
   Because setting these parameters involves making a system-wide decision and accessing the AUDIX Voice Power computer, the system administrator should perform this task and inform the call-answer service administrator of the values.

To set the general mailbox system parameters, do the following at the AUDIX Voice Power computer.

1. Enter **audix** at the following prompt

   ```
   Welcome to the AT&T 3 86 UNIX System
   Console Login:
   ```

2. Enter the audix password at the following prompt.

   ```
   Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System administration
   Application Package Administration
   AUDIX Voice Power
   System Parameter Administration
   ```

   ```
   ┌─────────────────────────────────────────────────────────────┐
   │              System Parameter Administration                │
   ├─────────────────────────────────────────────────────────────┤
   │            System Operator extension:_____            │
   │                                                             │
   │          Pause For Touch tone Input:_____sec                │
   │            Maximum Extension Length:___                     │
   │        Transfer to Subscribers Only?:_____                  │
   │            System Mode of Addressing:_____             │
   │            Maximum Message Length:_____sec                  │
   │        General Mailbox Owner Extension:_____           │
   │   Enable General Mailbox for Call Answer:_____            │
   │  Allow Voice Mail/Call Answer transfers?:_____            │
   │                                                             │
   │                                                             │
   │               Auto Attendant Parameters                     │
   │             Touch-tone Gate Active?:Day:___Night___         │
   │         Auto Attendant Timeout Action:Day:___Night___       │
   │             Auto Attendant Menu Plays:_____               │
   │                   Fax Transfer Number:_____               │
   │     Present Options Before Leaving Message?:_____          │
   │                                                             │
   └─────────────────────────────────────────────────────────────┘
   ```

4. Using the arrow keys, move down to the `General Mailbox Owner Extension` parameter.

5. Enter the extension of the person you wish to be the general mailbox owner.

   This person must be a registered subscriber. Do not enter 9999, the general mailbox extension. AT&T recommends that the call-answer administrator be the general mailbox owner.

6. Enter **y** in the `Enable General Mailbox for Call Answer` to permit subscriber overflow into the general mailbox.

   Enter **n** to prohibit subscriber mailbox overflow into the general mailbox.

7. Press (SAVE) (F3).

   A confirmation window appears.

8. Press (CANCEL) (F6) until you arrive at the IVPSS R3.0 menu.

9. Select `Exit` from the IVPSS R3.0 menu.

   You are returned to the `Console Login:` prompt.

General Mailbox Profile

The general mailbox is actually just a subscriber mailbox with a few special parameters. You probably will not need to change the general mailbox profile.

To display the general mailbox's profile, do the following at the AUDIX Voice Power computer.

1. Enter **audix** at the following prompt.

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

2. Enter the audix password at the following prompt.

    ```
    Password:
    ```

    This displays the IVPSS R3.0 menu

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

    ```
    Voice System Administration
    Application Package Administration
    AUDIX Voice Power
    Subscriber Administration
    ```

4. Enter **9999** in the Extension field.

5. Press (DISPLAY) (F4).

    This displays the current general mailbox profile. The defaults for these profile parameters are shown in Table 5-1.

➡ **NOTE:**
    You cannot delete the general mailbox.

Table 5-1.   General Mailbox Default Profile

Parameter	Default
Extension	9999
Name	General Mailbox
Password (invisible)	1234
Name Addressing Identifier	General Mailbox
TT Equivalent of Name Addressing Identifier	43637256245269
Mode of Addressing	Extension
Mailbox Size	Unlimited
Personal Operator	none
Comments	General Mailbox Extension
Class of Service	5
Does the Subscriber Have Switch Call Coverage	N
If No Call Coverage, Enter Maximum Rings	0
Coverage Service	Call Answer
Outcalling Allowed?	Y

Each subscriber profile parameter is explained in detail in *Chapter 10. "Subscriber Administration"*. Exceptions to the description in Chapter 10. for the general mailbox are shown below.

Extension   The general mailbox's extension is 9999. You cannot change this.

Password   A default password of 1234 is provided with the general mailbox. The general mailbox owner should change this password through the phone-based interface since he or she probably does not have access to the AUDIX Voice Power computer. However, the password can be changed through the SUBSCRIBER ADMINISTRATION screen by simply entering a new one. Note that the password does not show up on the SUBSCRIBER ADMINISTRATION screen for security purposes.

Mailbox Size   The general mailbox and maintenance mailbox are the only two mailboxes which can have Unlimited as the Mailbox Size. This value allows the general and maintenance mailboxes to hold as many messages as necessary. You can change this value to something more restrictive if you wish.

Class of Service   Class 5 is used so that callers hear the general mailbox greeting immediately without any ring cycles. Class 5 also allows outcalling so that the general mailbox owner can be notified of maintenance messages in case they may require prompt attention. To implement outcalling for the general mailbox, see the "General Mailbox Message Notification" section in this chapter.

If you wish to change the general mailbox's profile while in the SUBSCRIBER ADMINISTRATION screen, type the new information in the appropriate field and then press (CHANGE) (F3).

Changing the General Mailbox Password (Phone-Based)

Because the general mailbox can contain personal messages for subscribers, it is important that access be limited through a password. The default password is 1234. AT&T recommended that you change the general mailbox's password to something secure yet easy to remember.

If you know the computer-based `audix` login and password, you can change the general mailbox password using the SUBSCRIBER ADMINISTRATION screen also.

1. Dial the AUDIX Voice Power phone number.

2. $\boxed{9}$ $\boxed{9}$ $\boxed{9}$ $\boxed{9}$ $\boxed{\#}$.

   This is the general mailbox's extension.

3. Enter the general mailbox's password followed by $\boxed{\#}$.

   The AUDIX Voice Power activity menu begins.

4. Press $\boxed{5}$ to administer the password.

5. Press $\boxed{4}$ to change the password.

6. Enter the new password followed by $\boxed{\#}$.

7. Reenter the new password followed by $\boxed{\#}$.

8. To customize the general mailbox's greeting at this time, continue with step 4 of the "Customizing General Mailbox Greeting" section Otherwise, hang up.

Customizing General Mailbox Greeting

A special system greeting for the general mailbox is provided with AUDIX Voice Power. This text is tailored for the general mailbox's subscriber overflow function where callers know who they are trying to reach. The greeting should be modified if the general mailbox is to be used primarily for the automated attendant time-out function The greeting should also be modified if you do not have a system operator.

The following is the system general mailbox greeting which you can customize.

> "You can now leave a message in a general mailbox. To speak to an operator at any time, press zero. To allow your message to be forwarded. include the name of the person you are calling. Record at the tone."

The following is an example of a general mailbox greeting which could serve both the subscriber overflow and the automated attendant time-out functions.

> "You can now leave a message in a general mailbox. To speak to an operator at any time, press zero. Please include in your message any information which will help us to forward your message to the appropriate person or department Record at the tone."

Write out what you intend to say for the general mailbox greeting then do the following steps in order.

1. Dial the AUDIX Voice Power phone number.

2. Enter ⑨ ⑨ ⑨ ⑨ #.

   This is the general mailbox's extension

3. Enter the general mailbox's password followed by #.

   The AUDIX Voice Power activity menu begins.

4. Press ③ administer name or greeting

5. Press ① to administer greeting.

   If you simply need to change the greeting in use, continue with step 11.

6. Press ① to administer the primary personal greeting

7. Press ① to record the primary personal greeting

   Before recording the greeting you also have the following options.

   ■ Press ⓪ to listen to the greeting.

8. At the tone, speak your greeting.

9. Press ① end recording.

10. Press ⌗ # to approve the greeting

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

    ■ Press 2 3 to listen to the greeting.

    ■ Press 2 3 to rerecord the greeting.

    ■ Press ⌗ D delete the greeting.

11. Press 3 change the greeting in use.

12. Press 1 use the primary personal greeting.

    ■ Press 2 to use the alternate personal greeting.

    ■ Press 3 to use the system greeting.

13. Hang up.

Even though the customized greeting is in use, the standard greeting is still available should you ever wish to switch back.

You can record an alternate personal greeting for the general mailbox Use the same basic procedure as above, except select the menu items for the *alternate personal greeting* instead of the *primary personal greeting.*

General Mailbox Message Notification

If you have a message-waiting lamp (MWI) on your phone it will be lit when there are messages in the general mailbox. Therefore, as a general mailbox owner, your MWI could indicate that you have personal messages, general mailbox messages, or both.

If you wish to be notified by outcalling when new messages arrive in the general mailbox, then you need to log in (phone-based) to the general mailbox, specify the outcalling number, and turn outcalling on. For instructions on this procedure, refer to the *Outcalling* page in the *AUDIX Voice Power System R3.0 Artwork* package. Because you are notified by MWI it may not be necessary to enable outcalling unless you need to be called at your pager or some auxiliary phone.

Retrieving Messages from the General Mailbox

The general mailbox should be checked daily and all messages acted on. This should be the general mailbox owner's responsibility. However, anyone who knows the general mailbox's extension and password can log in to retrieve the messages.

To retrieve messages from the general mailbox. do the following.

1. Dial the AUDIX Voice Power phone number.

2. Enter ⑨ ⑨ ⑨ ⑨ #.

   This is the general mailbox's extension.

3. Enter the general mailbox's password followed by #.

   The notification message states how many messages are in the mailbox. If there are no messages, hang up. If there are messages, continue with the next step.

4. Press ② to get messages.

   The message header is played stating the time day, and date message was delivered.

5. Press ⓪ to listen to the message.

6. Write the message on paper.

   If you know the intended recipient's extension you can try to forward the message by pressing ①. However, if you are using the general mailbox for overflow, the subscriber's mailbox may still be full in which case the message will be returned to the general mailbox.

7. Press ✳ D to delete.

   Before deleting the message, you have the following options

   ■ Press ① to respond or forward.

   ■ Press # to skip

   ■ Press ⓪ to replay the entire message.

   ■ Press ③ to pause during the message body. Press ③ again to resume.

   ■ Press ⑤ one or more times to back up by 4 seconds for each press.

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

8. Repeat steps 5 through 7 for all messages.

9. When you are finished listening to and acting on all the messages, hang up.

If a particular subscriber continually has messages in the general mailbox, this may indicate that his or her mailbox is too smal1. Remind the subscriber to keep his or her mailbox free of old or unneeded messages so that there is room for new messages. If the overflow persists, consider increasing that subscriber's mailbox size.

6. Automated Attendant Administration

The Automated Attendant feature 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 also can configure automated attendant as a multi-tiered information service. For example, by recording detailed prompts on area restaurants, entertainment, and services, you can provide callers with a tool to get the information they need

This chapter provides step-by-step instructions on how to implement automated attendant to suit your company's needs. To aid understanding a travel agency application is used as an example. Do not enter the travel agency information on your computer. Use it only as one possible example to help you to develop your own automated attendant application. In addition, more ideas and examples are provided at the end of this chapter.

The Automated Attendant feature allows for two different sets of menus: one for *day service* and one for *night service*. In its purest sense, day service provides menus that route calls during business hours Monday through Friday when employees are working and operators are available, and night service provides menus and options for evening hours, weekends and holidays when few people are in the office. Automated attendant is actually more flexible than this, allowing you to define what "day service" and "night service" mean in terms of call routing and active hours. These two services are mentioned throughout this chapter. It is important that you are familiar with the terms *day service* and *night service* and begin thinking about how they can be applied to your company's needs.

Day and night service are administered in the same way; but, you cannot create them at the same time. This chapter primarily focuses on administering day service. "TASK 14: ADMINISTER NIGHT SERVICE" at the end of the chapter details special night service consideration and summarizes each task.

> **NOTE:**
> Do not be restricted by the terms *day* and *night* Your company may require two sets of menus that have nothing to do with day and night You con control which service is used on which day and what hours within that day.

AUTOMATED ATTENDANT SERVICE ADMINISTRATOR

To customize and record automated attendant speech, you must be registered as the automated attendant service administrator For more information on registering service administrator refer to *Chapter 4. "System Administration Planning"*.

The automated attendant service administrator has the following phone-based privileges.

■ customize (record) the automated attendant good-bye message

■ customize (record) the automated attendant touch-tone gate prompts

> For example: "If you have a touch-tone phone, press one now."

■ record the automated attendant menus

■ record the temporary closure message

■ select day, night or temporary closure service

■ record subscriber names (described *Chapter 10. "Subscriber Administration"*).

We also recommend that the automated attendant service administrator have access to the AUDIX Voice Power computer (`audix` login and password) because there are computer-based tasks associated with setting up automated attendant

NOTE:

All of the activities in this chapter assume that you are registered as the automated attendant service administrator. For example, when you log in to the AUDIX Voice Power phone based interface, enter the automated attendant service administrator extension and password unless otherwise noted. For more information on service administrators, refer to *Chapter 4. "System Administration Planning"*.

AUTOMATED ATTENDANT MENUS

There are phone-based and computer-based tasks associated with setting up automated attendant. The phone-based menu and the main computer-based menu are described hem for reference purposes and so that they do not have to be repeated throughout this chapter.

To arrive at the automated attendant phone-based menu, do the following steps.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by #.

3. Enter your password followed by #.

   The AUDIX Voice Power activity menu begins.

4. Press 9 to access the Service Administration menu.

   This option is not spoken as part of the audix Voice Power main menu.

5. Press 1 to ADMINISTER prompts.

6. Press 3 to ADMINISTER automated ATTENDANT prompts.

   You then have the following options.

   ■ Press 1 to administer touch-tone gate prompts.

   ■ Press 2 to administer automated attendant good-bye message.

   ■ Press 3 to administer day or night service main menus.

   ■ Press 4 to administer temporary closure message.ress 5 to administer workspace menus and announcements.

   ■ Press 6 to administer selection of day, night, or temporary closure service.

   ■ Press ＊ R to return to the voice mail activity menu.

➡ **NOTE:**

   This chapter assumes that you are registered as the automated attendant service administrator.
   for example, in steps 2 and 3 above *your extension* and *your password* refer to the automated attendant service administrator's extension and password. In addition only the registered automated attendant service administrator can access automated attendant phone-based menu.

To access the automated attendant computer-based menu, you must know the `audix` password

To arrive at the automated attendant computer-based menu, do the following steps.

1. Enter **audix** at the following prompt.

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

2. Enter the `audix` password at the following prompt

   ```
   Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and select the following sequence.

   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power
   Automated Attendant Administration
   ```

This displays the AUTOMATED ATTENDANT ADMINISTRATION menu.

```
┌─────────────────────────────────────────────┐
│ Automated Attendant Administration          │
├─────────────────────────────────────────────┤
│                                             │
│ Holiday Administration                      │
│ Service Hour Administration                 │
│ View Day Service                            │
│ View Night Service                          │
│ Workspace Administration                    │
│                                             │
└─────────────────────────────────────────────┘
```

TASK 1: SKETCH IT OUT

The first step in planning an automated attendant is to sketch out on paper what you want the automated attendant to accomplish for you.

You may want to have a group discussion with the employees who work on the phone all day to get their ideas on how calls should be directed. Other employees may have suggestion about pieces of information customers need such as directions to your store.

In general, automated attendant can perform three actions.

- transfer a call to a specific extension or switch group

- play a submenu (a list of options from which tile caller can select)

- play an announcement (a spoken message after which the caller is disconnected)

Note in your sketch which of the above action automated attendant should perform for each item.

The next page shows an example of a sketch for the travel agency application.

Consider the following information while you sketch.

- Try to categorize the types of calls that come to your company. What are the departments people ask for (sales accounting personnel)? What kinds of questions do callers ask?

- If you have fifty different directions a call could go, narrow them. Find out who receives the most calls and use those. You may wish to have operators categorize all incoming calls for a week to pinpoint the bulk of the traffic.

    Hint: If two items on one menu are mapped to the same extension submenu, or announcement, combine them

- Do the people who call need the same type of information? If so, could this information be recorded in an announcement for example store hours?

- Do most people who call know the extension or name of the person they need to talk to?

- Fill in phone numbers or switch group numbers on your sketch where you can.

- At this point, do not worry about which touch-tones the caller will press.

- AT&T recommends no more that five **items per menu.**

➡ **NOTE:**
   Although automated attendant is capable of handling up to 99 submenus for each service, using more than three menu levels may result m caller frustration.

How Does It End

You cannot keep playing submenus forever. Eventually, the caller must leave automated attendant. There are essentially two ways to terminate an automated attendant branch: transfer the caller or play an announcement and disconnect them. Examine your sketch to make sure that at the end of each branch. one of these two actions is taken.

When you finish sketching, continue with "TASK 2: ADMINISTER HOURS".

A. ABC's 3-day dream vacations
B. U.S. travel
C. International travel
D. Accounting
E. Extension of agent
F. Operator

Rotary phone
↓
x9432 Sally

x9432 Sally

Caller enters
extension

a. Bahamas → play info
b. Florida→ play info
c. Jamaica→ play info
d. Mexico→ play info

Transfer to
Accounting
group (x5100)
x5705 Meg
x5396 Bryon

a. Make a reservation or get information
b. Verify reservation

Transfer to U.S.
agent group (x6100)
x3356 Sue
x4966 Donna
x5515 Todd
x8314 Ron

x6792 Tom

a. Make a reservation or get infomation
b, Verify reservation

Transfer to
Internatnl. agents group (x7100)
x5045 Kathy
x6676 Tim
x2945 Eric
x1176 Pam

TASK 2: ADMINISTER HOURS

The first computer-based task in setting up automated attendant is to specify the hours of operation. For each day of the week, you can specify the hours of operation of either the day service or the night service. The remaining hours of that day of the week will have the service that you did not specify. For example. to specify day service during normal business hours on Monday, use the following for `Mon`: **Day 9:00am 5:00pm.** In this example, from 5:00:00 pm Monday to 8:59:59 am Tuesday, the automated attendant provides night service. Automated attendant switches between the services automatically. On holidays, night service is provided around the clock, regardless of the day.

➡ NOTE:

Specifying holidays is covered in "TASK 13: ADMINISTER HOLIDAYS" of this chapter.

To administer automated attendant hours, do the following.

1. Enter **audix** at the following prompt.

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

2. Enter the **audix** password at the following prompt

```
Password:
```

This displays the ivpss **r3.0 menu.**

3. Begin at the IVPSS R3.0 menu and select the following sequence.

```
Voice System Administration
Application Package Administration
AUDIX Voice Power
Automated Attendant Administration
Service Hour Administration
```

The SERVICE HOUR ADMINISTRATION window appears and shows the default settings.

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

Begin with `Sun`. The left-hand column displays the days of the week.

4. Enter d for day service or n for night service.

5. Enter the **Start Time** and the End Time for the service specified, for example **12: 00 am**

    Enter **a** or **p** after the time to specify am or pm respectively

    To leave the default service or time unchanged, press (ENTER).

    To specify that the service is to be used for 24 hours, enter 12:00 am for the start time and 12: 00 am for the end time.

6. Repeat steps 4 and 5 for the remaining days of the week.

7. When you finish entering services and times for all days, press (SAVE) (F3).

    A confirmation window appears.

8. Press any key to continue.

9. Continue with "TASK 3: FINALIZE MENUS".

The travel agency example uses the default service hours.

⇒ NOTE:

Check your PBX documentation to make sure that it presents no limitations on your automated attendant administered hours.

TASK 3: FINALIZE MENUS

Your automated attendant sketch needs to be finalized so that it can be entered into the computer.

The information that you need to finalize the menus is detailed below. Study this information and use travel agency example. After studying the information use the procedure at the end of this section to enter the information you collect into tables.

NOTE:

The table that you fill out in this section emulates the EDIT WORKSPACE screen you will fill in on the computer. Some of the screen fields are filled in automatically by AUDIX Voice Power; this is noted in the description of the field where applicable.

In the travel agency example, there are four menus. Below is a completed paper table for the travel agency's main menu and the menu1 submenu. Refer to these examples as each field is explained.

Table 6-1.   ABC Travel Agency's Main Menu - Day

Menu Name `Main`		Menu Description `Automated Attendant Main Menu`	
Menu Path			
Touch-tone	Action	Object	Touch-Tone Description
1	Menu	menu1	ABC's 3-day dream vacays
2 (ABC)	Menu	menu2	U.S. Travel
3 (DEF)	Menu	menu3	International travel
4 (GHI)	Transfer	5100	Accounting
5 (JKL)	Prompt		ext. of agent
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0	Transfer	9432	operator, Sally

Table 6-2.   ABC Travel Agency's Main Menu - Day

Menu Name `Menu1`		Menu Description `ABC's 3-day dream vacays`	
Menu Path main			
Touch-tone	Action	Object	Touch-Tone Description
1			
2 (ABC)	Ann	ann1	Bahamas
3 (DEF)	Ann	ann2	Florida
4 (GHI)			
5 (JKL)	Ann	ann3	Jamaica
6 (MNO)	Ann	ann4	Mexico
7 (PRS)			
8 (TUV)			
9 (WXY)			
0	Transfer	9432	operator, Sally

Heading Information

The three beading items at the top of the table are descriptive fields that AUDIX Voice Power automatically fills in each time you define a menu. You cannot change the information in these fields. To track menu levels and sequences, fill in this information in your paper tables according to the descriptions below.

■ `Menu Name` is the name of the menu on which you are working. The highest-level menu for each service is always Main. Subsequent menus are sequentially named menu1 through menu99 according to the order in which they are created.

   ⇒ **NOTE:**
   For your main menu, write in menu0 instead of Main.

■ `Menu Description` identifies the purpose of the menu. The `Menu Description` of the main menu always `Automated Attendant Main Menu` (See Table 6-1). For submenus the travel agency's menu1, `Menu Description` is filled in with the `Touch-Tone Description` from the higher-level menu. Compare the `Touch-Tone Description` for touch tone #1 in Table 6-1 with the `Menu Description` field in Table 6-2

■ `Menu Path` shows the level of the menu by identifying the higher level menus in the chain leading to it. For the main menu, this field will be blank as shown in Table 6-1. For the first sublevel of menus, `main` is the menu path For the second sublevel of menus, `main/menuxx`, where xx is the menu number of the preceding sublevel in the menu path. For example, to get to menu6 you have to start at the main menu and pass through menus 2 and 4. Therefore menu6's `Menu Path` would read: main/menu2/menu4.

Touch-Tone

Touch-Tone is the digit the caller presses on the telephone to cause an action.

- All available touch-tone digits are displayed on the EDIT WORKSPACE screen automatically (left-hand column) and cannot be changed.

- Not all digits need to be used. If callers press unassigned digits, they will hear: "Entry not understood. Please try again."

- Zero (0) is typically used for a transfer to the operator.

- Letters can be used instead of or in addition to digits in voice prompts. This is particularly useful if the letters can be meaningfully assigned. For example, "For information on ABC's three-day dream vacation to the Bahamas, press B." See Table 6-2. Remember that not all telephones have letters on the touch-tone keys, so stating the letter and the corresponding digit is a way to cover both bases.

  Hint: Even if the letter O can be meaningfully assigned, it is not recommended that you use it because it can be confused with zero.

  The letters are shown in Table 6-1 but do not appear on the EDIT WORKSPACE computer screen.

- Be sure to put the option that will be most frequently first

Actions

Act ions indicate what you want the automated attendant to do after the caller presses the corresponding touch-tone. There are five possible **actions.**

Transfer   This action transfers the call to the extension, telephone number, or switch group extension given in the corresponding Object   field.

Ann   This action plays the announcement whose identifier (ann##) is given in the Object field. After the announcement is played, the caller is disconnected.

Menu   This action responds with the submenu whose identifier (menu##) is given in the corresponding Object field.

Prompt   This action responds with the following message: "Please enter extension and pound sign. To transfer using names instead, press star A." Prompt does not have a corresponding Object and cannot be used on the same menu as Ext.

NOTE:
Whether the Prompt action initially requests an extension or a NOTE name depends on the System Mode of Addressing system parameter See *Chapter 13. "System Tuning"* for more information.

A caller can press #️ at any time and receive the Prompt action Ext
This action is used to directly dial (without a system prompt) any extension beginning with the digit in the touch-tone column. Ext does not have a corresponding Object and cannot be used on the same menu as Prompt.

Prompt and Ext are basically the same action except that Prompt adds one more level to the extension entry process. In the travel agency example shown in Table 6-1 the main menu includes the following option.

"If you know the extension of your travel agent, press five."

When the caller presses five, he or she hears the following. (System Mode of Addressing is set to Extension. See *Chapter 13. "System Tuning"*.

"Please enter extension and pound sign. To transfer using names instead, press star A."

If the travel agency had used Ext instead for touch-tone number five, the main menu would include the following option

"If you know the extension of your travel agent, enter it now.

As set up in Table 6-1 only those extension that begin with five would be transferred. All other entries would cause an error message. Because touch-tones 6 through 9 are unused, we could have also assigned them to Ext, allowing the caller to transfer to extensions that begin with 5, 6, 7, 8, or 9. But this did not meet the travel agency's needs since it also had extensions that began with 1, 2, 3, and 4. By using Prompt, the caller is taken to another level where all extensions are permissible. You can assign all touch-tones on the main menu to the Ext action and accomplish the same end, but this prohibits any other menu choices.

Therefore, if the extensions in your company all begin with the same number or a limited range of numbers, use Ext. If the extension could begin with any number and you would like to present other menu options, use Prompt.

Objects

`Objects` are parameters that automated attendant uses to complete the action. Objects can be any one of the following.

- extension

- telephone number

- announcement number (ann##).

- submenu number (menu##)

Automated attendant does not do any checks to verify that the extension entered is valid. Therefore, type carefully and perform the acceptance tests at the end of this chapter.

For the transfer action, you can specify either an extension or a telephone number of up to 16 characters. Valid characters are shown in Table 6-3.

Table 6-3.   Valid Extension Characters

Character	Explanation
0,1,2,3,4,5,6,7,8,9,#,*	Touch-tone digits 0 through 9, #, and *
P	Pause for 1.5 seconds. Pauses may need to be included in the transfer number. For example, when accessing an outside line. PP999-9999
(,), -, and space	Parentheses, dashes and spaces may be included to improve readability. For example, (534) 634-5069.
A,B,C,D	Auxiliary touch tones A through D are recognized by AUDIX Voice Power. These touch-tones are produced by telephones with an extra set (fourth column) of keys on their keypads

Touch-Tone Description

Use the `Touch-Tone Description` field to enter notes about the action being taken, for example, which department is being transferred to, the purpose of the submenu, or the general content of the announcement. Remember that if a touch-tone points to a submenu, the `Touch-Tone Description` field for that touch-tone is used as the `Menu Description` header for the submenu.

The remaining two travel agency menus are defined in Tables 6-4 and 6-5.

Table 6-4.   ABC Travel Agency's Menu2 - Day

Menu Name `Menu2`		Menu Description `U.S. Travel`	
Menu Path main			
Touch-tone	Action	Object	Touch-Tone Description
1	Transfer	6100	Make reserv. or get info
2 (ABC)	Transfer	6792	Verify reservation - Tom
3 (DEF)			
4 (GHI)			
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0	Transfer	9432	operator, Sally

Table 6-5.   ABC Travel Agency's Menu2 - Day

Menu Name `Menu3`		Menu Description `International Travel`	
Menu Path main			
Touch-tone	Action	Object	Touch-Tone Description
1	transfer	7100	Make reserv. or get info
2 (ABC)	transfer	6792	Verify reservation - Tom
3 (DEF)			
4 (GHI)			
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0	Transfer	9432	operator, Sally

To finalize menus, do the following.

1. Make copies of Table 6-6 so that you have enough tables to finalize each menu in your sketch. Table 6-6 represents information you have to enter in the AUDIX Voice Power computer about your main menu and each submenu

2. If you need to create switch groups on your PBX, do so at this time.

    A switch group involves mapping several extensions to one switch group extension. ID general, when a call is transferred to a switch group extension by automated attendant the switch searches for the first available extension in that list then transfers the call to it The actual details of how a switch group operates vanes slightly from switch to switch. Id the travel agency example sketch. switch groups need to be created for the accounting group, the U.S. travel agents and the international travel agents. This switch group extension is entered as the Object of the transfer action. To cream switch groups, refer to your PBX vendor's documentation and the switch document included with your AUDIX Voice Power documentation set. Switch groups are created entirely on the PBX.

3. Fill out one paper table (Table 6-6) for your automated attendant main menu and one for each submenu.

    If you need an announcement as an object, start with ann1. The next time you need an announcement, use ann2, and so on. Increase by one for each new announcement you need regardless of which menu you are on. Similarly, label the main menu as menu0. Then use menu1 as your first submenu object. You cannot map two separate touch tones to the same announcement number or menu number, regardless of where you are in the menu tree.

4. Continue with "TASK 4: EDIT WORKSPACE".

Table 6-6.   Blank Table for Menu Definition

Menu Name	Menu Description		
Menu Path			
Touch-tone	Action	Object	Touch-Tone Description
1			
2 (ABC)			
3 (DEF)			
4 (GHI)			
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0			

TASK 4: EDIT WORKSPACE

Once you have finalized your menus, you need to enter them into the computer. The window that you use to enter automated attendant menus is edit workspace, The term *workspace* is used throughout this chapter refer to the EDIT WORKSPACE window and the information it contains.

NOTE:

This procedure is to be used only if you are implementing automated attendant for the first time. If you have an existing automated attendant and you need to change it, refer to the *"UPDATING AUTOMATED ATTENDANT"* section in this chapter.

To administer automated attendant menus, do the following.

1. Begin at the AUTOMATED ATTENDANT administration menu and select the following sequence.

   ```
   Workspace Administration
   Edit Workspace
   ```

```
Edit Workspace


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

NOTE:

Menu Name, Description, and Menu Path are automatically filled in.

2. Enter the information from your main menu table into the fields.

   Note that you only have to enter the first letter of an action (A, T, M, P, or E), not the entire action name.

   As you enter items in `Object` column, dashes (-) and asterisks (*) will appear in the left of them.

   ▪ A dash indicates that this submenu has not been defined yet.

   ▪ A star indicates that no speech has been recorded yet for this item.

3. When you finish entering all of the main menu information press (SAVE) (F3).

   You are returned to the WORKSPACE ADMINISTATION menu

4. Select `Edit Workspace`.

   This displays the automated attendant main menu you just entered.

5. Move the cursor to the next menu you wish to define in the Action ion column (for example, menu1. menu, or menu).

6. Press (DEFINE) (F7).

   A new window appears. Check the headers to verify that they correspond to the menu you wish to define.

7. Enter actions, objects and descriptions for the desired touch tones.

   If you wish to check which announcement numbers have already been used on this and other menus, press (CHG-KEYS) (F8), then (LST-ANNS) (F2).

   If you wish to check which submenu numbers have already bees used on this and other menus, press (CHG-KEYS) (F8), then (LST-MENU) (F1).

   To delete an existing menu, while in the window for that menu, press (CHG-KEYS) (F8) then(DEL-MENU) (F4). You can only delete the current menu (the window you are working on) and only if there are no submenus defined below it.

8. When you finish entering information press (SAVE) (F3).

   If you wish to abort (not save changes), press (CANCEL) (F6).

   Pressing (SAVE) or (CANCEL) returns you to the previous level menu.

9. To define more menus, repeat steps 5 through 8. Otherwise continue with step 10.

10. When you finish entering menus, press (CANCEL) (F6) until you arrive at the AUDIX voice power menu.

11. Continue with "TASK 5: SET SYSTEM PARAMETERS".

TASK 5: SET SYSTEM PARAMETERS

Many aspects of automated attendant are controlled by system parameter values shown at the bottom of the SYSTEM PARAMETER ADMINISTRATION screen. Each parameter is explained in detail on the following pages. Based on this material and your company's needs, fill in Table 6-7 as you decide the value of each parameter. Use the procedure at the end of this section to enter the values on the computer.

Table 6-7.   Automated Attendant System Parameters

Parameter	Possible Values	Default	Your Value
Touch-Tone Gate Active- Day?	yes or no	no	
Touch-Tone Gate Active- Night?	yes or no	no	
Auto Attendant Time-out Action - Day	transfer, message, disconnect	transfer	
Auto Attendant Time-out Action - Night	transfer, message, disconnect	transfer	
Auto Attendant Menu Plays	1-9	2	
Fax Transfer Number	16 characters	none	
Present Options Before Leaving Message	yes or no	yes	

> **NOTE:**
> There are two system parameters specific to night service. These are discussed in "TASK 14: ADMINISTER NIGHT SERVICE" section of this chapter.

> **NOTE:**
> The other parameters on the SYSTEM PARAMETERS screen can also affect automated attendant. Read the "SYSTEM PARAMETERS" section of *Chapter 13. "System Tuning",* for more information.

Table 6-8.   Travel Agency's System Parameters

Parameter	Value
Touch-Tone Gate Active- Day?	yes
Touch-Tone Gate Active- Night?	yes
Auto Attendant Time-out Action - Day	transfer
Auto Attendant Time-out Action - Night	message
Auto Attendant Menu Plays	2
Fax Transfer Number	(999) 999-9999
Present Options Before Leaving Message	yes

Touch-Tone Gate

The touch-tone gate is intended to quickly identify callers who do not have a touch-tone phone or who wish to speak to an operator immediately. The system touch-tone gate prompt is the following.

"If you have a touch-tone phone, press one now."

Those people with a touch-tone phone can proceed through the gate by pressing one and then can direct their own calls using automated attendant and its touch-tone options. Those people without a touch-tone phone can be, for example, connected to the system operator who can then direct the call. A touch-tone gate is not required by AUDIX Voice Power. It is an administrative option. There are advantages and disadvantages to having a touch-tone gate.

Without a touch-tone gate, callers that do not have a touch-tone phone can be alienated if the automated attendant is not set up properly to handle the situation. For example, in some automated attendant configurations rotary phone callers may have to listen to the main menu several times before the system transfers them. AUDIX Voice Power allows you to set up automated attendant so that callers with rotary phones listen to the main menu once before being transferred.

Having a touch-tone gate means that callers need to press what may be considered an "extra" touch-tone in the automated attendant sequence. For example, if callers know who they are trying to reach, they may begin typing the numbers of an extension as soon as they hear speech. If the touch-tone gate is active, this could cause an error message. Especially when considering long distance callers, the touch-tone gate is an additional step callers have to complete to reach their destination.

The `Touch-Tone Gate Active?` parameter specifies whether not AUDIX Voice Power uses the touch-tone gate. If you do not use the gate, the automated attendant main menu plays immediately. The use of the gate may be specified for both day and night service. There are separate touch-tone gate messages for day and night service so that they can be individually customized. However, the *system* touch-tone gate messages are the same for both day and night service (shown above).

Write **yes** or **no** in the `Touch-Tone Gate Active?` parameter in Table 6-7.

Many other decisions and parameters depend upon whether or not you choose to use a touch-tone gate. Circle your decision below so that you may flip to this page to remind yourself if needed.

USE TOUCH-TONE GATE

DO NOT USE TOUCH-TONE GATE

Automated Attendant Time-out Action

This parameter specifies the action to be taken any time there is a touch-tone time-out in the automated attendant. A time-out occurs after the system has waited a specified number of seconds (`Pause for Touch-Tone Input` system parameter) for touch-tone input. This wait occurs at the touch-tone gate, between repetitions (for example, of a menu), and at the end of the last repetition. You can specify time out actions for day and night service.

There are three valid actions.

Transfer   This action transfers the caller to the system operator after the time-out

Message   This action allows the caller to leave a message in the general mailbox after the time-out. For more information on the general mailbox, see
Chapter 5. "Call-Answer Administration"

Disconnect   This action disconnects the caller after playing the automated attendant good-bye message.

The default is `transfer` for both day and night service.

Below are the suggested time-out actions for particular circumstance. Decide on the time-out action for day service, and write it in Table 6-7.

Circumstance	Transfer	Message	Disconnect
Touch-tone gate active/Operator available	X		
Touch-tone gate active/Operator not available		X	
Touch-tone gate active/Operator available	X		
Touch-tone gate active/Operator not available		X	
"We are closed" touch-tone gate*			X

*See "TASK 14: ADMINISTER NIGHT SERVICE" in this chapter

Automated Attendant Menu Plays

This parameter specifies the number of times the caller bears the automated attendant *main* menu before the automated attendant time-out action is taken if the caller does not enter any touch tones. This parameter is used only when the touch-tone gate is inactive and only affects the number of times the main menu plays. Submenus always play three times regardless of the value of this parameter. When the touch-tone gate active, the main menu and all submenus play three times.

If the touch-tone gate is inactive for day, night, or both, AT&T recommends that you set this number low, because this is the number of times callers without touch-tone phones will have to listen to the main menu before being transferred. If you are using a touch-tone gate for both day and night service, this parameter is ignored and you can leave the default unchanged.

Fax Transfer Number

Automated attendant's ability to detect the fax tone means that you can advertise one telephone number to customers and outside associates which meets both voice and fax needs.

The `Fax Transfer Number` parameter specifies the number to which AUDIX Voice Power should transfer fax calls when the automated attendant detects the fax calling (CNG) tone.

You can specify up to sixteen characters as the fax number. Valid characters are detailed in Table 6-3. If you do not specify a number, automated attendant does not recognize fax calls.

Present Options Before Leaving Messages

Whenever an automated attendant action directs a call to human beings, there is a chance that they will not be at their desks. In most cases this means that the caller hears the person's personal greeting and is prompted to leave a message. This may not be appropriate for all automated attendant callers. For example, the caller may not know who they have reached, what this person's title is, or if this person can help them. Or they may need a response immediately because they cannot be reached later.

Whatever the case, the Present Options Before Leaving Messages (when set to yes), allows the caller to return to the main automated attendant menu instead of leaving a message in a voice mailbox.

This parameter is used when the following conditions are true.

- A call is being transferred from the automated attendant service.

- The extension being transferred to is a registered subscriber and has the Switch Call Coverage parameter set to No. AUDIX Voice Power is therefore using an intelligent transfer.

- The extension being transferred to is either busy or the Maximum Number of Rings has been reached.

If all of the above are true, AUDIX Voice Power looks at the Present Options Before Leaving Message parameter and the Coverage Service parameter (of the subscriber) to determine what to do with the call. The following table shows the results.

Present Options	Coverage Service	Result
Y	Call Answer	"To leave a message, press one. To return to the main menu, press star pound"
N	Call Answer	Subscriber Greeting
Y	Automated Attendant	Automated attendant main menu
N	Automated Attendant	Automated attendant main menu

See *Chapter 10. "Subscriber Administration"* for more information on the Coverage Service parameter.

If the Present Options Before Leaving Messages parameter is set to yes, the caller hears the following message before a person's mailbox greeting.

> To leave a message, press one.
> To return to the main menu, press star pound.

The caller could press ✱ # to return to the main automated attendant menu and choose to route the call a different way.

If the `Present Options Before Leaving Messages` parameter is set to no, the caller is not given the option to return to the main automated attendant menu and must leave a message for the person or hang up.

In general, leave this parameter's default unchanged at yes.

If your automated attendant is set up such that callers always know who they are transferring to, you may want to set this parameter to `no`.

System Mode of Addressing

The `System Mode of Addressing` parameter defines the initial mode (name or extension) of addressing for automated attendant and call-answer users. The Name Addressing feature of audix Voice Power allows callers and subscribers to enter the name of the person they are trying to reach instead of the extension number. The default mode is `extension`. For more information, see *Chapter 13. "System Tuning"*.

Once you have decided on the values for each automated attendant system parameter and have written them in Table 6-7, enter them into the computer by doing the following steps.

1. From the AUDIX VOICE POWER menu, select System Parameter Administration.

    The System Parameter window appears.

```
+-----------------------------------------------------------------------+
| System Parameter Administration                                       |
+=======================================================================+
|                     System Operator Extension:  _____                |
|                   Pause For Touch Tone Input:   ____sec               |
|                   Maximum Extension Length:     ___                    |
|                   Transfer to Subscribers Only?:  _____             |
|                     System Mode of Addressing:  _____            |
|                     Maximum Message Length:     ____sec               |
|              General Mailbox Owner Extension:   _____               |
|      Enable  General Mailbox for Call Answer?:  _____                 |
|      Allow Voice Mail/Call Answer Transfers?:   _____                 |
|                     Auto Attendant Parameters                         |
|                               Gate Active?:  Day:_____ Night:____     |
|              Auto Attendant Timeout Action:  Day:_____ Night:____     |
|                   Auto Attendant Menu Plays:    _____                |
|                         Fax Transfer Number:    _____                |
|      Present Options Before Leaving Message?:   _____                |
+-----------------------------------------------------------------------+
```

2. Move the cursor down to the Automated Attendant Parameters section.

3. Enter the values you wrote in Table 6-7 into the screen fields.

    Do not change the values for Night parameters unless you have read the "TASK 14: ADMINISTER NIGHT SERVICE" section in this chapter.

4. Press (SAVE) (F3).

    A confirmation window appears.

5. Press any key to continue.

6. Continue with "TASK 6: PREPARE SPEECH".

TASK 6: PREPARE SPEECH

Once all menus have been entered into the computer, you ready to begin preparing the associated speech for recording. Use the following instructions to prepare your speech.

1. Read the "CHOOSING A SPEAKER" section of *Chapter 4. "System Administration Planning"*.

2. Write out what you intend to say for each menu and announcement. Use your sketch, the finalized tables, and the guidelines in the section as aides. It is very important that you know the menu or announcement number that goes with each piece of text. Write it as a heading to each piece of text. Remember that the main menu is menu0.

3. Each piece of text (menu or announcement) can be up to 6 minutes long. If you have a particularly long piece of text, read it aloud and time yourself to ensure that you do not exceed 6 minutes.

4. Separate the text for menus from the text for announcements. This will make recording go much faster.

5. The travel agency's text is provided in this section.

6. Be sure to keep a copy of what you write in case something needs to be rerecorded later.

7. Continue with "TASK 7: RECORD TOUCH-TONE GATE PROMPT".

Main Menu Guidelines

Use the following guidelines when writing the speech for your main menu.

■ If you are using the `Prompt` action, use a phrase similar to the following example.

> "If you know the extension or name of the person you are trying to reach, press three."

■ A caller can press ⬛#⬛ at any time and receive the `Prompt` action even if you have not defined it as part of the menu. If you wish to advertise this option to the caller, you may want to use a phrase similar to the following example.

> "If you know the extension or name of the person you are trying to reach, press pound."

■ If you are using the `Ext` action, use a phrase similar to the following example.

> "If you know the extension of the person you are trying to reach, enter it now."

■ If you do not plan to use a touch-tone gate, the main menu should greet the caller. See *Main Menu Day* example in this section.

■ AUDIX Voice Power has two "built-in" options which you can advertise to callers. The ⟨∗⟩⟨L⟩ option returns the caller to the previous menu. If the caller is at the main menu level, ⟨∗⟩⟨L⟩ replays the main menu. The ⟨∗⟩⟨M⟩ options returns callers to the main menu regardless of where they are in the menu tree. If you are not using a touch-tone gate, you should include the following as the last pm of your main menu.

> "To replay this menu, press star M.
> If you do not have a touch-tone phone, please wait."

■ Depending upon which System Mode of Addressing you are using, be sure prompt for *extension* or *name* consistently. You may wish to remind users that they can press ⟨∗⟩⟨A⟩ to switch between extension addressing and name addressing.

Submenu Guidelines

Use the following guidelines when writing the speech for your submenus.

■ A caller can press ⟨#⟩ at any time and receive the Prompt action even if you have not defined it as part of the menu. If you wish to advertise this option to the caller, you may want to use a phrase similar to the following.

> "If you know the extension or name of the person you are trying to reach, press pound."

■ ⟨∗⟩⟨L⟩ and ⟨∗⟩⟨M⟩ are available as submenu options. They are explained in this section.

■ Depending upon which System Mode of Addressing you are using, be sure to prompt for *extension* or *name* consistently. You may wish to remind users that they can press ⟨∗⟩ ⟨A⟩ to switch between extension addressing and name addressing.

Announcement Guidelines

Use the following guidelines when writing the speech for your announcements.

■ The automated attendant good-bye message is spoken after an announcement. Therefore, do not make it part of your announcements.

■ The ⟨∗⟩ ⟨L⟩ and ⟨∗⟩⟨M⟩ options are not available once an announcement begins playing.

Travel Agency Speech

The following text will be used for the travel agency example.

Menu0 (Main) - Day

Hello and thank you for calling ABC travel agency. For information on ABC's three-day dream vacations, press one. For reservations or information on travel in the United States, press two. For reservations or information on international travel, press three. To speak with our accounting department press four. If you know the extension of your travel agent, press five. To speak to an operator. press zero. If you do not have a touch-tone telephone, please wait.

Menu1 - Day

ABC's three-day dream vacations are the perfect reason to slip away any time. For information on the Bahamas Beach Bum Bon Voyage, press B. Fantastic Florida? Press F. For information on sunny Jamaica, press J. Thinking about Cancun or Cozumel Mexico? Press M. To speak to an operator, press zero.

Menu2 Day

To make a reservation or get information for United States travel, press one. To verify an existing reservation, press two. To speak to an operator, press zero.

Menu3 - Day

To make a reservation or get information for international travel, press one. To verify an existing reservation, press two. To speak to an operator, press zero.

Ann1 - Day

An enchanting British Commonwealth set amid sparkling turquoise seas, the Bahamas are delightfully uncommon.

Discover the centuries-old city of Nassau where time-honored traditions meet modern day fun. British heritage is everywhere from the colonial architecture of Parliament Square to the imposing battlements of Fort Charlotte. Yet the island's Caribbean culture is evident in colorful native festivals and tasty "down-home" treats and in the handmade crafts sold at the Strawmarket.

For 5 days and 4 nights, discover for yourself why it's better in the Bahamas!

Ann2 - Day

Imagine miles of sparkling Atlantic coastline and Florida. . . . a breathtaking combination!

■ Florida's Atlantic Coast is historic Jacksonville and St. Augustine, America's oldest city;

■ Daytona Beach, where land speed records were once set and trips to the future from Kennedy Space Center SPACEPORT U.S.A.

■ All the tropical leisure you can take in tranquil Melbourne

■ Or the glamour and cosmopolitan beat in Fort Lauderdale, Miami, and West Palm Beach.

Florida's Atlantic Coast invites you to discover a multitude of enticing vacation spots that offer every kind of family fun and excitement.

This 3-day 2-night package includes hotel or condominium accommodations, use of an economy car, and is waiting for your reservation.

Ann3 - Day

Come relax in a tropical paradise. Jamaica offers a playground, which features marvelous beaches and watersports plus accommodations that range from private villas to all-inclusive resorts.

Montego Bay, a vacation paradise for over 65 years, continues to please with something for everyone. Take an excursion to the extravagant Great Houses of yesterday, or ride down a river on a bamboo raft. Sunbathe on Doctor's Cave Beach the largest and most famous in Montego Bay. You'll also find three championship golf courses, tennis facilities, and opportunity for scuba diving.

This 4-day, 3-night package includes airfare, hotel accommodations, and continental breakfast and is available through April. Hurry! Spots are booking quickly.

Ann4 - Day

Beaches of powder-fine sand, a multitude of deluxe accommodations from which to choose, and a soothing warm climate year round. Plus, Mexico is exceptionally affordable. All of which make Cancun an ideal vacation spot.

Actually an island, Cancun is connected to the Yucatan Peninsula by two bridges. The waters surrounding Cancun and the island of Cozumel are praised by scuba divers. For land adventures, the ancient Mayan ruins of Chichen Itza and Tulum are each a day trip away.

Your package includes choice of accommodations for two or more nights and round trip transfers between airport and hotel. Surprise someone you love with marvelous Mexico.

TASK 7: RECORD TOUCH-TONE GATE PROMPT

If you decided to use touch-tone gate, customize the touch-tone gate prompt using the following procedure. If you are not using a touch-tone gate, skip to "TASK 8: RECORD GOOD-BYE MESSAGE".

➡ NOTE:

To access the automated attendant phone-based menu, you must be registered as the automated attendant service administration. For more information on service administrators, see *Chapter 4. "System Administration Planning"*.

1. Write down your touch-tone gate prompt. It can be up to 6 minutes long. The system touch-tone gate prompt is the following.

    "If you have a touch-tone phone, press one now."

    Greet the caller as part of the touch-tone gate prompt, for example, "Thank you for calling ABC Travel Agency. If you have a touch-tone phone, press one now."

2. After writing the prompt, dial the AUDIX Voice Power phone number.

3. Enter your extension followed by #.

4. Enter your password followed by #.

    The AUDIX Voice Power activity menu begins.

5. Press 9 to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press 1 to administer prompts.

7. Press 3 to administer automated attendant prompts.

8. Press 1 administer touch-tone gate prompts.

9. Press 1 to administer the day service touch-tone gate prompt.

    To administer the night service touch-tone gate prompt, press 2.

10. Press 1 to record the custom touch-tone gate prompt.

    Before recording, you can press 0 to listen to the current customized touch-tone gate prompt

11. Speak your custom touch-tone gate prompt.

12. Press 1 to end recording.

13. Press * # to approve the touch-tone gate prompt.

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

- Press 2 3 to play back the prompt.
- Press 2 1 to rerecord the prompt.
- Press * D to delete the prompt.

14. Press 9 (Y) to confirm that you wish to use the customized prompt you just recorded.

Press 6 (N) to use the system prompt.

15. Continue with "TASK 8: RECORD GOOD-BYE MESSAGE".

TASK 8: RECORD GOOD-BYE MESSAGE

The automated attendant good-bye message is spoken just before automated attendant disconnects the caller, for example after playing an announcement or the temporary closure message. The system automated attendant good-bye message is the following.

"Good-bye!"

To customize the automated attendant good-bye message, do the following. Otherwise, skip to "TASK 9: RECORD MENUS AND ANNOUNCEMENTS".

1. Write down what you want to say. It can be up to 6 minutes long.

2. After preparing your message, dial the AUDIX Voice Power phone number.

3. Enter your extension followed by #.

4. Enter your password followed by #.

   The AUDIX Voice Power activity menu begins.

5. Press 9 to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press 1 to administer prompts.

7. Press 3 to administer automated attendant prompts.

8. Press 2 to administer the automated attendant good-bye message.

9. Press 1 to record the automated attendant good-bye message.

   Before recording, you can press 0 to listen to the current customized automated attendant good-bye message.

10. Speak your good-bye message.

11. Press 1 to end recording.

12. Press * # to approve the message.

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

    ■ Press 2 3 to play back the message.

    ■ Press 2 1 to rerecord the message.

    ■ Press * D to delete the message.

13. Press 9 (Y) to confirm that you wish use the customized message you just recorded

    Press 6 (N) to use the system message.

14. Hang up.

15. Continue with "TASK 9: RECORD MENUS AND ANNOUNCEMENTS".

TASK 9: RECORD MENUS AND ANNOUNCEMENTS

AUDIX Voice Power provides the ability for you to record all of the workspace menus and announcements via the telephone. It is important that you have everything you wish to say written out and labeled with menu numbers and announcement numbers. You will record all of main menus first then all announcements.

There is an alternate method of recording which requires that you use both the computer and the telephone at the same time. The "RECORDING MENUS AND ANNOUNCEMENTS (ALTERNATE)" section of this chapter describes this method.

Recording Menus

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by ⒰.

3. Enter your password followed by ⒰.

    The AUDIX Voice Power activity menu begins.

4. Press ⑨ to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

5. Press ① to administer prompts.

6. Press ③ to administer automated attendant prompts.

7. Press ⑨ to access the remote workspace menu.

    This option is not spoken as part of the automated attendant administration menu.

8. Press ① to administer workspace menus.

9. Press ① to record workspace menus.

    To listen to workspace menus that have already been recorded, press ⓪.

10. Enter the menu number you wish to record followed by ⒰.

    Enter ⓪ ⒰ to record the main menu.

    Enter ①   ② ⒰ for menu12, for example.

11. Speak the menu at the tone.

12. Press ① to end recording.

13. Press ✱ # to approve the recording.

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

   ■ Press 2 3 to play back the recording.

   ■ Press 2 1 to rerecord.

   ■ Press ✱ D to delete the recording.

14. Repeat steps 9 through 13 for all menus.

15. When you finish recording menus, press ✱ R.

16. Continue immediately with *Recording Announcements.*

Recording Announcements

1. Press 9 to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

2. Press 1 to administer prompts.

3. Press 3 to administer automated attendant prompts.

4. Press 9 to access the remote workspace menu.

   This option is not spoken as part of the automated attendant administration menu.

5. Press 2 to administer workspace announcements.

6. Press 1 to record workspace announcements.

   To listen to workspace announcements, press 0.

7. Enter the announcement number you wish to record followed by #.

   For example, enter 4 # *for ann4.*

8. Speak the announcement at the tone.

9. Press 1 to end recording.

10. Press ✱ # to approve the recording.

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

   ■ Press 2 3 to play back the recording.

   ■ Press 2 1 to rerecord.

   ■ Press ✱ D to delete the recording.

11. Repeat steps 6 through 10 for all announcements.

12. When you finish recording all announcements, hang up.

TASK 10: VERIFY AND INSTALL WORKSPACE

Verifying and installing the workspace information finalizes the menus you have entered and the speech you have recorded so that it can be used by automated attendant. Verification of the workspace performs a series of checks which include looking for unused speech, undefined menus, and unrecorded speech. If it finds undefined menus and unrecorded speech, a screen display will list each menu and announcement number that needs to be administered. Once the workspace has been verified, the installation procedure stores the menus and speech for use with automated attendant

➡ **NOTE:**

> The installation procedure also performs the verification checks. However, AT&T recommends that you verify the workspace before installing it.

Task 10A: Verify Workspace

To verify the workspace, do the following steps at the AUDIX Voice Power computer.

1. Begin at the AUDIX VOICE POWER and select the following sequence.

    ```
    Automated Attendant Administration
    Workspace Administration
    Verify Workspace
    ```

    If all menus have been properly defined and all speech has been recorded, the following message is displayed.

    ```
     Workspace may be implemented as is.
    ```

    Continue with task lOB, *Install Workspace.*

    Otherwise, the screen displays a list of the menu and announcement numbers which have not yet been administered. Use "TASK 9: RECORD MENUS AND ANNOUNCEMENTS" to complete the work.

Task 1OB: Install Workspace

Once the workspace has been successfully verified you can install it.

To install the workspace, do the following steps at the AUDIX Voice Power computer.

1. Begin at the AUTOMATED ATTENDANT ADMINISTRATION and select the following sequence.

   ```
   Workspace Administration
   Install Workspace
   Install as Day
   ```

2. Type y to confirm that you wish to install the workspace for day service.

3. Type y to confirm that you wish to remove unused speech from the workspace before installing.

   Installation will fail if any menus are undefined or any speech is unrecorded. Make sure that all menus are properly defined and all speech is recorded then try installing again.

4. Press any key to continue.

5. Continue with "TASK 11: PERFORM ACCEPTANCE TESTS".

TASK 11: PERFORM ACCEPTANCE TESTS

After you have installed the workspace, you should do some preliminary acceptance tests to ensure that automated attendant is routing calls appropriately before placing it into service for callers.

➡ NOTE:
It is recommended that you perform these acceptance tests at a time when the system experiences a low volume of usage.

Before you can perform acceptance tests, you must assign a channel to automated attendant so that you can call it.

To assign a channel for these preliminary test purposes, do the following steps.

1. Press (CANCEL) (F6) until you arrive at the VOICE SYSTEM ADMINISTRATION menu.

2. Begin at the VOICE SYSTEM ADMINISTRATION menu and select the following sequence.

```
Configuration Management
Voice Equipment
```

The VOICE EQUIPMENT window appears. The following is an example.

Voice Equipment								
CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

3. Examine the SERVICE-NAME column.

    You need to reassign one channel to auto_attend. Use the following list in choosing the best candidate. For example, a channel assigned to message_drop is preferred over a channel assigned to call_answer because it is less service interrupting.

    1. message_ drop

    2. info_service

    3. voice_mail

    4. call_answer

    5. CA+VM

    6. CA+VM+AA

Enter the channel's information in Table 6-9.

Table 6-9.   Automated Attendant Acceptance Channel

Channel Number	Current Service-Name	Phone Number

4. Press: CHG-KEYS (F8), then ASSIGN (F3).

5. From the ASSIGN menu, select Services to Channels.

Assign Service to Voice Channels
Service: Channels:

6. Press CHOICES (F2).

    This displays all possible services.

7. Select auto_attend.

8. In the Channels field, type the number of channel you wrote in Table 6-9.

9. Press SAVE (F3).

    The system displays a COMMAND OUTPUT WINDOW verifying the channel and its assigned service.

10. Press CANCEL (F6).

To test your automated attendant, do the following.

1. Dial the phone number of the channel you wrote in Table 6-9.

   You should hear the touch-tone gate prompt of the automated attendant main menu.

2. Use your sketch to work through all the options. Make sure that you are routed correctly. You may have to call the channel several times to test automated attendant completely. Try all of the following.

   ■ Press zero to transfer to the operator.

   ■ Press an invalid touch-tone.

   ■ Do not press any touch-tone. Let the menus repeat or time-out.

   ■ Listen to the quality of the speech and note any phrases that may need to be rerecorded.

When you finish testing, reassign the channel to its previous service, using Table 6-9 and steps 2 through 10 of this task ("TASK 11: PERFORM ACCEPTANCE TESTS").

TASK 12: ASSIGN CHANNELS

If the acceptance tests were successful, you are ready to perform the final step in implementing automated attendant. Once you assign channels using the procedure below, automated attendant will begin answering calls. Be sure that you notify employees and operators of the change.

➡ **NOTE:**

The instructions presented here for assigning services to channels are just guidelines, not steadfast rules. See *Chapter 13. "System Tuning",* for more information on services.

To assign services to channels, do the following.

1. Begin at the VOICE SYSTEM ADMINISTRATION menu and select the following sequence.

   ```
   Configuration Management
   Voice Equipment
   ```

The VOICE EQUIPMENT window appears. The following is an example.

2. Examine the SERVICE-NAME column.

   You are going to reassign all CA+VM channels to CA+VM+AA.

3. Write down the channel numbers (CHN column) which have the CA+VM service.

4. Press CHG-KEYS (F8), then ASSIGN (F3).

5. From the ASSIGN menu, select Services to Channels.

Assign Service to Voice Channels
Service:
Channels:

6. Press (CHOICES) (F2).

    This displays all possible choices.

7. Select the CA+VM+AA.

8. In the `Channels` field, type the number of the channels to be assigned to the CA+VM+AA service.

    You may type single channel numbers, a range of channels (for example 0-4), or `all` (to assign all channels to the selected service).

9. Press (SAVE) (F3).

    The system displays a COMMAND OUTPUT WINDOW verifying the channels and their assigned services.

10. Press (CANCEL) (F6).

    ⚠️ **CAUTION:**

    The CA+VM+AA service essentially allows three separate services (call-answer, voice mail, and automated attendant) to share one channel. AUDIX Voice Power provides the correct service based on the type of call (outside, inside, or covered). However, this also means that these three services compete for the same channel. For example, it is 1:00 pm and many employees are returning from lunch and retrieving voice mail. Therefore, outside callers who would normally get automated attendant immediately may have to wait for several rings or may even get a busy signal. To ensure that a specific set of channels are reserved for outside callers, you need to use the `auto_attend` service and set up a special switch group. For more information on this procedure and services in general, refer to *Chapter 13. "System Tuning"*.

TASK 13: ADMINISTER HOLIDAYS

Automated attendant can store up to 40 holidays in its database. Night service is provided for 24 hours on all days administered as holidays. If you do not have a full night service, AT&T recommends administering a "We are closed" message. (See "TASK 14: ADMINISTER NIGHT SERVICE" in this chapter.)

⚠ CAUTION:

If no night service has been administered, day service is provided on holidays.

To administer holidays, do the following steps.

1. From the AUTOMATED ATTENDANT ADMINISTRATION menu, select Holiday Administration.

2. Press (ADD) (F3) to add a new holiday.

3. Enter the month (numeric *mm* format).

4. Enter the day (numeric *dd* format).

5. Enter the year (numeric *yy* format).

6. Enter a description of the holiday in the Description field.

7. Press (SAVE) (F3).

   A confirmation window appears.

8. Press any key to continue.

9. Repeat steps 2 through 8 to add more holidays.

10. When you finish adding holidays, press (CANCEL) (F6).

11. Continue with "TASK 14: ADMINISTER NIGHT SERVICE".

The following restrictions apply to holiday administration.

■ You cannot add holidays with dates that am in the past

■ You can add holidays only ten years into the future.

■ You can save a maximum of 40 holidays in the database.

■ Once the date for a holiday passes, AUDIX Voice Power will erase its entry date but not its description. To enter a new date for that holiday you must remove the current holiday and reenter it. See *Removing and Reentering a Holiday* below.

Removing and Reentering a Holiday

To enter a new date for a holiday that has passed or to remove a holiday permanently from the list, do the following.

1. Enter `audix` at the following prompt.

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

2. Enter the `audix` password at the following prompt.

   ```
           Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and select the following sequence.

   ```
           Voice System Administration
           Application Package Administration
           AUDIX Voice Power
           Automated Attendant Administration
           Holiday Administration
   ```

4. Move the cursor to the holiday you wish to remove or reenter.

   Once a holiday passes, AUDIX Voice Power erases its date but not its description.

5. Press (REMOVE) (F2).

   A confirmation window appears.

6. Press any key to continue.

   If you do not wish to reenter the holiday, go to step 14. To reenter the holiday you just removed, continue with step 7.

7. Press (ADD) (F3).

8. Enter the month (numerical *mm* format).

9. Enter the day (numerical *dd* format).

10. Enter the year (numerical *yy* format).

11. Enter a description of the holiday in the `Description` field.

12. Press (SAVE) (F3).

    A confirmation window appears.

13. Press any key to continue.

14. Repeat steps 5 and 6 to remove more holidays.

15. When you finish removing and/or reentering holidays, press (CANCEL) (F6).

TASK 14: ADMINISTER NIGHT SERVICE

AUDIX Voice Power's Automated Attendant feature allows you to specify different menus for day service and night service. If you want automated attendant to behave differently at night than during the day, you can set it up that way. For example, at night you may simply want to tell callers that you are now closed and state normal business hours (see "Task 14A: We Are Closed" below). Or night service may be a subset of the day service that consists mainly of playing announcements and allowing callers to leave voice mail messages for employees (see "Task 14B: Full Night Service" below). If you wish to have a night service, you should administer it after administering the day service.

⚠ CAUTION:

If you do not administer a night service, callers to automated attendant during night hours (see "TASK 2: ADMINISTER HOURS") will hear the day service menu. Therefore, it is important that you administer the night service using one of the procedures in this section.

Administering night service is very similar to administering day service. This section simply summarizes those tasks in this chapter that you need to perform and provides information on special night considerations. All of the day service tasks note how to select the night options when it differs from the day. Watch for these and choose them where appropriate.

Use only "Task 14A: We Are Closed" or "Task 14B: Full Night Service", not both.

In the travel agency example, the night service options are a subset of the day service options. The sketch, finalized menus and text are provided at the end of this section.

Task 14A: We Are Closed

If you simply wish to tell callers that you are closed during night hours, do the following.

1. Perform "TASK 2: ADMINISTER HOURS".

    Reexamine the SERVICE HOUR ADMINISTRATION window. Verify that it accurately reflects the hours that you are closed.

2. Perform "TASK 5: SET SYSTEM PARAMETERS".

    Set the two night system parameters as follows:

Parameter	Value
Touch-Tone Gate Active - Night?	No
Auto Attendant Time-out Action - Night?	disconnect

3. Begin at the AUTOMATED ATTENDANT ADMINISTRATION window, and select the following sequence.

    ```
    Workspace Administration
    Edit Workspace
    ```

4. Since callers will have no options, save a blank workspace by pressing (SAVE) (F3).

5. You will use the main menu to record your message. Prepare what you wish to say. The following is an example.

    Thank you for calling ABC travel agency. We are now closed. Please call back between 8:00am and 5:00pm Monday through Friday.

6. Perform "TASK 9: RECORD MENUS AND ANNOUNCEMENTS", and record the main menu using the message you prepared.

7. Perform "TASK 10: VERIFY AND INSTALL WORKSPACE".

    Remember to select the Install as Night option.

8. Perform "TASK 11: PERFORM ACCEPTANCE TESTS".

    Call your company after hours. You should hear your message and then be disconnected.

Task 14B: Full Night Service

To administer a full night service complete with menus and announcements, do the following.

1. Perform "TASK 1: SKETCH IT OUT".

   Sketch out your night time menus. Reread task 1's menu considerations if necessary. If an operator or answering service is not available at night to assist callers, note that on your sketch. If your night service is to be a subset of the day service, make a copy of the day service sketch and then modify it

2. Perform "TASK 2: ADMINISTER HOURS".

   After sketching out your night time menus, you may wish to change the automated attendant hours of operation. Reexamine the SERVICE HOUR ADMINISTRATION window. Verify that it still meets your needs.

3. Perform "TASK 3: FINALIZE MENUS".

4. Perform "TASK 4: EDIT WORKSPACE".

   If you are using a subset of day service for night service, copy the day service into the workspace using the "Copying a Service" procedure in this chapter.

5. Perform "TASK 5: SET SYSTEM PARAMETERS".

   There are only two system parameters specific to night service.

Table 6-10.   Automated Attendant Night System Parameters

Parameter	Possible Values	Default	Your Value
Touch-Tone Gate Active - Night?	yes or no	no	
Auto Attendant Time-out Action - Night?	transfer, message, or disconnect	transfer	

You have the option of making the touch-tone gate active at night. Touch-tone gate advantages and disadvantages are covered in "TASK 5: SET SYSTEM PARAMETERS" section of this chapter.

If there is no operator available at night to assist callers without a touch-tone phone and you decide not to use a touch-tone gate, be sure to set the `Auto Attendant Time-out Action` to `message` so that these callers can still leave a message in the general mailbox which you can remove in the morning. For more information on the general mailbox, see *Chapter 5. "Call-Answer Administration"*.

6. Perform "TASK 6: PREPARE SPEECH".

7. Perform "TASK 7: RECORD TOUCH-TONE GATE PROMPT".

8. Perform "TASK 9: RECORD MENUS AND ANNOUNCEMENTS".

9. Perform "TASK 10: VERIFY AND INSTALL WORKSPACE".

   Be sure to select the `Install As Night` menu option even if you copied your original design from the day service.

10. Perform "TASK 11: PERFORM ACCEPTANCE TESTS".

Table 6-11.   ABC Travel Agency's Main Menu - Night

Menu Name **Main**		Menu Description Automated Attendant Main Menu	
Menu Path			
Touch-Tone	**Action**	**Object**	**Touch-Tone Description**
1	Menu	menu1	ABC's 3-day dream vacays
2 (ABC)	Menu	ann5	U.S. Travel
3 (DEF)	Menu	ann6	International travel
4 (GHI)	Prompt		ext. of agent
5 (JKL)			
6 (MNO)			
7 (PRS)			
8 (TUV)			
9 (WXY)			
0			

Table 6-12.   ABC Travel Agency's Menu1 - Night

Menu Name **Menu1**		Menu Description ABC's 3-day dream vacays	
Menu Path **Main**			
Touch-Tone	Action	Object	Touch-Tone Description
1			
2 (ABC)	Ann	ann1	Bahamas
3 (DEF)	Ann	ann2	Florida
4 (GHI)			
5 (JKL)	Ann	ann3	Jamaica
6 (MNO)	Ann	ann4	Mexico
7 (PRS)			
8 (TUV)			
9 (WXY)			
0			

MenuO (Main) - Night

Hello and thank you for calling ABC travel agency. For information on ABC's three-day dream vacations, press one. For information on our trave1 packages in the United States press two. For information on our international travel packages, press three. If you know the extension of your travel agent and would like to leave a message for him or her, press four. If you wish to speak to someone directly, please call back during our regular business hours: 8:00 am to 5:00 pm Monday through Friday or stay on the line to leave a message in a general mailbox.

Ann5- Night

ABC travel agency can finalize your United States travel plans within minutes. For Business or pleasure trips, we guarantee the lowest rates on air travel, accommodations, and land transportation. We are currently running specials on trips to Phoenix, Miami, San Diego, and Raleigh. All specials require a minimum five-day stay and are based on current coach rates. To schedule your departure please call back during our regular business hours: 8:00 am to 5:00pm Monday through Friday or stay on the line to leave a message in a general mailbox.

Ann6- Night

ABC travel agency specializes in international travel. We will not only book your flight but also advise you on vaccinations, passport and visa regulations, duty-free purchases and more. We are currently running specials on trips to Spain, Kenya, England, and Australia. All specials require a minimum ten-day stay and are based on current coach rates from New York City. To schedule your departure please call back during our regular business hours: 8:00 am ~ 5:00 pm Monday through Friday or stay on the line to leave a message in a general mailbox.

> **NOTE:**
> Menu 1, Ann 1, Ann2, Ann3, Ann4 are reused from day service and do not need to be rerecorded.

TASK 15: REGISTER OPERATORS AS SUBSCRIBERS

Now that automated attendant is set up, it can be used as a back up for busy attendants. For example, an operator is at lunch. You do not want those people who transfer to the operator to leave call-answer messages in the operator's mailbox. By registering operators as subscribers, you can designate that their `Coverage Service` is `Automated Attendant`. This means that callers are returned to the automated attendant main menu when the operator is busy or does not answer. See the "OTHER SUBSCRIBERS" section of *Chapter 10. "Subscriber Administration"*, for instructions on adding an operator as a subscriber. Remember to register the system operator, personal operators, and operators you may have specified as part of the automated attendant menus.

OVERRIDE FEATURES

AUDIX Voice Power provides features which allow you to override many current automated attendant settings in case of an emergency or sudden change in your operating environment. These features can be administered remotely (for example, from home or airport) for maximum flexibility.

Both of these features are intended for temporary situations. If you need to make a permanent change in automated attendant, see the "UPDATING AUTOMATED ATTENDANT" section in this chapter.

Temporary Closure

If for some reason your company needs to be closed during normal business hours (for example, bad weather, building problems, employee illness), you can record a temporary closure message which will be played first for any caller phoning your company that day.

After the temporary closure message plays you have several options.

- You can provide regular automated attendant day service. After the temporary closure message, the caller hears the touch-tone gate prompt and/or the day service main menu. This option is not recommended if there is no operator to assist callers.

- You can provide regular automated attendant night service. After the temporary closure message, the caller hears the touch-tone gate prompt and/or the night service main menu.

- You can simply disconnect the caller after the temporary closure message.

- You can allow the caller to leave a message in the general mailbox. This is an effective option because you can periodically retrieve messages from the general mailbox remotely and respond to any emergencies. For more information on the general mailbox, see *Chapter 5. "Call-Answer Administration"*.

If you often close for the same reason, you may wish to prerecord a temporary closure message and then use the "Override Service" procedure in this section to select it when needed.

To record and use a temporary closure message, do the following.

1. Write down what you wish to say. Be sure to greet your caller and state your company name as part of the closure message. If you can, tell the caller why you are closed and when you expect to reopen. If there is someplace they can call in case of an emergency, include this information. It can be up to 6 minutes long.

2. Dial the AUDIX Voice Power phone number.

3. Enter your extension followed by $\boxed{\#}$.

4. Enter your password followed by $\boxed{\#}$.

   The AUDIX Voice Power activity menu begins.

5. Press $\boxed{9}$ to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press $\boxed{1}$ to administer prompts.

7. Press $\boxed{3}$ to administer automated attendant prompts.

8. Press $\boxed{4}$ to administer the temporary closure message.

9. Press $\boxed{1}$ to record the temporary closure message.

   Before recording, you can press $\boxed{0}$ to listen to the current temporary closure message.

10. Speak your temporary closure message.

11. Press $\boxed{1}$ to end recording.

12. Press $\boxed{*}$ $\boxed{\#}$ to approve the message.

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

    ■ Press $\boxed{2}$ $\boxed{3}$ to play back ~e message.

    ■ Press $\boxed{2}$ $\boxed{1}$ to rerecord ~e message.

    ■ Press $\boxed{*}$ $\boxed{D}$ to delete the message.

    If you are just prerecording the message, you can hang up here.

13. Press $\boxed{6}$ to administer selection of day, night, or temporary closure service.

14. Press $\boxed{3}$ to change to temporary closure service.

    The system announces how long the selected service will be in effect.

15. Press $\boxed{9}$ (Y) to confirm that you wish to use the temporary closure service.

    Otherwise, press $\boxed{6}$ (N).

16. If you are using the temporary closure service, you then have the following options.

- Press $\boxed{1}$ to provide day service after the temporary closure message.

- Press $\boxed{2}$ to provide night service after the temporary closure message.

- Press $\boxed{3}$ to disconnect after the temporary closure message.

- Press $\boxed{4}$ to give general mailbox coverage after the temporary closure message.

Temporary closure remains in effect until the next 3:00am after which the regular service for that day and that hour takes over.

Override Service

You may need to temporarily override the automated attendant service currently being used. For example, if you are closing early one day because of the company picnic, you should change automated attendant to night service just before you leave.

NOTE:
A service override affects automated attendant on a system-wide basis. You cannot override service on a particular extension, for example.

You can switch to any of three services.

■ day

■ night

■ temporary closure

If you often close for the same reason, you may wish to prerecord a temporary closure message and then use the procedure in this section to select it when needed.

Changing the service results in the new service remaining in effect until the next scheduled service change or until any change is made to the administered service hours. If a service change is made on a holiday, the holiday is effectively cancelled.

To override the current service, do the following.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by $\boxed{\#}$.

3. Enter your password followed by $\boxed{\#}$.

   The AUDIX Voice Power activity menu begins.

4. Press $\boxed{9}$ to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

5. Press $\boxed{1}$ to administer prompts.

6. Press $\boxed{3}$ to administer automated attendant prompts.

7. Press $\boxed{6}$ to administer day, night, or temporary closure service.

8. You then have several options.

   ■ Press $\boxed{1}$ to change to day service.

   ■ Press $\boxed{2}$ to change to night service.

   ■ Press $\boxed{3}$ to change to temporary closure service.

   AUDIX Voice Power announces how long the selected service will be in effect

9. Press $\boxed{9}$ (Y) to confirm.

   To cancel the change and leave the current service in effect, press $\boxed{6}$ (N).

10. If you selected temporarily closure service, you are prompted to choose what will follow the temporary closure message. These options are explained above.)

    ■ Press $\boxed{1}$ to provide day service after the temporary closure message.

    ■ Press $\boxed{2}$ to provide night service after the temporary closure message.

    ■ Press $\boxed{3}$ to disconnect after the temporary closure message.

    ■ Press $\boxed{4}$ to give general mailbox coverage after the temporary closure message.

11. Hang up.

UPDATING AUTOMATED ATTENDANT

To make permanent changes to automated attendant after you have installed the workspace as day and/or night service requires four main steps.

1. View and plan

2. Copy service to workspace and make edits

3. Verify workspace

4. Install workspace

This section also explains how to rerecord the main menu without having to reinstall the workspace and an alternate method for recording menus and announcements.

Rerecord Main Menu

Once a service is installed you can modify the main menu through the phone-based interface without having to reinstall the workspace. This is a convenient way to include a holiday greeting or a bit of current news in your own menu.

➡ **NOTE:**

Do not use this procedure to record your main menu initially. To record your main menu for the first time, use the procedure in "TASK 9: RECORD MENUS AND ANNOUNCEMENTS".

The main menu you wish to change (day or night) must already have a corresponding installed service. This procedure does not change the current main menu options available to the caller. However, it will overwrite the current main menu. (You cannot switch back to the old main menu.)

To record a new menu for day or night service, do the following steps.

1. Have the text you prepared for the main menu in task 6 ready to read.

2. Dial the AUDIX Voice Power phone number.

3. Enter your extension followed by $\boxed{\#}$.

4. Enter your password followed by $\boxed{\#}$.

    The AUDIX Voice Power activity menu begins.

5. Press $\boxed{9}$ to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press $\boxed{1}$ to administer prompts.

7. Press $\boxed{3}$ to administer automated attendant prompts.

8. Press $\boxed{3}$ to administer the day or night service main menu.

9. Press $\boxed{1}$ to administer the day service main menu.

    To administer the night service main menu, press $\boxed{2}$.

10. Press $\boxed{1}$ to record the main menu.

    Before recording, you can press $\boxed{0}$ to listen to the current main menu.

11. Speak your main menu.

12. Press $\boxed{1}$ to end recording.

13. Press $\boxed{*}$ $\boxed{\#}$ to approve the main menu.

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

    ■ Press $\boxed{2}$ $\boxed{3}$ to play back the menu.

    ■ Press $\boxed{2}$ $\boxed{1}$ to rerecord the menu.

    ■ Press $\boxed{*}$ $\boxed{D}$ to delete the menu.

14. Hang up.

Viewing a Service

The two viewing options on the WORKSPACE ADMINISTRATION menu allow you to view day or night service, but not edit it. These commands am helpful for planning before you actually make changes.

To view the a current service, do the following.

    1. Enter `audix` at the following prompt

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

    2. Enter the `audix` password at the following prompt

```
Password:
```

    This displays the IVPSS R3.0 menu.

    3. Begin at the IVPSS R3.0 menu and select the following sequence.

```
Voice System Administration
Application Package Administration
AUDIX Voice Power
Automated Attendant Administration
View Day Service (View Night Service)
```

    The main menu of the service selected is shown.

To view submenus, move the cursor to the menu you wish to view in the Action column (for example, menul, menu2, or menu3) and press (SHOW) (F7).

That submenu's window appears.

If you wish to check which announcements numbers have already been used on this and other menus, press (CHG-KEYS) (F8), then (LST-ANNS) (F2).

If you wish to check which submenu numbers have already been used on this and other menus, press (CHG-KEYS) (F8), then (LST-MENU) (F1).

Move around as needed and make notes about what you wish to change.

4. When you finish, press (CANCEL) (F6) until you arrive at the AUTOMATED ATTENDANT ADMINISTRATION window.

Copying a Service

To make changes to a service, you first need to copy it into the workspace. The copy command can also be used to copy an existing service, for example day service, to use as a starting point for creating night service. All menus and associated speech are copied as part of this command.

To copy a service into the workspace, do the following.

1. Begin at the AUTOMATED ATTENDANT ADMINISTRATION menu, and select the following sequence.

   ```
   Workspace Administration
   Edit Workspace
   ```

2. Verify that the workspace does not contain any data that you wish to save. Copying will overwrite anything currently in the workspace.

3. Press (CANCEL) (F6).

4. From the WORKSPACE ADMINISTRATION window, select Copy Day or Night Service to Workspace.

5. Select Copy From Day Service if you wish to edit the day service.

   Select Copy From Night Service if you wish to edit the night service.

6. Enter the service to copy: **d** for day or **n** for night.

7. Type **y** to confirm your choice.

8. Press any key to continue.

9. From the WORKSPACE ADMINISTRATION window, select Edit Workspace.

   The copy of your service appears. You can now make all necessary edits.

➡ **NOTE:**
   Because you are editing a copy, automated attendant can continue to answer calls. It also ensures that the existing service information is not lost, should you decide to abort the changes.

Editing Guidelines

The following is a list of guidelines for updating automated attendant

■ A change in the workspace may mean that you need to rerecord existing speech or record new speech. To rerecord speech use "TASK 9: RECORD MENUS AND ANNOUNCEMENTS".

■ To delete an existing menu, while in the window for that menu, press (CHG-KEYS) (F8), then (DEL-MENU) (F4). You can only delete the current menu (the window you are working in) if there are no submenus defined below it. Deleting a menu does not delete the associated speech.

■ Once you finish making changes, it is important that you verify the workspace before installing it (see "TASK 10: VERIFY AND INSTALL WORKSPACE"). Because once you install your new version of day or night service, the existing one is lost.

RECORDING MENUS AND ANNOUNCEMENTS (ALTERNATE)

This method of recording submenus and announcements involves the use of both the computer and the telephone at the same time. The computer is used to select the menu or announcement within the workspace that is to be recorded. The telephone is used for the actual recording.

There is an alternate method of recording which does not require that you use the computer and the telephone at the same time. If the computer room environment is not suitable for recording speech, use the recording method described in "TASK 9: RECORD MENUS AND ANNOUNCEMENTS" section of this chapter instead of the method detailed below.

To record submenus and announcements, perform following steps.

1. Make sure that you have prepared all text for the submenus and announcements.

2. Begin at the AUTOMATED ATTENDANT ADMINISTRATION menu and select the following sequence.

         Workspace Administration
         Edit Workspace

    Your completed main menu appears in the workspace.

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

    A SPEECH ADMINISTRATION window appears showing the items which can be recorded for this menu. The names of the menus and announcements that have not yet been recorded are preceded by an asterisk (*).

4. Dial the AUDIX Voice Power phone number on the telephone.

5. Enter your extension followed by #.

6. Enter your password followed by #.

    The AUDIX Voice Power activity menu begins.

7. Press 9 to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

8. Press 1 to administer prompts.

9. Press 3 to administer automated attendant prompts.

10. Press 5 to administer workspace menus and announcements.

11. Move the cursor to the item (menu or announcement) on the SPEECH ADMINISTRATION window that you wish to record.

12. Press (RECORD) (F2) to record the speech for that item.

    Before recording, you can press (LISTEN) (F3) to listen to the current speech.

13. When you are ready, press 1 to begin recording.

14. At the tone, speak your menu or announcement into the telephone.

15. Press 1 on the telephone keypad to stop recording.

16. Press ✱ # on the telephone keypad to approve the recording.

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

    ■ Press 2 3 to play back the recording.

    ■ Press 2 1 to rerecord.

    ■ Press ✱ D to delete the recording.

17. Repeat steps 11 through 16 for all items in the SPEECH ADMINISTRATION window.

    Remember that an asterisk (*) appears to the left of the menu or announcement name that has not yet been recorded. The asterisk disappears from the SPEECH ADMINISTRATION window as soon as you record the menu or announcement but remains in the EDIT WORKSPACE window unit} you close the SPEECH ADMINISTRATION window by pressing (CANCEL) (F6).

18. When you finish recording speech for all items in the SPEECH ADMINISTRATION window, press (CANCEL) (F6).

    If you are several submenus deep, you must press (CANCEL) (F6) several times to return to the main menu or the next undefined menu level.

19. Move the cursor to a submenu name in the Object column with an asterisk on the EDIT WORKSPACE window.

➤ **NOTE:**

If you have recorded all the speech for all menus and announcements, press (CANCEL) (F6) and go to step 23. *Make sure that you have defined menus and announcements at all levels.*

20. Press (DEFINE) (F7).

    The submenu definition appears.

21. Press (CHG-KEYS) (F8), then (SPCH-ADM) (F5).

    A window appears showing the items which can be recorded for this menu. The names of the menus and announcements that have not yet been recorded are preceded by an asterisk (*).

22. Go to step 11 to begin recording.

23. Hang up.

7. Voice Mail Administration

The Voice Mail feature of AUDIX Voice Power enables subscribers to, for example, send messages to other subscribers, listen to received messages, forward messages received with comments attached, and reply to messages. Subscribers can also create and edit group lists and send messages to one or more groups. Voice mail administration involves three main areas.

- customizing prompts

- broadcasting messages

- administering the maintenance mailbox

VOICE MAIL SERVICE ADMINISTRATOR

The voice mail service administrator has privileges to do the following.

- customize (record) voice mail greeting message

- broadcast messages to all subscribers

- record subscriber names (described in *Chapter 10. "Subscriber Administration")*

In addition, the maintenance mailbox is tied to the voice mail administrator's extension; if the maintenance mailbox contains a new message, the voice mail administrator's message-waiting lamp is lit. You can choose someone other than the voice mail administrator to check the maintenance mailbox, but it is still the voice mail administrator's message-waiting lamp that is lit when a new message exists in the maintenance mailbox. If no one is registered as the voice mail administrator, then no one's message-waiting lamp is lit when the maintenance mailbox contains a message.

$\implies$ **NOTE:**
All of the activities in this chapter assume that you are registered as the voice mail service administrator. For example, when you log in to the AUDIX Voice Power phone-based interface, enter the voice mail service administrator's extension and password unless otherwise noted. For more information on service administrators, refer to *Chapter 4. "System Administration Planning"*.

CUSTOMIZING VOICE MAIL PROMPTS

Your AUDIX Voice Power package includes system voice prompts that lead callers and subscribers through the voice mail options. If you wish to customize these prompts, for example, to include your specific company name, you can do so through the service administration menu.

There is one voice mail prompt that you can customize: the voice mail greeting.

Read the "CHOOSING A SPEAKER" section of *Chapter 4. "System Administration Planning"*, before recording any customized speech.

Customizing Voice Mail Greeting

Subscribers hear the voice mail greeting when they call AUDIX Voice Power to retrieve their messages or perform some other activity on the subscriber menu.

The system voice mail greeting is the following.

> "Welcome to AUDIX Voice Power."

The following is an example of a customized voice mail greeting.

> "Welcome to ABC Travel Agency's voice mail system."

To customize the voice mail greeting, perform the following steps in order.

1. Write down what you wish to say for the customized voice mail greeting. It can be up to 6 minutes long.

2. Dial the AUDIX Voice Power phone number.

3. Enter your extension followed by $\boxed{\#}$.

4. Enter your password followed by $\boxed{\#}$.

    The AUDIX Voice Power activity menu begins.

5. Press $\boxed{9}$ to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press $\boxed{1}$ to administer prompts.

7. Press $\boxed{1}$ to administer voice mail prompts.

8. Press $\boxed{1}$ to record the custom voice mail greeting.

    Before recording, you also have the following option.

    ■ Press $\boxed{0}$ to listen to the custom voice mail greeting.

9. After the beep, speak the greeting.

10. Press $\boxed{1}$ to end recording.

11. Press $\boxed{*}$ $\boxed{\#}$ to approve the greeting.

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

    ■ Press $\boxed{2}$ $\boxed{3}$ to play back the greeting.

    ■ Press $\boxed{2}$ $\boxed{1}$ to rerecord the greeting.

    ■ Press $\boxed{*}$ $\boxed{D}$ to delete the greeting.

12. Press ⑨ (Y) to confirm that you wish to use the customized greeting.

     Press ⑥ (N) to use the system greeting.

13. Hang up.

Even though the customized greeting is in use, the standard greeting is still available should you ever wish to switch back. To switch back (change the greeting in use), follow the procedure above; note step 8.

BROADCASTING MESSAGES

AUDIX Voice Power's Broadcast feature allows the voice mail service administrator to send a single message to all subscribers.

First, prepare your message, then do the following steps to broadcast it.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by $\boxed{\#}$.

3. Enter your password followed by $\boxed{\#}$.

    You hear the AUDIX Voice Power activity menu.

4. Press $\boxed{1}$ to record a message.

5. After the beep, speak your prepared message.

6. Press $\boxed{1}$ to end recording.

7. Press $\boxed{*}$ $\boxed{\#}$ to approve the message.

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

    ■ Press $\boxed{2}$ $\boxed{3}$ to play back the message.

    ■ Press $\boxed{2}$ $\boxed{1}$ to rerecord the message.

    ■ Press $\boxed{*}$ $\boxed{D}$ to delete the message.

8. Press $\boxed{*}$ $\boxed{M}$ to broadcast the message to all administered subscribers.

9. Press $\boxed{9}$ (Y) to confirm that you wish the message to be broadcast.

    A "delivery scheduled" message confirms that your message has been broadcast to all registered subscribers (including yours, the administrator's). The message is not immediately sent to all extensions. A broadcast message is a large task, and the system delivers it to groups of extensions at a time.

10. Hang up.

➡ **NOTE:**

A broadcast message does not cause message waiting lamps to be lit and it does not initiate outcalling. A broadcast message cannot be forwarded.

MAINTENANCE MAILBOX ADMINISTRATION

The maintenance mailbox is one of two special mailboxes provided by AUDIX Voice Power (general mailbox is the other). By addressing voice mail to extension 9 9 9 8, subscribers can report problems encountered with AUDIX Voice Power. This is a convenient resource because it is available 24 hours a day allowing subscribers to report when, where and how an error or problem occurred.

➡ **NOTE:**

Because the maintenance mailbox extension is not administered on the switch, you cannot call it directly by dialing 9 9 9 8 nor can you transfer to it while using voice mail or call-answer services.

The maintenance mailbox is actually just a subscriber mailbox with a few special parameters. You probably will not need to change the maintenance mailbox profile.

To display the maintenance mailbox's profile, do the following at the AUDIX Voice Power computer.

1. Enter `audix` at the following prompt

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

2. Enter the `audix` password at the following prompt

    ```
    Password:
    ```

    This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and select the following sequence.

    ```
    Voice System Administration
    Application Package Administration
    AUDIX Voice Power
    Subscriber Administration
    ```

4. Enter 9998 in the `Extension` field.

5. Press DISPLAY (F4).

    This displays the current maintenance mailbox profile. The default for these profile parameters is shown in Table 7-1.

Table 7-1.   Maintenance Mailbox Default Profile

Parameter	Default
Extension	9998
Name	Maintenance Mailbox
Password (invisible)	1234
Name Addressing Identifier	Maintenance Mailbox
TT Equivalent of Name Addressing Identifier	624683626236245269
Mode of Addressing	Extension
Mailbox Size	Unlimited
Personal Operator	none
Comments	Maintenance Mailbox Extension
Class of Service	5
Does The Subscriber Have Switch Call Coverage	N
If No Call Coverage, Enter Maximum Rings	0
Coverage Service	Call Answer
Outcalling Allowed?	Y

Each subscriber profile parameter is explained in detail in *Chapter 10. "Subscriber Administration".* Exceptions to the description in Chapter 10. for the maintenance mailbox are shown below.

Extension
: The maintenance mailbox's extension is 9998. You cannot change this.

Password
: A default password of 1234 is provided with the maintenance mailbox. The voice mail service administrator can change this password through the phone-based interface (next page) or through the SUBSCRIBER ADMINISTRATION screen (entering a new one). Note that the password does not show up on the SUBSCRIBER ADMINISTRATION screen for security purposes.

Mailbox Size
: The maintenance mailbox and general mailbox are the only two mailboxes which can have unlimited as the Mailbox Size. This value allows the maintenance and general mailboxes to hold as many messages as necessary. You can change this value to something more restrictive if you wish.

Class of Service
: Class 5 is used so that callers hear the maintenance mailbox greeting immediately without any ring cycles. Class 5 also allows outcalling so that the voice mail service administrator can be notified of maintenance messages in case they may require prompt attention. To implement outcalling for the maintenance mailbox, see the "Maintenance Mailbox Message Notification" section in this chapter.

If you wish to change the maintenance mailbox profile while in the SUBSCRIBER ADMINISTRATION screen, type in the new information in the appropriate field and then press (CHANGE) (F3).

NOTE:
You cannot delete the maintenance mailbox.

Changing the Maintenance Mailbox Password (Phone-Based)

Because the maintenance mailbox can contain system information or subscriber requests, it is important that access be limited through a password. The default password is 1234. AT&T recommends that you change the maintenance mailbox's password to something secure yet easy to remember.

If you know the computer-based audix login and password, you can change the maintenance mailbox password using the SUBSCRIBER ADMINISTRATION screen also.

To change the maintenance mailbox's password through AUDIX Voice Power's phone-based interface, do the following.

1. Dial the AUDIX Voice Power phone number.

2. Enter 9 9 9 8 #.

    This is the maintenance mailbox's extension.

3. Enter the maintenance mailbox's password followed by #.

    The AUDIX Voice Power activity menu begins.

4. Press 5 to administer the password.

5. Press 4 to change the password.

6. Enter the new password followed by #.

7. Reenter the new password followed by #.

8. Hang up.

You can also change the maintenance mailbox's password on the AUDIX Voice Power computer. See *Chapter 10. "Subscriber Administration",* for information on this process.

Maintenance Mailbox Greeting

Because maintenance mailbox is a subscriber mailbox, you should customize the greeting. Otherwise, callers to the maintenance mailbox will hear the following.

> "Maintenance mailbox is unavailable to answer your call. To leave a message, wait for the tone."

The following is an example of a more appropriate maintenance mailbox greeting.

> "You have reached ABC company's maintenance mailbox. Please state your name and extension as part of your message. If you are reporting a problem with the voice mail system, please include the time and date when the problem occurred and the detailed circumstances surrounding the event. If you have a voice mail request, please state the specifics of the request and reasons for wanting the change. Record at the tone."

First write down what you wish to say, then do the following to customize the maintenance mailbox greeting.

1. Dial the AUDIX Voice Power phone number.

2. Enter ⑨ ⑨ ⑨ ⑧ #️⃣.

    This is the maintenance mailbox's extension.

3. Enter the maintenance mailbox's password followed by #️⃣.

    The AUDIX Voice Power activity menu begins.

4. Press ③ to administer name or greeting.

5. Press ① to administer greeting.

    If you simply need to change the greeting in use, continue with step 11.

6. Press ① to administer the primary personal greeting.

7. Press ① to record the primary personal greeting.

    Before recording the greeting, you also have the following option.

    - Press ⓪ to listen to the greeting

8. At the tone, speak your greeting.

9. Press ① to end recording.

10. Press ✳️ #️⃣ to approve the greeting.

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

    - Press ② ③ to listen to the greeting.
    - Press ② ① to rerecord the greeting.
    - Press ✳️ Ⓓ to delete the greeting.

11. Press ③ to change the greeting in use.

12. Press ① to use the primary personal greeting.

   ■ Press ② to use the alternate personal greeting.

   ■ Press ③ to use the system greeting.

13. Hang up.

You can record an alternate personal greeting for the maintenance mailbox. Use the same basic procedure as above, except select the menu items for the *alternate personal greeting* instead of the *primary personal greeting*.

Maintenance Mailbox Message Notification

If you have a message-waiting lamp (MWL) on your phone, it will be lit when there are messages in the general mailbox. Therefore, as a voice mail administrator, your MWL could indicate that you have personal messages, maintenance mailbox messages, or both.

If you wish to be notified by outcalling when new messages arrive in the maintenance mailbox, then you need to log in (phone-based) to the maintenance mailbox, specify the outcalling number, and turn outcalling on. For instructions on this procedure, refer to the *Outcalling* page of the *A UDIX Voice Power System R3.0 Artwork* package. Because you are notified by MWL, it may not be necessary to enable outcalling unless you need to be called at your pager or some auxiliary phone.

Retrieving Messages from the Maintenance Mailbox

The maintenance mailbox should be checked daily and all messages acted on. This should be the voice mail administrator's responsibility; if the maintenance mailbox contains a message, the voice mail administrator's message-waiting lamp is lit. However, anyone who knows the maintenance mailbox's extension and password can log in to retrieve the messages. You and your system administrator should establish a procedure for how maintenance mailbox messages are handled.

To retrieve messages from the general mailbox, do the following.

1. Dial the AUDIX Voice Power phone number.

2. Enter ⑨ ⑨ ⑨ ⑧ #.

    This is the maintenance mailbox's extension.

3. Enter the maintenance mailbox's password followed by #.

    The Notification message states how many messages are in the mailbox. If there are no messages, hang up. If there are messages, continue with the next step.

4. Press ② to get messages.

    The message header is played stating the time, day, and date message was delivered

5. Press ⓪ to listen to the message.

6. Write the message on paper.

    If someone other than you is better suited to take care of the problem reported in the message, you can forward the message by pressing ①.

7. Press ✳ D to delete.

    Before deleting the message, you have the following options.

    - Press ① to respond or forward.
    - Press # to skip.
    - Press ⓪ to replay the entire message.
    - Press ③ to pause during the message body. Press ③ again to resume.
    - Press ⑤ one or more times to back up by 4 seconds for each press.
    - Press ⑥ one or more times to space forward by 4 seconds for each press.

8. Repeat steps 5 through 7 for all messages.

9. When you are finished listening to and acting on all the messages, hang up.

8. Information Service Administration

The Information Service feature of AUDIX Voice Power is a customer-oriented, call-in information facility. The caller hears a prerecorded informational message and is then disconnected. Information service does not allow the caller to leave a message or transfer to another extension.

Implementing an information service involves the following steps.

1. Planning information service

2. Customizing information service announcement

3. Assigning info_service channels

4. Testing information service

5. Advertising information service

INFORMATION SERVICE SERVICE ADMINISTRATOR

The information service administrator should be a person that can easily access the information you wish to post and has time each morning to write and record an announcement.

The information service service administrator has the following phone-based privilege. (For more information on service administrators, refer to *Chapter 4. "System Administration Planning".)*

■ customize (record) the information service announcement

> **NOTE:**
> All of the activities in this chapter assume that you are registered as the information service service administrator. For example, when you log in to the AUDIX Voice Power phone-based interface, enter the information service service administrator's extension and password unless otherwise noted. For more information on service administrators, refer to *Chapter 4. "System Administration Planning"*.

PLANNING INFORMATION SERVICE

One of the most effective uses of the Information Service feature is to provide current pieces of information daily. For example, you may wish to record the closing stock prices, restaurant specials, store hours, sale items, new product features, trade show schedule, weather, movie showings, or directions to an open house.

First, you need to decide the purpose of your information service and then establish the procedures to accomplish this purpose.

■ Decide on the audience (employees, customers, vendors, general public).

■ Determine whether information service will be accessed internally, externally, or both.

■ Plan the type(s) of information the announcement will convey.

Using a professional speaker is not always practical for the information service application. However, the "CHOOSING A SPEAKER" section of *Chapter 4. "System Administration Planning",* provides some helpful suggestions regardless of who is recording the customized speech.

CUSTOMIZING INFORMATION SERVICE ANNOUNCEMENT

Callers hear the information service announcement when they dial the number associated with the information service.

The system information service announcement is the following.

"Welcome to the AUDIX Voice Power information service."

NOTE:
AT&T does not recommend that you use the system announcement for your information service under any circumstances. It is provided purely as a placeholder until a custom announcement can be recorded.

You should always write out what you wish to say before recording. If you plan to change the information announcement daily, it may be more efficient to write out a weeks-worth of announcements at once to ensure continuity and similarity. The information service announcement can be up to 6 minutes long.

To customize the information service announcement, perform the following steps in order.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by #.

3. Enter your password followed by #.

    The AUDIX Voice Power activity menu begins.

4. Press 9 to access the Service Administration menu.

    This option is not spoken as part of the AUDIX Voice Power main menu.

5. Press 1 to administer prompts.

6. Press 5 to administer information service prompts.

7. Press 1 to record the custom information service greeting.

    Before recording the announcement, you also have the following option.

    ■ Press 0 to listen to the custom information service greeting.

8. After the beep, speak the announcement.

9. Press 1 to end recording.

10. Press ✱ # to approve the announcement.

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

    ■ Press 2 3 to play back the announcement.

    ■ Press 2 1 to rerecord the announcement.

    ■ Press ✱ D to delete the announcement.

11. Press 9 (Y) to confirm that you wish to use the customized announcement.

    Press 6 (N) to use the system announcement.

12. Hang up.

Even though the customized announcement is in use, the standard greeting is still available should you ever need to switch back.

ASSIGNING INFO SERVICE CHANNELS

To use the Information Service feature you must dedicate at least one voice channel to the `info_service` service. Note that this means reducing the number of channels available for other services, such as call-answer, voice mail and automated attendant. AT&T recommends initially assigning only one channel to info_service. Info_service traffic statistics are available on the Phone Line Usage Report (See *Chapter 12. "Reports",* for more information). Depending on this report and caller feedback, increase the number of channels in increments of one as necessary.

To assign a channel to info_service, first read the *Channel Distribution* section of *Chapter 13. "System Tuning",* then perform the *Assigning Services-to-Channels* procedure in that section.

⚠ CAUTION:

> *If message-waiting lamp updates are performed using channel 0, for example, on the System 75, DEFINITY G1, and DEFINITY G3 PBX, do not assign the info_service service to channel 0.*

⇒ NOTE:

> Verify that the channel(s) you are assigning to info_service is not part of any switch groups. If it is, remove it from that switch group list.

External Use

If you want people (customers, vendors, general public) from outside your company (external people) to be able to call information service, you need to do the following switch tasks.

1. Put the channels assigned to info_service in their own switch group. If there is only one info_service channel, go to step 2.

2. Terminate a direct outside line at the info_service switch group or info_service channel extension.

3. Advertise the info_service trunk telephone number to external people and the switch group telephone number (or channel extension) to internal people (on your PBX).

For more information on switch procedures, refer to your PBX vendor's documentation set.

Internal Use

If only internal people will be using the information service, they can call or transfer directly to the channel number. The channel's extension is shown on the VOICE EQUIPMENT window. If there is more than one info_service channel, create a switch group which contains all of them. Then, internal people can call the switch group extension to hear the information service announcement.

For more information on switch groups, see your AUDIX Voice Power system R3.0 documentation set.

Test It

Once information service is set up, make sure that it is operating properly by calling in and listening to the information service announcement. If it is available for both internal and external use, make test calls internally and externally.

ADVERTISE

When your information service is up and running, you must make an effort to advertise its telephone number to the people who can use it. If the announcement is to be used by internal people, create a memo or flyer which details the kind of information the announcement will contain and how people can access it.

If the information service is to be used by external people, add the number to all of your company's advertisements in magazines, telephone books, and newspapers as appropriate. Include details of the new feature in your company's next newsletter or publication. The Information Service feature does not allow transfers therefore diminishing the possibility of toll fraud.

9. Message Drop Administration

The Message Drop feature of AUDIX Voice Power is an answering service that presents a message to the caller then allows the caller to drop off a return message. A ski resort uses its message drop service to allow callers to leave their names and addresses so that a brochure on winter or spring skiing can be sent. A radio station uses its message drop service to solicit listeners responses on its stories and programming and then plays the interesting messages as part of station's shows. Message drop does not allow the caller to transfer to another extension.

Message drop is not associated with an extension and a courtesy mailbox like the general mailbox and maintenance mailbox. The message drop service has a designated storage area in AUDIX Voice Power. This storage area is similar to a mailbox: it has a greeting and stores messages. However, you cannot access or change parameters associated with the message drop area as you can with mailboxes. Within this storage area, the message drop service keeps track of the number of messages. If more than 250 messages accumulate, a warning message will be sent to the message drop service administrator. Additional warning messages will be sent when the number of messages reaches 500, l000, and 2000.

Implementing a message drop service involves the following steps.

1. Planning message drop

2. Customizing message drop greeting

3. Customizing message drop good-bye

4. Assigning message drop service channels

5. Testing message drop

6. Advertising message drop

MESSAGE DROP SERVICE ADMINISTRATOR

The message drop service administrator has the following phone-based privileges.

■ customize (record) message drop greeting message

■ customize (record) message drop good-bye message

The message drop service administrator should check the message drop service daily and act on each message accordingly.

NOTE:
> All of the activities in this chapter assume that you are registered as the message drop service administrator. For example, when you log in to the AUDIX Voice Power phone-based interface, enter the message drop service administrator's extension and password unless otherwise noted. For more information on service administrators, refer to *Chapter 4. "System Administration Planning"*.

PLANNING MESSAGE DROP

Before customizing and implementing the message drop service, you need to decide the purpose of your message drop service and then establish the procedures to accomplish this purpose.

■ Decide on the audience (employees, customers, vendors, general public).

■ Determine whether message drop will be accessed internally, externally, or both.

■ Plan the type(s) of information the greeting will convey.

■ Decide if the message drop service will always solicit the same type of information or if it will change periodically (daily, weekly, monthly).

■ Establish a procedure for how message drop messages will be handled.

CUSTOMIZING MESSAGE DROP PROMPTS

Your AUDIX Voice Power package includes system voice prompts that lead callers and subscribers through the voice mail options. If you wish to customize these prompts, for example, to include your specific company name, you can do so through the service administration menu.

There are two message drop prompts that you can customize: the message drop greeting and the message drop good-bye.

Using a professional speaker is not always practical for the message drop application. However, the "CHOOSING A SPEAKER" section of *Chapter 4. "System Administration Planning"*, provides some helpful suggestions regardless of who is recording the customized speech.

Customizing Message Drop Greeting

A caller hears the message drop greeting when they dial the number associated with message drop.

The system message drop greeting is the following.

> "Welcome to the AUDIX Voice Power message drop service. Record at the tone."

You should always write out what you wish to say before recording. If you plan to change the message drop greeting daily, it may be more efficient to write out a weeks-worth of greetings at once to ensure continuity and similarity. The message drop greeting, can be up to 6 minutes long.

To customize the message drop greeting, perform the following steps in order.

1. Dial the AUDIX Voice Power phone number.

2. Enter your extension followed by ⬚#.

   Remember that you must log in as the message drop service administrator.

3. Enter your password followed by ⬚#.

   The AUDIX Voice Power activity menu begins.

4. Press ⬚9 to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

5. Press ⬚1 to administer prompts.

6. Press ⬚4 to administer message drop prompts.

7. Press ⬚1 to administer message drop greeting.

8. Press ⬚1 to record the custom message drop greeting.

   Before recording the greeting, you also have the following option.

   ■ Press ⬚0 to listen to the custom message drop greeting.

9. After the beep, speak the greeting.

10. Press ⬚1 to end recording.

11. Press ⬚* ⬚# to approve the greeting.

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

    ■ Press ⬚2 ⬚3 to play back the greeting.

    ■ Press ⬚2 ⬚1 to rerecord the greeting.

    ■ Press ⬚* ⬚D to delete the greeting.

12. Press ⑨ (Y) to confirm that you wish to use the customized announcement.

    Press ⑥ (N) to use the system announcement.

13. To customize the message drop good-bye, begin at step 5 in the "Customizing Message Drop Good-bye" section.

    Otherwise, hang up.

Even though the customized greeting is in use, the standard greeting is still available should you ever wish to switch back.

Customizing Message Drop Good-bye

The message drop good-bye message is spoken after the caller presses a touch-tone or when silence is detected, for example, when the message has been recorded but the caller has not hung up. After the good-bye message, the caller is disconnected.

The following is the system message drop good-bye message which you can customize.

"Good-bye."

To customized the message drop good-bye message, do the following steps in order.

1. Write down what you wish to say. It can be up to 6 minutes long.

2. Dial the AUDIX Voice Power phone number.

3. Enter your extension followed by ⎡#⎤.

4. Enter your password followed by ⎡#⎤.

   The AUDIX Voice Power activity menu begins.

5. Press ⎡9⎤ to access the Service Administration menu.

   This option is not spoken as part of the AUDIX Voice Power main menu.

6. Press ⎡1⎤ to administer prompts.

7. Press ⎡4⎤ to administer message drop prompts.

8. Press ⎡2⎤ to administer message drop good-bye.

9. Press ⎡1⎤ to record the custom message drop good-bye.

   Before recording the good-bye, you also have the following option.

   ■ Press ⎡0⎤ to listen to the good-bye.

10. After the beep, speak the good-bye message.

11. Press ⎡1⎤ to end recording.

12. Press ⎡*⎤ ⎡#⎤ to approve the good-bye message.

   Before approving the good-bye message, you also have the following options.

   ■ Press ⎡2⎤ ⎡3⎤ to play back the good-bye message.

   ■ Press ⎡2⎤ ⎡1⎤ to rerecord the good-bye message.

   ■ Press ⎡*⎤ ⎡D⎤ to delete the good-bye message.

13. Press ⑨ (Y) to confirm that you wish to use the customized good-bye you just recorded.

     Press ⑥ (N) to use the standard good-bye message.

14. Hang up.

Even though the customized good-bye message is in use, the standard good-bye message is still available should you ever wish to switch back.

RETRIEVING MESSAGE DROP MESSAGES

The message drop service administrator should check the message drop service daily. The message drop service administrator's MWL is activated when there is a message drop message. Outcalling is not available as a notification option with the message drop service.

To retrieve messages from the message drop service, do the following.

1. Call the message drop telephone number.

2. While the greeting is playing, press ⑨.

3. Enter extension followed by ⌗.

4. Enter password followed by ⌗.

    Notification message states how many messages are in the storage area. If there are no messages, hang up. If there are messages, continue with the next step.

5. Press ② to get messages.

    The message header is played stating the time, day, and date message was delivered

6. Press ⓪ to listen to the message.

7. Write the necessary details of the message on paper.

8. Press ✳ Ⓓ to delete.

    Before deleting the message, you have the following options.

    ■ Press ⌗ to skip.

    ■ Press ⓪ to replay the entire message.

    ■ Press ③ to pause during the message body. Press ③ again to resume.

    ■ Press ⑤ one or more times to back up by 4 seconds for each press.

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

9. Repeat steps 6 through 8 for all messages.

10. When you are finished listening to and acting on all the messages, hang up.

Messages from the message drop service cannot be replied to or forwarded to other subscribers.

ASSIGNING MESSAGE DROP SERVICE CHANNELS

To use the Message Drop feature you must dedicate at least one voice channel to the message_drop service. Note that this means reducing the number of channels available for call-answer, voice mail and automated attendant. AT&T recommends initially assigning only one channel to message_drop. Message_drop statistics are available on the Phone Line Usage Report (See *Chapter 12. "Reports"*, for more information.) Depending upon caller feedback, increase the number of channels in increments of one as necessary.

To assign a channel to message drop, first read the Channel Distribution section of *Chapter 13. "System Tuning"*, then perform the "ASSIGNING SERVICES TO CHANNELS PROCEDURE" procedure in that section.

⚠ CAUTION:
If message-waiting lamp updates are performed using channel 0, for example on the System 75, DEFINITY G1, and DEFINITY G3 PBX, do not assign the message drop service to channel 0.

➡ NOTE:
Verify that the channel(s) you are assigning to message_drop is not part of any switch groups. If it is, remove it from that switch group list.

External Use

If you want people (customers, vendors, general public) to be able to call message drop from outside your company, you need to do the following switch tasks.

Put the channels assigned to message_drop in their own switch group. If there is only one message_drop channel, go to step 2.

Terminate a direct outside line at the message_drop switch group or message_drop channel extension.

Advertise the message_drop trunk telephone number to externals and the switch group telephone number (or channel extension) to internals.

For more information, refer to your PBX vendor's documentation set.

Internal Use

If only internal people will be using the message drop service, they can call or transfer directly to the channel number. The channel's extension is shown on the VOICE EQUIPMENT window. If there is more than one message drop channel, create a switch group which contains all of them. Then internals can call the switch group extension to use the message drop service.

For more information on switch groups, refer to the switch document provided with your AUDIX Voice Power system R3.0 documentation set.

Test It

Once message drop is set up, make sure that it is operating properly by calling in and 1istening to the message drop greeting, leaving a message, listening to the message drop good-bye, and retrieving the message. If it is available for both internal and external use, make test calls internally and externally.

ADVERTISE

When your message drop is up and running, you must make an effort to advertise its telephone number to the people who can use it. If the service is to be used by internal people, create a memo or flyer which details the purpose of message drop and how it is to be used.

If the message drop is to be used by externals, add the number to all of your company's advertisements in magazines, telephone books, and newspapers as appropriate. Include details of the new feature in your company's next newsletter or publication. The Message Drop feature does not allow transfers, therefore diminishing the possibility of toll fraud.

10. Subscriber Administration

A subscriber is a person who is registered with AUDIX Voice Power and can therefore take advantage of the Call-Answer and Voice Mail features. Subscribers have a wealth of privileges such as having their phones answered when they are busy or away from their desks, being able to personally greet callers through a customized message, creating and saving a list of people who they often send messages to, and phoning at any time of day or night to retrieve messages.

All subscribers should have been administered after your system was installed. If they were not, use the "Generic Subscriber Administration" procedure in *Chapter 3. "Getting Started",* to populate your database.

This chapter focuses on ongoing subscriber administration.

■ "SUBSCRIBER PROFILE"

■ "ADMINISTERING OUTCALLING"

■ "SUBSCRIBER COMMUNICATION"

SUBSCRIBER SERVICE ADMINISTRATOR

If you wish to assign a service administrator to subscriber administration duties, AT&T suggests the voice mail service administrator. The voice mail service administrator has the privilege of recording subscriber names (as does the automated attendant service administrator) and access to the maintenance mailbox which keeps the administrator in touch with subscribers. Whomever you choose, a central point of contact for new employee additions and current employee modifications is necessary.

The subscriber service administrator has the following responsibilities.

■ maintain the subscriber database by adding, deleting, and updating employees as needed

■ record subscriber names

■ set up outcalling

■ communicate with subscribers

> **NOTE:**
> A subscriber administrator would require access to the AUDIX Voice Power computer: `audix` login and password.

SUBSCRIBER PROFILE

A subscriber profile is a set of parameter values which establishes a unique subscriber environment based on each subscriber's needs.

NOTE:

In contrast, the SYSTEM PARAMETERS screen sets system-wide values which apply to all subscribers regardless of their profiles. For more information on system parameters, see *Chapter 13. "System Tuning"*.

The SUBSCRIBER ADMINISTRATION window is where you create a profile for each subscriber. This screen has a number of fields. Each is described in detail in this section.

Subscriber Administration	
Extension:	_____
Name:	_____
Password:	_____
Name Addressing Identifier:	_____
TT Equivalent of Name Addressing Identifier:	_____
Mode of Addressing:	_____
Mailbox Size:	_____min
Personal Operator:	_____
Comments:	_____
Class of Service:	_____
Custom Class of Service Parameters:	_____
Does the Subscriber Have Switch Call Coverage:	_____
If No Call Coverage, Enter maximum Rings:	_____
Outcalling Allowed?	____

Extension

Extension specifies the subscriber's telephone number and is one of the most important fields in the SUBSCRIBER ADMINISRATION window. This field assigns a unique extension number to a mailbox; no two subscribers can have the same extension. The extension field is the key to accessing information about a current subscriber.

This field allows 6 digits. If the number of digits in a subscriber's extension exceeds the `Maximum Extension Length` system parameter, callers will be unable to transfer to that extension. We recommend that you do not use a single zero (0) as a subscriber extension because it may conflict with procedures that allow transfers to the operator. There is no default extension.

Name

The `Name` field identifies the subscriber to the administrator. The maximum length of the subscriber `Name` is 20 characters and accepts both letters and numbers. There is no default name.

If you are running AUDIX Voice Power with a System 75, DEFINITY G1, or DEFINITY G3 PBX, you must enter the subscriber's name exactly as it appears in the switch's records (including punctuation and case). These PBXs only allow 15 characters for names.

Password

Password is a sequence of dialable digits that limit access to a voice mailbox. Therefore, only those people who know the password will be able to access the mailbox.

Subscribers are asked to enter their passwords whenever they log in to AUDIX Voice Power to retrieve messages or perform some other voice mail activity.

AT&T suggests using subscribers' extensions as initial passwords. Subscribers should change their passwords the first time they log in and periodically thereafter.

You may wish to suggest that the subscribers equate password digits to words so that it is easier to remember. Two different subscribers can use the same password without consequence. Inform subscribers that asterisks and pound signs should not be used as part of their passwords.

An asterisk (*) or single zero (0) in this field indicates that no password is required to access the mailbox. AUDIX Voice Power still prompts for a password, but accepts anything that is entered.

A pound sign (#) in this field denies access to anyone trying to log in to the mailbox. The system will say, "login incorrect" regardless of what the caller enters.

⇒ NOTE:

Once a subscriber profile is saved, the Password value is no longer readable (is invisible) on AUDIX Voice Power windows. This is for security purposes. If subscribers forget their passwords, the administrator must enter new passwords in their profiles and resave them. The old passwords are unrecoverable.

You can enter up to nine numbers in this field. There is no default password.

If you are editing a subscriber's profile and do not wish to change the password, simply press ENTER to bypass the field.

Name Addressing Identifier and Touch-Tone Equivalent

The Name Addressing feature of AUDIX Voice Power allows callers and subscribers to enter the *name* of the person they are trying to reach instead of the extension number. `Name Addressing Identifier` is the alphabetic string that subscribers and callers can enter to identify a subscriber when using name addressing.

➡ **NOTE:**

Callers and subscribers can switch between extension addressing and name addressing by pressing ✱ Ⓐ on the telephone keypad.

AT&T suggests that you use the subscriber's last name as the name addressing identifier. For example, for subscriber Jim Stone, enter `Stone` in the `Name Addressing Identifier` field. A caller using name addressing would access Mr. Stone by keying the touch-tone equivalent of Stone on the phone keypad (78663). If the system contains more than one Stone, the caller receives a list of all subscribers named Stone and selects from the list. For more common names, such as Smith, you may wish to include the last name and the first name. For example, the `Name Addressing Identifier` for Beth Smith would be `SmithBeth`.

After you enter the `Name Addressing Identifier`, AUDIX Voice Power automatically fills the `TT Equivalent of Name Addressing Identifier` held with the touch-tone equivalents for the identifier you typed. You cannot edit the `TT Equivalent of Name Addressing Identifier` field. When the `Name Addressing Identifier` is updated, the `TT Equivalent of Name Addressing Identifier` field is automatically updated.

The `Name Addressing Identifier` field is 20 characters long. It will accept both letters and numbers. There is no default.

For more information on name addressing, see "System Mode of Addressing" in *Chapter 13. "System Tuning"*.

Mode of Addressing

The `Mode of Addressing` parameter defines the initial mode of addressing (name or extension) for voice mail activities for a subscriber.

For example, a subscriber is creating a group list. When `Mode of Addressing` is set to `Extension`, the system initially prompts for members of the group list with the following.

> "Enter extension and pound sign. When finished press star pound."

When `Mode of Addressing` is set to `Name`, the system initially prompts for members of the group list with the following.

> "Enter name and pound sign. When finished press star pound."

`Mode of Addressing` only defines how the system will prompt *initially*. The subscriber can press ⁕ A at any time to toggle between addressing by extension and addressing by name.

This field is nine characters long and accepts **e** for extension or **n** for name. The default is `Extension`.

There is a system-wide parameter `System Mode of Addressing` which defines the initial mode of addressing for the Automated Attendant and Call-Answer features of AUDIX Voice Power. For more information on this parameter, see *Chapter 13. "System Tuning"*.

Mailbox Size

This field specifies the size of the subscriber's mailbox in minutes.

By imposing a modest mailbox size, you encourage subscribers to keep their mailboxes free of unneeded messages and prevent the speech database from running out of space (potentially angering callers). Mailbox size can range from 1 minute to 99 minutes.

"The Subscribers Over Mailbox Limit Report" report (*Chapter 12. "Reports"*), lists all subscribers who are currently exceeding their mailbox limits. You should view this report periodically and consider increasing the mailbox sizes of those subscribers who show up regularly.

If a subscriber's mailbox is full, the caller will hear the following.

> "There is no room in the mailbox to leave a message. To transfer to another extension, press star T. To connect to an operator, press zero."

Through a system-wide option `Enable General Mailbox for Call-Answer` on the SYSTEM PARAMETER screen, you can specify that all messages for subscribers' whose mailboxes are full be directed to the general mailbox. For more information, see *Chapter 13. "System Tuning"*.

This field is nine characters long and is strictly numeric. There is no default size. AT&T suggests an initial mailbox size of 5 minutes for all new subscribers.

Personal Operator

The Personal Operator parameter allows you to specify an extension to which callers are transferred when they press ⓪ while in the call-answer service for this subscriber. If no personal operator is specified, callers are transferred to the system operator (if defined) when they press ⓪.

This field has no default, is 6 characters long, and is strictly numeric.

Comments

The `Comments` field is used for any general comments concerning the subscriber. The field is 30 characters long. You can enter both letters and numbers in this field. You may wish to note the date this person was added to the database or who performed the administration.

Class of Service

The last four parameters on the SUBSCRIBER ADMINISTRRATION screen, `Switch Call Coverage`, `Maximum Rings`, `Coverage Service`, and `Outcalling Allowed`, are grouped together because the `Class of Service` parameter allows you to set them all at once. Each parameter is described in its own section in this chapter.

AUDIX Voice Power provides eight of the most commonly used combinations of these four parameters (Table 10-1). Each combination has a `Class of Service` number. If you wish to use one of these combinations of parameter values, simply enter its corresponding number in the `Class of Service` field and the four parameters are automatically filled in. If you do not wish to use one of these combinations, enter **c** for `custom` in the `Class of Service` field and then enter values for each of the four parameters.

Table 10-1.   Class of Service

Class	Switch Call Coverage	Maximum Rings	Coverage Service	Outcalling
1	Y	n/a	CA	Y
2	Y	n/a	CA	N
3	N	3	CA	Y
4	N	3	CA	N
5	N	0	CA	Y
6	N	0	CA	N
7	Y	n/a	AA	Y
8	Y	n/a	AA	N

`Class of Service` and its associated parameters can become complicated. The default on the SUBSCRIBER ADMISTRATION screen is 1. This will suffice for most subscribers. Below is a table suggesting the appropriate `Class of Service` combination for other circumstances.

Application	Use Class
Regular subscribers	1 or 2
Human operators	7 or 8
Courtesy mailbox	5 or 6
Maintenance mailbox	5 or 6
General mailbox	5 or 6
Regular subscribers without switch call coverage on PBX	3 or 4
Switch group*	8

*See the "OTHER SUBSCRIBERS" section in this chapter.

This field accepts numeric digits 1 through 8 or the word `custom`. The default is 1.

Switch Call Coverage and Maximum Rings

`Switch Call Coverage` indicates whether this subscriber is administered for call coverage on the switch (yes or no). This means that, as administered on the switch, this subscriber's extension includes a coverage path or some type of instruction which directs the switch on how to handle unanswered or busy calls to this number.

This parameter essentially tells AUDIX Voice Power how to transfer a call to the switch. If `Switch Call Coverage` is set to `Yes`, then AUDIX Voice Power uses a blind transfer. A blind transfer is one in which AUDIX Voice Power transfers the call to the switch and then abandons it. AUDIX Voice Power can do this because it knows that if the called party does not answer, the switch will know what to do because a coverage path has been administered.

If `Switch Call Coverage` is set to `No` then AUDIX Voice Power uses a intelligent transfer. An intelligent transfer is one in which AUDIX Voice Power does not complete the transfer until the called party answers. AUDIX Voice Power must do this because it knows that if the called party does not answer or the line is busy, the switch will not know what to do.

When a caller transfers to a subscriber which has `Switch Call Coverage` set to `No`, any one of several things can happen, depending on the service the caller is transferring from.

> ⮕ **NOTE:**
>
> `Switch Call Coverage` and `Maximum Rings` parameters only apply to calls transferred from the AUDIX Voice Power computer, for example, when a subscriber presses ✳ T while in voice mail or a caller selects an automated attendant option which initiates a transfer.

If a caller transfers from automated attendant to a subscriber that does not have switch call coverage, the `Coverage Service` is provided when the person called does not answer. In most all other cases when the subscriber does not have switch call coverage, the caller is told that the subscriber is busy or unavailable and is given the opportunity to transfer to another extension or choose from a menu of options. Table 10-2 details each scenario.

Table 10-2. Switch Ca11 Coverage = No

Transfer From	Subscriber Called	Outcome
AA	caller answers	transfer complete
AA	busy	Coverage Service
AA	maximum rings	Coverage Service
CA	caller answers	transfer complete
CA	busy	"[Recorded name] or extension is currently busy. To transfer to another extension, press star T. To connect to an operator, press zero."
CA	maximum rings	"[Recorded name] or extension is unavailable to answer your call. To transfer to another extension, press star T. To connect to an operator, press zero."
VM	caller answers	transfer complete
VM	busy	"[Recorded name] or extension is currently busy." Voice mail main menu is played.
VM	maximum rings	"[Recorded name] or extension is unavailable to answer your call." Voice mail main menu is played.

AA = automated attendant
CA = call-answer
VM = voice mail

If `Switch Call Coverage` is set to `No` and the called extension begins ringing, AUDIX Voice Power starts counting the rings. If the `Maximum Rings` is reached and no one has answered, AUDIX Voice Power does not complete the transfer.

➤ **NOTE:**

Note that the caller does not bear the rings. AUDIX Voice Power says, "Your call is being transferred, please wait." Then the caller hears silence (or music if available through the PBX) until the called party answers.

The number of rings can be any number between 0 and 9 (inclusive). If the number of rings is 0, AUDIX Voice Power does not attempt the transfer but provides Table 10-2's Outcome immediately. For example, zero (0) rings is used for the maintenance, general, and courtesy mailboxes. Because their is no phone associated with these mailboxes, there is no need to ring; The `Maximum Rings` field does not apply (blank) when `Switch Call Coverage` is set to `Yes`.

`Switch Call Coverage` is a yes/no field. The default is `Yes`. The `Maximum Rings` field accepts digits 0 through 9; This field is blank in its default state.

➡ **NOTE:**

The value of the `Switch Call Coverage` parameter is determined by corresponding data on the switch.

Coverage Service

The Coverage Service field indicates which service (call-answer or automated attendant) is provided when AUDIX Voice Power receives a coverage call from the switch. The call-answer service is appropriate for most subscribers. If subscribers are not available, the call-answer service answers their phones and takes voice messages. However, for extensions such as human operators, you should assign `Automated Attendant` as the `Coverage Service`.

For example, an operator is at lunch. You do not want those people who transfer to the operator (from automated attendant) to leave call-answer messages in the operator's mailbox. By setting the operator's `Coverage Service` to `Automated Attendant`, you allow callers to return to the automated attendant main menu when the operator is unavailable. This assumes that automated attendant has been set up. See *Chapter 6. "Automated Attendant Administration",* for more information.

Enter **c** to provide call-answer service or **a** to provide automated attendant service. The default for this field is `Call Answer`.

Transferring From Automated Attendant

The `Coverage Service` field is also used in one unique situation when the following conditions are true.

A call is being transferred from the automated attendant service.

The extension being transferred to is a registered subscriber and has the `Switch Call Coverage` parameter set to `No`. AUDIX Voice Power is therefore using an intelligent transfer.

The extension being transferred to is either busy or the `Maximum Number of Rings` has been reached.

If all of the above are true, AUDIX Voice Power looks at the `Present Options Before Leaving Message` parameter and the `Coverage Service` parameter (of the subscriber) to determine what to do with the call. The following table shows the results.

Present Options	Coverage Service	Result
Y	Call Answer	"To leave a message, press one. To return to the main menu press star pound."
N	Call Answer	Subscriber greeting
Y	Automated Attendant	Automated attendant main menu
N	Automated Attendant	Automated attendant main menu

NOTE:
See the "Switch Call Coverage and Maximum Rings" section of this chapter and see *Chapter 6. "Automated Attendant Administration"*, for more information.

Outcalling Allowed

Outcalling is an optional feature that allows subscribers to request that AUDIX Voice Power call to inform them when new messages are received. `Outcalling Allowed` indicates whether the subscriber is allowed to use the Outcalling feature if it is enabled on a system-wide basis. (See *"ADMINISTERING OUTCALLING"* in this chapter.)

As long as the system-wide outcalling parameters are carefully set up, there are no disadvantages to enabling outcalling for subscribers.

➡ NOTE:

A `yes` in the `Outcalling Allowed` field only gives a subscriber the *option* of using outcalling; the subscriber still has to manually invoke the feature from the voice mail activity menu. See the *Outcalling* artwork in the *AUDIX Voice Power System R3.0 Artwork Package* for more information.

Type **y** to allow outcalling or **n** to prohibit outcalling. The default is yes.

ADDING A SUBSCRIBER

This procedure explains how to add a single subscriber. If you need to add a large number of subscribers, use the "Generic Subscriber Administration" procedure in *Chapter 3. "Getting Started".*

Before adding new subscribers to the database, you should provide them with the AUDIX Voice Power subscriber documentation and instruct them on how to use its features. For more information on subscriber documentation and training, see *AUDIX Voice Power System R3.0 Planning.*

To add a new subscriber to the database, do the following.

1. Enter `audix` at the following prompt.

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

2. Enter the `audix` password at the following prompt

   ```
   Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power
   Subscriber Administration
   ```

   A summary of the defaults for these parameters is shown in Table 10-3. You are required to specify values for the following four fields: `Extension, Password, Name Addressing Identifier, Mailbox Size.`

4. Enter values for each of the parameters.

5. When you are finished entering values, press (ADD) (F1).

   A confirmation window appears.

6. Press any key to continue.

7. Record the new subscriber's name using the *Recording Subscriber Names* procedure in *Chapter 3. "Getting Started".*

Table 10-3.   Subscriber Administration Field

Parameter	Value	Default
Name	Enter subscriber's extension	none
Extension	Enter subscriber's name	none
Password	Use extension	none
Name Addressing Identifier	Use last name	none
TT Equivalent of Name Addressing Identifier	Filed automatically	none
Mode of Addressing	Use default	Extension
Mailbox Size	Enter 5	none
Personal Operator	Leave blank	none
Comments	Leave blank	none
Class of Service	Use default	1
Does the Subscriber Have Switch Call Coverage	Filed automatically	Y
If No Call Coverage, Enter Maximum Rings	Filed automatically	blank
Coverage Service	Filed automatically	CA
Outcalling Allowed?	Filed automatically	Y

DELETING A SUBSCRIBER

Deleting a subscriber from the database removes all items associated with the subscriber such as recorded name, call-answer messages, and customized greetings.

➡ **NOTE:**

When subscribers are removed from the database, they are also removed from all mailing lists which include them during AUDIX Voice Power's nightly audit.

To delete a subscriber from the database, perform the following steps.

1. Enter `audix` at the following prompt.

         Welcome to the AT&T 386 UNIX System
         Console login:

2. Enter the `audix` password at the following prompt

         Password:

    This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

         Voice System Administration
         Application Package Administration
         AUDIX Voice Power
         Subscriber Administration

A summary of the defaults for these parameters is shown in Table 10-3.

4. Enter the subscriber's extension in the Extension field and press ⎡DISPLAY⎤ (F4).

    This shows all of the parameter values for the subscriber.

5. Press (DELETE) (F2).

6. Type `y` to confirm that you wish to delete this subscriber.

    A confirmation window appears.

7. Press any key to continue.

DISPLAYING A SUBSCRIBER

To view a current subscriber's profile, perform steps 1 through 4 of the "CHANGING A SUBSCRIBER PROFILE" procedure in this chapter.

CHANGING A SUBSCRIBER PROFILE

This procedure allows you to modify any aspect of the subscriber profile except the subscriber's extension. To change a subscriber's extension, use the *"CHANGING A SUBSCRIBER'S EXTENSION"* procedure in this chapter.

1. Enter `audix` at the following prompt.

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

2. Enter the `audix` password at the following prompt

   ```
   Password:
   ```

   This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

   ```
   Voice System Administration
   Application Package Administration
   AUDIX Voice Power
   Subscriber Administration
   ```

A summary of the defaults for these parameters is shown in Table 10-3.

4. Enter the subscriber's extension in the Extension field and press $\boxed{\text{DISPLAY}}$ (F4).

   This shows all of the parameter values for the subscriber.

5. Enter all desired changes in the parameter fields.

6. When you are finished making edits, press $\boxed{\text{CHANGE}}$ (F3).

   A confirmation window appears.

7. Press any key to continue.

CHANGING A SUBSCRIBER'S EXTENSION

This procedure applies strictly to changing a subscriber's current extension. To change other aspects of a subscriber's profile, use the *"CHANGING A SUBSCRIBER PROFILE"* procedure in this chapter.

The new extension inherits all subscriber attributes including current messages, customized greetings, recorded name, and profile parameters. The old extension is deleted from the database.

⇒ **NOTE:**
> When a subscriber's extension is changed, the old extension is removed from all mailing lists which include it during AUDIX Voice Power's nightly audit. The old extension is *not* replaced with the new extension in mailing lists.

1. Enter `audix` at the following prompt.

        Welcome to the AT&T 386 UNIX System
        Console login:

2. Enter the `audix` password at the following prompt

        Password:

    This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

        Voice System Administration
        Application Package Administration
        AUDIX Voice Power
        Subscriber Administration

    A summary of the defaults for these parameters is shown in Table 10-3.

4. Enter the subscriber's extension in the Extension field and press DISPLAY (F4).

    This shows all of the parameter values for the subscriber.

5. Press MOVE (F5).

6. Enter the new extension in the `New Extension` field of the CHANGE EXTENSION window.

    The new extension cannot already be in use within the database.

7. Press SAVE (F3).

8. Type `y` to confirm that you wish to move this subscriber.

    A confirmation window appears.

9. Press any key to continue.

PRINTING A LIST OF SUBSCRIBERS

AUDIX Voice Power enables you to view on-screen and print a hardcopy of the entire subscriber database.

The listing includes the following information: `extension, name, name addressing identifier, voiced name, addressing mode,` and `mailbox size.` All of these items are from the subscriber's profile except voiced name. Using a `Y` for yes and a `N` for no, this column indicates whether a subscriber's name has been recorded. See *Chapter 3. "Getting Started",* for more information on recording subscriber names.

1. Enter `audix` at the following prompt.

            Welcome to the AT&T 386 UNIX System
            Console login:

2. Enter the `audix` password at the following prompt

            Password:

    This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

            Voice System Administration
            Application Package Administration
            AUDIX Voice Power
            Subscriber Administration

4. Press (CHG-KEYS) (F8), then (LIST) (F3).

A complete listing of all subscribers is shown. This function key provides the same information as "The Subscriber List Report" (see *Chapter 12. "Reports",* for more information).

If you have a printer connected to the AUDIX Voice Power computer, you can print the entire subscriber list by pressing (CHG-KEYS) (F8), then (PRINT) (F2).

OTHER SUBSCRIBERS

Some numbers which are not necessarily AUDIX Voice Power subscribers may need to be registered using the SUBSCRIBER ADMINISTATION window for normal AUDIX Voice Power operation.

Use the "ADDING A SUBSCRIBER" procedure in this chapter to add these special extensions to the subscriber database. Parameter settings unique to these numbers are listed below.

⚠ CAUTION:
Assigning mailboxes to extensions which are not necessarily AUDIX Voice Power subscribers can pose a security risk. Be sure to set up these mailboxes as directed in this section for maximum protection.

Switch Groups

If the `Transfer to Subscribers Only` parameter is set to yes, transfers cannot be made to users of valid PBX extensions who are not AUDIX Voice Power subscribers, such as switch group extensions. For example, if you want subscribers to be able to transfer from voice mail to the information service channel to hear employee news, you must administer the information service's channel extension (or switch group extension) as a subscriber. Therefore, AT&T suggests adding these numbers as subscribers with restrictions to the AUDIX Voice Power database.

Use the following parameters when registering a switch group as a subscriber.

■ Enter # in the `Password` field so that access is denied to anyone who attempts to log in as the mailbox's owner.

■ Enter 1 in the `Mailbox Size` field.

   Restricted mailboxes can still receive broadcast messages or misdirected voice mail messages from other subscribers.

⇒ NOTE:
   If you need to access a restricted mailbox, you will have to change the password first.

■ Enter 8 in the `Class of Service` field.

Courtesy Mailboxes

A courtesy mailbox is a mailbox for a person which normally does not reside at your site. For example, a consulting firm may have a large number of courtesy mailboxes for consultants who work on customer premises. This is a convenient way to get company news and communicate with other consultants without actually having a desk and phone in the consulting firm's office.

Courtesy mailboxes do not have to be administered on the switch and you can therefore use any extension. If you do this, people will not be able to call the extension directly but can address voice mail to it.

Courtesy subscribers should be administered as regular subscribers except with a `Class of Service` of 5 or 6.

Operators

If you have set up automated attendant, operator extensions should be registered as subscribers. This includes the system operator, personal operators, and any operators you may have set up in automated attendant. This allows callers the option of returning to the automated attendant main menu when an operator does not answer. It also prevents a ring/no answer situation at the touch-tone gate. If the caller is transferred to the operator because a touch tone is not pressed at the gate and the operator does not answer after a specified number of rings, AUDIX Voice Power asks the caller to call back from a touch-tone phone.

To register operator extensions as subscribers, use the following parameters.

■ Enter # in the Password field so that access is denied to anyone who attempts to log in as the mailbox's owner.

■ Enter 1 in the `Mailbox Size` field.

Restricted mailboxes can still receive broadcast messages or misdirected voice mail messages from other subscribers.

■ Enter 7 or 8 in the `Class of Service` field.

➡ NOTE:
If you need to access a restricted mailbox, you will have to change the password first.

This is not a mailbox where operators can receive personal messages. If you want operators to have a personal mailbox, use a *courtesy mailbox* as described above.

ADMINISTERING OUTCALLING

Outcalling is an optional feature that allows subscribers to request that AUDIX Voice Power call to inform them when new messages are received. This feature is often used on systems that do not have message-waiting lamp capability. It may also be useful for subscribers who work at home or other locations, or who wish to be notified promptly of new messages during or after regular working hours. Further, this feature can be used to notify subscribers of new messages by calling their pagers.

Outcalling is controlled administratively on three levels.

■ system-wide

■ subscriber profile

■ voice mail activity menu

This section explains the system-wide outcalling parameters. The subscriber profile outcalling option is explained in this chapter. Control of outcalling from the voice mail activity menu is covered in the *Outcalling Quick Reference* which is part of the subscriber documentation manuals.

As long as the system-wide outcalling parameters are carefully set up, there are no disadvantages to enabling outcalling for subscribers. Any special considerations are explained in each parameter description.

System-wide outcalling parameters are set up through the OUTCALLING ADMINISTRATION window.

Outcalling Administration	
Is outcalling active?:	_____
Start Time:	___:___ ___
End Time:	___:___ ___
Retry Interval:	_____min
Initial Delay:	_____min
Maximum Number of Attempts:	___
Maximum Simultaneous Ports:	___
Maximum Number of Digits:	___

Is Outcalling Active?

The is `Outcalling Active` controls the Outcalling feature at its highest level. This parameter must be set to `yes` if outcalling is to be used on the system at all. If you decide to disable outcalling for everyone, enter `n` in this field and save the parameters as detailed in the "Editing Outcalling Parameters" section. Disabling outcalling invalidates all other parameters on this screen.

This is a yes/no field; the default is `yes`.

Start Time and End Time

The `Start Time` and `End Time` fields specify the window of time for which outcalling places calls to subscribers. For example, if you wish to restrict outcalling calls to business hours, specify 8:00 am as the `Start Time` and 5:00 pm as the `End Time`. For outcalling to be active 24 hours a day, specify 12:00 am as both the `Start Time` and the `End Time`.

Individual subscribers have the option of enabling outcalling for the system-wide hours (specified here) or for 24-hour basis. Therefore, AT&T suggests that you restrict the system-wide hours since the subscriber can widen the window to 24 hours if necessary.

If subscribers have chosen the system-wide hours and receive new messages outside the outcalling window, outcalling will not call the subscribers until the window reopens (`Start Time`).

It is only necessary to enter an `a` or `p` for am and pm respectively.

Initial Delay and Retry Interval

Initial Delay is the time in minutes after a new message is received before the first outcall attempt is made.

The Initial Delay field accepts numeric values between 0 and 99. The default is 10 minutes.

Retry Interval is the time in minutes between outcall tries until the subscriber has been reached and has either logged in or acknowledged the outcall.

These fields accept numeric values between 1 and 99. The default is 10 minutes between outcall tries.

Attempt to keep these two parameters at moderate values. Consider the following when setting Initial Delay and Retry Interval.

■ Keep *all* subscribers in mind; these are system-wide values.

■ What is the relative urgency of messages received at your company? If messages are usually urgent or need prompt attention, for example insurance claims or service calls, set these parameters low.

■ Remember that subscribers can call in at any time to retrieve messages, so setting these parameters high does not prohibit subscribers from getting new messages quickly.

■ Setting these parameters too low could cause outcalling to be a nuisance and make subscribers reluctant to use it.

■ Setting these parameters low could tie up the Maximum Simultaneous Ports during the outcalling window.

The following example shows the relationship between the *Initial Delay* and *Retry Interval* parameters and uses the following values: Initial Delay = 5, Retry Interval = 10, Attempts = 5.

Minute	Action
0	New message arrives
5	First outcall placed
15	Second outcall placed
25	Third outcall placed
35	Fourth outcall placed
45	Fifth outcall placed

Maximum Number of Attempts

Maximum Number of Attempts is the maximum number of attempts that will be made to reach the subscriber. An attempt is successful when the subscriber answers the call and either logs in or acknowledges the call by pressing ✳ # (and therefore stops further outcall attempts). An attempt is unsuccessful if the call is not answered, or if the call is terminated without the subscriber either logging in or acknowledging the call.

⟹ **NOTE:**

Note that outcalling does not leave a call-answer message if the subscriber does not answer the telephone or the line is busy.

If the `Maximum Number of Attempts` is reached, outcalling tries are stopped. Outcalling will begin retrying if another new message is received.

Be sure to take a look at the `Maximum Number of Attempts` with the respect to the `Initial Delay` and `Retry Interval` parameters. For example, if `Initial Delay` and `Retry Interval` are both set to 10 minutes and the `Maximum Number of Attempts` is 5, essentially, outcalling tries to reach the subscriber for an hour and then stops. Depending on the number of calls received at your company, this may or may not be an appropriate outcalling strategy.

This field accepts numeric values from 1 to 99. The default is 5 attempts.

Maximum Simultaneous Ports

The `Maximum Simultaneous Ports` parameter specifies the maximum number of analog voice channels that can be used simultaneously for outcalling. This prevents degrading other services when there are a large number of outcalls, for example, at start Time.

Valid entries are from 1 to the number of ports in the system excluding those used for Information service or Message Drop service (maximum of 12). The default is 2.

The Phone Line Usage report has an `Outcalls` row. Outcalling calls are always made using the voice mail service. So, the total number of outcalls made on a channel is shown in the Voice Mail service column of the `Outcall` status. If an outcalling attempt reaches a subscriber's voice mailbox (call answer coverage) because the subscriber is either not there or is on the phone, AUDIX Voice Power logs this in the Call Answer service column of the `Outcall` statistic.

Maximum Number of Digits

The Maximum Number of Digits parameter is the number of digits allowed in the outcalling number. Asterisks (*) to indicate pauses and pound signs (#) to indicate termination are not counted as part of the maximum number of digits. This parameter can be used to restrict outcalling to extensions or local numbers. A higher value will allow long-distance calls and pager calls. The outcalling number is entered by the subscriber.

This field accepts digits from 2 to 29. The default is 29.

Editing Outcalling Parameters

To edit outcalling parameters, do the following.

1. Enter audix at the following prompt.

               Welcome to the AT&T 386 UNIX System
               Console login:

2. Enter the audix password at the following prompt

               Password:

    This displays the IVPSS R3.0 menu.

3. Begin at the IVPSS R3.0 menu and pick the following sequence.

               Voice System Administration
               Application Package Administration
               AUDIX Voice Power
               Outcalling Administration

4. Enter the new values in the space provided.

5. When you are finished changing parameters, press ⌨SAVE (F3).

    A confirmation window appears.

6. Press any key to continue.

Communicating with Subscribers about Outcalling

You should communicate the system-wide outcalling parameters to all subscribers who have outcalling enabled in their profiles. This will help them understand the restrictions and benefits of the feature.

The *Outcalling Quick Reference* is provided as a separate piece of subscriber documentation in the *AUDIX Voice Power System R3.0 Artwork Package* so that you have complete control over the inclusion of this feature in your environment. If you decide to allow subscribers to use outcalling, copy this quick reference and include it among the other subscriber documentation materials that you distribute.

SUBSCRIBER COMMUNICATION

You will want to establish good communication lines with subscribers. This section contains several ideas for cultivating that relationship.

■ After several weeks of operation, distribute a subscriber questionnaire in order to gather general feedback on the system. Use it to enforce the success of the system with upper management and pinpoint places that need administrative attention. A sample questionnaire is provided in *"Appendix A. Job Aids"*.

■ Publish a letter with the most commonly asked questions about AUDIX Voice Power. Provide answers to the questions that are easy to follow and understand. This will help to reduce the number of questions asked and time devoted to subscriber troubleshooting. A sample question and answer letter is provided in *"Appendix A. Job Aids"*.

■ Hold advanced training sessions that focus on AUDIX Voice Power features that subscribers may not feel comfortable with or are not using, such as outcalling customer mailing lists.

11. Ongoing Preventive Maintenance

Preventive maintenance OD a regular basis is the key to problem-free operation and is your responsibility as an AUDIX Voice Power 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 AUDIX Voice Power System R3.0 Maintenance.

DAILY

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

1. Respond to any troubles reported by syllabus or attendants. An *AUDIX Voice Power User Trouble Report* is provided in *"Appendix A. Job Aids"* to make documenting troubles easier. Respond to these reports as directed in AUDIX Voice Power System R3.0 maintenance.

2. Print and review the Subscribers Over Mailbox Limit Report described in *Chapter 12. "Reports"*. Make a point of contacting subscribers 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 certain subscribers are consistently over their mailbox limits, you may want to increase their mailbox sizes. Refer to *Chapter 10. "Subscriber Administration"*, for more information.

3. Verify through the SYSTEM MONITOR window that all channels have `On-Hook` in the `SERVICE STATUS` field or are taking calls. 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 12. "Reports"*.

4. In the first couple of weeks after installation, you should review and reset the AUDIX Voice Power Phone Line Usage Report daily. Instructions are presented in the "WEEKLY" section of this chapter.

5. See the "DELETING A SUBSCRIBER" section of *Chapter 10. "Subscriber Administration"*, for more information.

6. When all tasks are completed, log out of the AUDIX Voice Power computer by exiting all menus. Leave the computer at the `Console Login:` prompt. For more information, refer to *Chapter 3. "Getting Started"*.

Nightly Audit

Every night at 12:00am, AUDIX Voice Power automatically runs an audit. This process does basic system sanity checks. For example, if a subscriber was deleted from the database that day, audit removes that subscriber's extension from all mailing lists. This audit does not produce a report and is different from the Most Recent Audit Report, explained in *Chapter 12. "Reports"*. There are no maintenance tasks associated with the nightly audit. Simply be aware that such a process takes place automatically every night.

WEEKLY

Perform the following preventive maintenance tasks each week.

11-2   Ongoing Preventive Maintenance

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, follow your site's service path.

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

    This report, described in *Chapter 12. "Reports",* provides information about how your AUDIX Voice Power 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 12. "Reports".*

4. Weekly back up system data to ensure a timely recovery should it be required. Refer to *AUDIX Voice Power System R3.0 Maintenance* for more information on backing up.

MONTHLY

1. Check the system clock for accuracy as described in *Chapter 3. "Getting Started"*.

2. All computer-based passwords expire after 28 days. Each login (audix, root) is automatically prompted to change its password when logging in. You should also change the administrative phone-based passwords as described in *Chapter 3. "Getting Started"*. In addition, encourage subscribers to change their phone-based passwords.

3. Reboot the AUDIX Voice Power system. Rebooting forces AUDIX Voice Power to perform some internal sanity checks which may remedy or signal any troubles encountered during normal operation. For instructions on this procedure, refer to the *Rebooting the System* section of *AUDIX Voice Power System R3.0 Maintenance*. After rebooting, view the "Most Recent Audit Report" as described in *Chapter 12. "Reports"*.

4. If you have administered automated attendant, remove and reenter new dates for all holidays that have passed. Checking holidays monthly ensures that your list is up to date so that the proper service can be provided. See the *"Removing and Reentering a Holiday"* section of *Chapter 6. "Automated Attendant Administration",* for more information.

5. Take the weekly back up to an off-site location so that you will have a recent backup even if a disaster strikes your company's office location. Refer to AUDIX *Voice Power System R3.0 Maintenance* for more information on backing up.

HIGH TRAFFIC

If your company experiences high traffic periods during certain times of the year, you should monitor the following item closely.

Check available disk space. Refer to the *"WEEKLY"* section of this chapter for instructions.

12. Reports

AUDIX Voice Power 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 bow to access them. Reports provide statistics on how the system is being used. 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 1. "AUDIX Voice Power Basics",* for guidelines on the frequency for checking reports.

TYPES OF REPORTS

This chapter is divided into the following sections.

■ AUDIX Voice Power reports focus on subscriber usage of the system—for example, number of messages taken by AUDIX Voice Power, number of subscribers over the mailbox limit, and number of transfers to the attendant. AUDIX Voice Power reports compile data strictly pertaining to AUDIX Voice Power and include the following.

— Phone Line Usage report

— Mailbox Usage report

— Subscribers Over Mailbox Limit report

— Subscriber List

— Most Recent Audit Report

■ The Event Log provides a compilation of event and error data.

■ The System Monitor is a dynamic report which provides information on the status of the channels.

MOVING AROUND IN REPORTS

For information on how to move around within report windows, see "Text Windows" in *Chapter 1. "AUDIX Voice Power Basics".*

AUDIX VOICE POWER REPORTS

AUDIX Voice Power reports focus on how the system is used in general terms, such as the number of messages taken by AUDIX Voice Power and number of transfers to the attendant, and in terms specific to subscribers, such as the number of messages each subscriber has and how much time they consume. AUDIX Voice Power reports compile data strictly pertaining to AUDIX Voice Power and include the following: Phone Line Usage report, Mailbox Usage report, Subscribers Over Mailbox Limit report, Subscriber List report, and Most Recent Audit report.

Displaying and Printing AUDIX Voice Power Reports

There are two ways of displaying and printing AUDIX Voice Power reports from the AUDIX VOICE POWER REPORTS menu.

You must have a printer connected to the AUDIX Voice Power computer to print a hard copy of report information. 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.

To display or print an AUDIX Voice Power report from the AUDIX VOICE POWER REPORTS menu, do the following.

1. Begin at the IVPSS R3.0 menu and pick the following sequence:

    Voice System Administration

    Reports

    AUDIX Voice Power Reports

2. Using the cursor movement keys, highlight the name of the report you wish to print.

3. Press ENTER.

    The selected report appears.

    To print the report, press CHG-KEYS (F8), then PRINT (F2).

You can also print an AUDIX Voice Power report directly from the AUDIX VOICE POWER REPORT menu without displaying the report. Simply highlight the desired report and press CHG-KEYS (F8), then PRINT (F2).

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

> **NOTE:**
> The voice system must be running to display most reports. For more information on starting the voice system, see *AUDIX Voice Power System R3.0 Maintenance*. Most reports require that the voice system be running.

The Phone Line Usage Report

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

Figure 12-1.   An Example of the Phone Line Usage Report

Phone Line Usage Report			
Phone Line Usage Report Starting Mon Apr 27 11:32:48 1992 Ending Mon May 4 10:46:25 1992			
Channel 0 - Assigned call_answer			
	Call Answer	Voice Mail	MWL Update	Grand Totals
Calls				
Total	530	324		854
Abandoned	90	0		90
Av Length	27	74		45 (avg)
Occupancy	5	6	1	12
Messages				
Sent	154	173		327
Accessed		832		832
Deleted		215		215
Transfers				
Completed	11	3		14
Busy/No Answer	0	0		0
Incomplete	0	0		0
Attendant Transfers				
Completed	2	0		2
Busy/No Answer	0	0		0
Incomplete	0	0		0
MWL Updates			0	0
Logins		304		304
Outcalls	274	24		298

The top of the Phone Line Usage report lists the starting and ending times for the data-collection period (see *Resetting the Phone Line Usage Report*). The rest of the information in this report is organized by channel number. AUDIX Voice Power supports up to 12 channels. (Channel numbers can range from 0 to 11.) On the Phone Line Usage report, 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 CA+VM

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 13. "System Tuning".*)

If no phone line usage information has been recorded for a particular channel, you see the words `No Phone Line Usage information has been recorded` under the channel number and service assignment.

If a channel has been active, the report provides a separate page for that channel. AUDIX Voice Power keeps a number of statistics, such as number of calls, messages sent, and logins to voice mail; the name of each statistic is listed in the left-hand column. These statistics can be compiled in one or more of six areas depending on how the channel has been used during the data gathering period: automated attendant, call answer, voice mail, message drop, information service, and MWL update.

- `Auto Attend` displays statistics on calls to and transfers from the AUDIX Voice Power automated attendant service; automated attendant's main task is usually to allow callers to direct their own call (depending upon how you decide to set it up).

- `Call Answer` displays statistics on calls to and transfers from the call-answer service; call-answer's main task is to record voice messages for AUDIX Voice Power subscribers.

- `Voice Mail` displays statistics on calls to and transfers from the voice mail service; voice mail's main task is to retrieve voice messages for AUDIX Voice Power subscribers.

- `Info Service` displays statistics for calls to the information service; information service's main task is to play an informational message and then disconnect the caller.

- `Message Drop` displays statistics on calls to the message drop service; message drop's main task is to play an informational message or greeting, record a return message from the caller, and then disconnect the caller.

- `MWL Update` displays statistics on updates to MWLs when AUDIX Voice Power controls the MWL. (See the switch document included in your AUDIX Voice Power documentation set for more information.) MWL updates can be made on any channel except those assigned to the message drop or information services.

Only the services which the channel has used during the data collection period are shown. For example, a channel which has been assigned to the message drop service for the entire data collection period will display statistics only in the `Message Drop` service column. Because callers and subscribers can transfer between services, channels may display multiple services. For example, you call AUDIX Voice Power to retrieve voice mail (channel assigned to voice mail). After listening to your messages, you decide to transfer by pressing ✱ T to Mary Jones (another subscriber) to discuss an issue. Mary is not at her desk, so you get her voice mailbox. The same channel is now utilizing the `call_answer` service.

If a statistic does not apply to the service assigned to the channel (title line), it does not appear in the statistics column. For example, the `call_answer` service does not offer the fax transfer capability, therefore `Fax Transfers` does not appear in the list of statistics for channels assigned to `call_answer`. However, automated attendant does offer fax transfers, so `Fax Transfers` appear as a statistic on channels assigned to `auto_attend`.

If a listed statistic does not apply to a specific service column, a blank appears in that column of the report. For example, the `Messages Accessed` statistic does not apply to the `Call Answer` area because `Call Answer` pertains to recording messaging not listening (reading) to them. If a statistic does apply, a number always appears in that column, even if it is 0.

The right-most column `Channel Totals` adds the statistics in each service column horizontally and displays the total. Some values may be rounded.

> **NOTE:**
> The number shown in the `Channel Totals` column for `Calls Av Length (s)` is a function of the total number of calls to this channel, the number of calls to each service, and the average length of calls for each service.

The following sections explain each statistic.

Calls

`Total`

This is the total number of calls a service handled. The total number of calls the channel handled is shown in the `Channel Totals` column of this statistic.

`Abandoned`

This is the number of times a caller or subscriber reached AUDIX Voice Power and then disconnected without entering a touch tone, performing a transfer, or leaving a message. For example, a caller hangs up after listening to a subscriber's personal greeting. In addition, if no Fax Transfer Number is specified in the SYSTEM PARAMETERS screen (see *Chapter 13. "System Tuning",)* all fax calls to automated attendant are logged as abandoned.

`Av Length (s)`

This is the *average* length of time (in seconds) an administrator, a subscriber, or a caller engaged the AUDIX Voice Power system. For example, `Av Length ( s )` in the `Voice Mail` area shows the average amount of time it takes subscribers to listen to their messages.

Occupancy (%)

This is the *average* percent of time the channel was busy performing the service in the service column. In Figure 12-1, channel 0 has an `Occupancy` statistic of 6 in the `Voice Mail` service column. This means that for 6% of the time between April 27, 1992 and May 4, 1992, channel 0 was busy doing voice mail tasks

.

Messages

`Sent`

This is the number of voice messages taken (recorded) for subscribers and for the message drop service.

`Accessed`

This is the number of voice mail messages listened to by subscribers and service administrators.

`Deleted`

This is the number of voice mail messages deleted by subscribers and service administrators.

Transfers

`Completed`

This is the number of times a transfer was initiated and completed in this service. There are many ways to transfer in AUDIX Voice Power. For example, a subscriber can press ✱ T while in voice mail to transfer to another subscriber. In automated attendant, a caller can press # and enter an extension to transfer. This statistic includes transfers to personal operators but not transfers to the system operator specified in the SYSTEM PARAMETERS window (see `Attendant Transfers Completed`).

`Busy /No Answr`

This is the number of times an intelligent transfer was initiated and AUDIX Voice Power detected a busy signal or reached the maximum number of rings specified in a subscriber's profile. This parameter pertains to subscribers who do not have switch call coverage. For more information, see *Chapter 10. "Subscriber Administration".*

`Incomplete`

This is the number of times a transfer was initiated yet never completed because of some error condition. For example, the caller hangs up during the transfer or the channel has not been administered on the PBX to recognize the switch-hook flash sequence.

Attendant Transfers

`Completed`

This is the number of times a caller or subscriber transferred to the system operator. This includes manual operator transfers (pressing [0]) and automated attendant transfers, for example if an automated attendant timeout action (see *Chapter 6. "Automated Attendant Administration")*. This does not include transfers to personal operators specified in subscriber profiles.

`Busy/No Answr`

This is the number of calls transferred to the attendant that were either not answered or for which the caller or subscriber received a busy signal This parameter pertains to attendants who do not have switch call coverage. For more information, see *Chapter 10. "Subscriber Administration"*.

`Incomplete`

This is 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 switch group has been entered the `System Operator` Extension field in the SYSTEM PARAMETERS window, the caller hears "There is no one is available to receive your call." (See *Chapter 13. "System Tuning",* for more information.) If the PBX fails to provide AUDIX Voice Power with the tones (dial tone, progress tone, voice energy) AUDIX Voice Power expects, the caller will hear "Transfer could not be completed" and then be presented with menu options depending upon the service being used.

Fax Transfers

This is the number of times automated attendant transferred a call because it detected the fax calling (CNG) tone. The fax number that automated attendant transfers to must be specified in the SYSTEM PARAMETERS window. If no fax number specified, fax calls to automated attendant are logged as Calls Abandoned.

MWL Updates

This is the number of updates to MWLs sent out over the channel when AUDIX Voice Power controls the MWL. (See the switch document included in your AUDIX Voice Power documentation set for more information.) MWL updates can be made on any channel.

If message-waiting lamp updates are performed using channel 0, for example on the System 75, DEFINITY G1, and DEFINITY G3 PBX, do not assign the `info_service` or `message_drop` service to channel 0.

Logins

This is the number of times subscribers logged tn to AUDIX Voice Power to retrieve messages.

Outcalls

This is the number of outgoing calls AUDIX Voice Power made to subscribers. Outcalling calls always made using made voice mail sentence. So, the total number of outcalls made on a channel is shown in the Voice Mail service column of the Outcall statistic. If an outgoing attempt reaches a subscriber's voice mailbox because the subscriber is either not there or is on the phone, AUDIX Voice Power logs this in the Call Answer service column of the Outcall statistic.

Bad Switch Info

This is the number of calls that came to the AUDIX Voice Power system on channels assigned to integrated sentences without accompanying information from the switch. The caller hears "Your call is being transferred to an operator. Please wait."

Unknown

This is the number of times the PBX covered a call to AUDIX Voice Power and the extension or name in the corresponding call information (integrated services) did not match any registered subscriber. This may mean that the subscriber's name, extension, or coverage path is misadministered on the PBX. Callers will get AUDIX Voice Power's non-integrated call-answer service which asks them to enter the extension of the person they are trying to reach.

Logins

This is the number of times subscribers logged in to AUDIX Voice Power to retrieve messages.

Totals For All Channels

At the end of the Phone Line Usage report, a summary of all channels that were active during the collection period. `Totals for all channels` title. To move the end of the Phone Line Usage report, press the (END) on the keypad.)

Each value in a service column is the sum for all channels of that statistic. For example, there were a total of 3254 call-answer calls over all channels for the data collection period. There are two statistics that are not sums.

■ `Call Av Length (s)` is an average holding time for that service over all channels. The `Grand Total` is the average length of time any one channel) is held in use.

■ `Occupancy ( % )` is an average occupancy for that service over all channels. The `Occupancy ( % )` `Grand Total` is the sum of these occupancy averages.

Phone Line Usage Report					
Totals for all channels					
	Auto Attend	Call Answer	Voice Mail	MWL Update	Grand Totals
Calls					
Total	4	3254	3670		6928
Abandoned	1	651	8		660
Av Length	22	29	70		40 (avg)
Occupancy	3	7	6	3	19
Messages					
Sent	0	1054	369		
Accessed			5327		5327
Deleted			1424		1424
Transfers					
Completed	3	57	16		76
Busy/No Answer	0	2	3		5
Incomplete	0	1	0		1
Attendant Transfers					
Completed	0	6	0		6
Busy/No Answer	0	0	0		0
Incomplete	0	0	0		0
Fax Transfers	3				3
MWL Updates				0	0
Logins		1504	2024		3528
Outcalls		1504	2024		3528

Resetting the Phone Line Usage Report

The Phone Line Usage report begins gathering data as soon as the AUDIX Voice Power 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 print and 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] (F3), then [RESETLOG] (F4) from the PHONE LINE USAGE REPORT window. Press **y** to confirm that you wish to reset the report.

> ⚠ **CAUTION:**
> *The current data in the Phone Line Usage report will be lost when you press the [RESETLOG] key.*

The Mailbox Usage Report

The Mailbox Usage report provides a message profile for every subscriber registered on AUDIX Voice Power. This report is a snapshot; it shows exact message data that exists at the day and time you generate the report.

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

Mailbox	Mailbox Size (sec)	Messages	Time (secs)	
1000	60	2	92	**OVER**
1111	1500	26	49	
1234	1500	19	485	
3318	1200	33	1094	*WARNING*
3334	1500	1	2	
3390	1500	4	113	
3855	60	1	87	**OVER**
4316	1200	20	782	
6809	1500	1	20	
6859	1200	5	86	
9999	(Unlimited)	2	12	
MD	(Unlimited)	1	11	
Totals		115	2833	

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

The title line shows the date and time the report was generated. Information is organized in this report by individual mailbox extensions (Mailbox column). Only those registered subscribers who have messages are listed. For a complete list of all subscribers, see "The Subscriber List Report" in this chapter.

The Mailbox Usage report lists three statistics for each mailbox extension.

Mailbox size (sec)   This column shows the size of the mailbox (in seconds) as defined in the subscriber's profile. For the general mailbox, maintenance mailbox, and message drop area mailbox size can be defined as Unlimited. (For more information on mailbox size, refer to *Chapter 10. "Subscriber Administration".*)

Messages   This column shows the number of voice messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard). These messages are waiting to be retrieved by subscribers.

Time (secs)   This column shows the total amount of time used for the number of voice messages shown in the messages column.

The word "WARNING" appears in the Time (secs) column for subscribers who have exceeded two-thirds of the time allotted to them for message storage. The word "OVER" appears in the Time (secs) column of those who have exceeded the limit. "The Subscribers Over Mailbox Limit Report" summarizes all subscribers who have exceeded their mailbox limit; it is described later in this chapter.

⇒ NOTE:
Callers who attempt to leave a message for a subscriber whose mailbox is over the limit will hear a message stating that there is no room in the mailbox to leave a message. Subscribers who call to retrieve messages from mailbox that is over the limit hear a message stating that the mailbox is full, and "please delete unneeded messages."

You can use the information in the Mailbox Usage report to verify a mailbox's status. For example, a subscriber 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.

Totals

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

The Subscribers Over Mailbox Limit Report

The Subscribers Over Mailbox Limit report lists all of the mailbox extensions that have exceeded their mailbox size parameters. (For more information on mailbox size, transfer to *Chapter 10. "Subscriber Administration".)* This report is a snapshot; it shows subscribers over their mailbox limits at the day and time you generate the report.

Subscribers Over Mailbox Limit Report			
Subscribers Over Mailbox Limit Report Mon Apr 27 11:28:41 1992			
Mailbox	Mailbox size (sec)	Messages	Time (seconds
1000	60	2	92
2831	300	13	321
2832	300	13	309
3855	60	1	87
4287	1500	50	1544
5754	1500	54	1546
6053	1500	54	1514
6646	1500	50	1508
6673	1500	48	1529
6685	1500	50	1537
84977	600	14	629
8888	300	13	335
Totals		362	10951

The title line shows 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 Subscriber Over Mailbox Limit report compiles three statistics for each mailbox extension.

Mailbox size (sec) This column shows the size of the mailbox (in seconds) as defined in the subscriber's profile. (For more information on mailbox size, refer to *Chapter 10. "Subscriber Administration".)*

Messages   This column shows the number of voice messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard). These messages are waiting to be retrieved by subscribers.

Time (Secs)   This column shows the total amount of time used for the number of voice messages shown in the Messages column.

The Subscribers Over Mailbox Limit report totals the Messages and Time (secs) columns at the bottom of the report.

> ⇒ **NOTE:**
> Callers who attempt to leave a message for a subscriber whose mailbox is over the limit will hear a message stating that there is no room in the mailbox to leave a message. Subscribers who call to retrieve messages from a mailbox that is over the limit hear a message stating that the mailbox is full, and "please delete unneeded messages."

Make a point of contacting subscribers who are over their mailbox limits. Stress the importance of keeping their voice mailboxes free of unneeded messages so that new incoming messages can be recorded. If certain subscribers are consistently over their mailbox limits, you may want to increase their mailbox sizes. Refer to *Chapter 10. "Subscriber Administration",* for more information.

The Subscriber List Report

AUDIX Voice Power enables you to view on-screen and print a hard copy of the entire subscriber database.

The listing includes the following information: `extension, name, name addressing identifier, voiced name, addressing mode,` and `mailbox size.` All of these items are from the subscriber's profile except `Voiced Name.` Using a `Y` for yes and an `N` for no, this column indicates whether a subscriber's name has been recorded. See *Chapter 3. "Getting Started",* for more information on recording subscriber names. See *Chapter 10. "Subscriber Administration",* for more information on subscriber profiles. (The SUBSCRIBER ADMINISTRATION window has a ⌊LIST⌋ function key which provides the same information as the Subscriber List report.)

The following is an example of the Subscriber List report

Subscriber List					
Ext.	Name	Name Addr. ID	Voiced Name	Addr. Mode	Mailbox Size (min)
4708	Todd Theodore	Theodore	Yes	Name	10
5045	Kathy Wolfinger	Wolfinger	Yes	Ext	5
6875	Donna Fioto	Fioto	Yes	Name	7
Total Number of Subscribers: 3					

Most Recent Audit Report

The Most Recent Audit Report is a file to which the results of AUDIX Voice Power's audit command are written. When audit is executed, it compiles more information can can be printed on one screen. Therefore, they are written to a file which you can view when the audit is finished.

> **NOTE:**
> As the title implies, only the latest audit report's results are saved. Old results are overwritten each time audit is executed.

Each piece of speech that AUDIX Voice Power records, whether it be a message from a caller, a subscriber's personal greeting, or an automated attendant menu, is made up of two parts: the speech itself and a pointer to that speech.

The speech itself resides in a speech database. The pointer to the speech resides in another database where it is associated with information pertinent to retrieval.

For example, if a caller leaves a message for a subscriber, the speech is recorded in the speech database and is given a phrase number. In addition, a pointer (to the speech) which uses that phrase number, becomes part of the subscriber's record in the subscriber database. A subscriber's record also contains, for example, profile information such as name and extension. In the case of automated attendant, the pointer becomes pan of a menu system which is structured in a database format.

Sometimes because of an ungraceful system shutdown, hardware malfunctions, or over system problems, pointers or speech are deleted or lost. Because both the pointer and the speech are needed to play both the message or prompt, this means that the speech cannot be retrieved.

> **NOTE:**
> Loss of pointers and/or speech is a rare occurrence.

The AUDIX Voice Power audit command, automatically executed every time the voice system is stopped and started or the system is rebooted checks a number of components related to AUDIX Voice Power's databases. The information in the Most Recent Audit report that you need to be concerned with is discussed in this section; it mainly involves database discrepancies between pointers and speech. (Both the message speech file (talkfile 46) and the custom prompt and automated attendant speech file (talkfile 47) are audited.) If audit finds speech without a pointer or vice versa, audit eliminates unreferenced speech (or pointer) from the database. If audit deletes speech or a pointer, it records exactly what it deleted in the Most Recent Audit report. Therefore, you should check the Most Recent Audit report time you stop and start the voice system or reboot the system.

Below is an example of a Most Recent Audit report that does not show any errors. If errors were to occur, they would show up in the `collecting data from the VM database` line in each talkfile.

```
'fix' option chosen

Auditing Database Files ...

Audit is complete

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

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

In general there are five types of speech/pointers that can be affected by an audit: voice mail messages, subscriber names, subscriber greetings, customized prompts, and automated attendant menus and prompts. This section also covers two over audit checks: number of unread messages in a mailbox and the size (number of seconds) of messages in a mailbox.

Examples of each type of audit error message and instructions on what to do if you see one are detailed next.

Service Prompts

This message would occur in the talkfile 47 section of the audit and indicates that one of the customizable prompts associated with each service has been removed. (See Chapters 4 through 9 for more information on customizable service-related prompts.)

```
phrase number 65524 for prompt number 4
        is in the VM DB, but NOT in the speech DB
Removed prompt number 4
```

The first line of the error message shows a `prompt number` *x*. Table 12.1 shows which prompt numbers are associated with which customizable phrases. In the example, the customized voice mail greeting was deleted. Determine which prompt was removed and rerecord it using the procedures in Chapter 4 through 9.

Table 12-1.   Prompt Numbers

Prompt	Number
touch-tone gate (day)	1
touch-tone gate (night)	2
automated attendant good-bye	3
voice mail greeting	4
call-answer greeting	5
call-answer good-bye	6
message drop greeting	7
message drop good-bye	8
information service announcement	9
temporary closure message	10

Subscriber Names

This message would occur in the talkfile 46 section of the audit and indicates that a subscriber's recorded name has been removed (See *Chapter 3. "Getting Started",* for more information on recording subscriber names.)

```
Phrase S999 (name for ext 2005) is in the VM DB, but NOT in the speech DB.
```

The error message shows the subscriber's extension. Simply use the procedure in *Chapter 3. "Getting Started"* to rerecord the name or inform the subscriber so that he or she can rerecord the name.

Greetings

This message would occur in the talkfile 46 section of the audit and indicates that a subscriber's personal greeting has been removed. (See the *AUDIX Voice Power System R3.0 Portable User's Guide* for more information on subscriber greetings.)

```
Phrase 5998 (greeting 1 text 3329) )is in the VM DB, but NOT in the speech DB.
```

The error message shows which greeting has been removed (0 for primary personal greeting, 1 for alternate personal greeting) and the subscriber's extension. Inform the subscriber that his or her customized greeting has been inadvertently deleted so that he or she can rerecord it.

> **NOTE:**
> If a subscriber greeting is removed from the database, the system defaults to using the system greeting until another customized greeting is **recorded.**

Voice Mail Messages

This message would occur in the talkfile 46 section of the audit and indicates that a voice mail message for a subscriber has been removed.

```
Phrase 61667 Phrase 61579 (mail for ext 4922 ) is in the VM DB, but NOT in the speech DB.
```

The error message shows the subscriber's extension whose mail message has been deleted. This is the most difficult audit message to repair because no information about the message itself is given. The most you can do is inform the subscriber that a message has been inadvertently deleted from his or her mailbox and to be aware that some piece of information that he or she was meant to get is now lost.

Automated Attendant Prompts and Menus

This message would occur in the talkfile 47 section of the audit and indicates that an automated attendant menu or prompt has been removed.

```
phrase number 65517 for aaspeech file 1 line number 6
is in the VM DB, but NOT in the speech DB
Reset aaspeech file 1, line number 6


phrase number 65512 for aaspeech file 2 line number 103
is in the VM DB, but NOT in the speech DB
Reset aaspeech file 2, line number 103
```

The `line number` in the first line of the error message indicates whether a menu or announcement was removed. Line numbers between 1 and 99 indicate a menu number. In the above example, menu6 was removed. Line numbers between 101-199 indicate that an announcement was removed. In the above example, ann3 (103) was removed. To verify which components are missing, use "Task 10A: Verify Workspace" procedure in *Chapter 6. "Automated Attendant Administration"*. Rerecord missing items using the procedures in that chapter.

Number of Unread Messages and Size of Messages

AUDIX Voice Power keeps a record of the number of new messages for each subscriber (unread) in a database. Audit compares this database number with the actual number of unread messages in a subscriber's mailbox. If these two numbers do not match, the database value is changed to that of the actual mailbox value.

Similarly, AUDIX Voice Power keeps a record of the number of seconds consumed by the messages in each subscriber's mailbox. Audit compares this database number with the actual number of message seconds in a subscriber's mailbox. If these two numbers do not match, the database value is changed to that of the actual mailbox value.

This message would occur in the talkfile 46 section of the audit and indicates discrepancies in the number of unread messages and the size of messages in a subscriber's mailbox.

```
Invalid data for 2005: unread was 0, should be 0; size was 20, should be 0

Invalid data for 3000: unread was 3, should be 0; size was 28, should be 0
```

The audit condition signaled by this message is self-remedying. However, since the subscriber's extension is shown, you may want to call him or her to see if any lost messages or other problems have been encountered.

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 Voice Power service. It is only necessary to contact a service representative when you actually perceive a problem with the operation of the AUDIX Voice Power system.

To display the Event Log, do the following.

1. Begin at the IVPSS R3.0 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 (RESTORE) (F2)

```
┌─────────────────────────────────────────────┐
│               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. │
└─────────────────────────────────────────────┘
```

Press (END) on your keypad to go directly to the end of the report where the most recent event messages appear. To print the Event Log and System Monitor reports, press

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

Explain Key

To see a more detailed explanation of an event message, press the (EXPLAIN) (F6) key.

In the EXPLAIN FORM window, enter the message ID of the event message for which you want more information, and press 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 *AUDIX Voice Power System R3.0 Maintenance.*

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 Voice Power 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 your use primarily when a services representative asks you to refer to it.

Table 12-2.   Software Processes

Abbreviation	Process Name	Message No. Range
IVPSS	Integrated Voice Processing 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 xx	Data Interface Process	5000-9000

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 this section is based on options previously selected and saved to the AUDIX Voice Power 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, you 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.

```
Options for Event Log Report
```

Options for Event Log Report	
Number of Event Messages:	5
Date (mm/dd):	02/05
Message Priority:	Critical
Message Source:	all

2. Use the arrow keys to move to 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⌷ 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 Voice Power 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 message 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 messages on the AUDIX Voice Power 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 12-2 or the word **all** (for all sources available).

SYSTEM MONITOR

The System Monitor is a dynamic (changing) report screen that shows the current activity on the channels of the AUDIX Voice Power 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 R3.0 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	CA+VM	Talking		
4	12		*On Hook		
5	13		*On Hook		
6	12		*On Hook		
7	14		*On Hook		
8	12		*On Hook		
9	12		*On Hook		
10	12		*On Hook		
11	13		*On Hook		

To print a snapshot of the System Monitor, press CHG-KEYS (F8), then PRINT (F6).

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, and can range from 0 through 11. 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 CA+VM service, `CA+VM` is displayed in this column when that channel answers a call. For more information on services, refer to *Chapter 13. "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 progress 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 Voice Power 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.
DIPx	A data interface process (DIP) is processing a request from an application on the channel. DIPs for different software processes are identified by number x.
*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 Voice Power 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.

13. System Tuning

This chapter provides technical information for fine tuning the AUDIX Voice Power system. Your system was installed and set up using a generic set of parameters. These parameters can be modified to create an environment more tailored to your site's needs. This chapter includes the following.

■ *Services* provides information on AUDIX Voice Power integrated and non-integrated services.

■ *System Parameters* details each AUDIX Voice Power 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 during installation can disrupt system service. Make sure that you know the effect of a change before making it.

SERVICES

Your AUDIX Voice Power system is equipped with four or more IVP4 *channels.* Channels are the means by which voice is transmitted from the PBX to the AUDIX Voice Power computer. Each channel has one assigned service. A channel's assigned service tells the channel what to do when it receives a call. AUDIX Voice Power system R3.0 offers seven different services.

- call_answer

- voice_mail

- auto_attend (automated attendant)

- info_service (information service)

- message_drop

- CA+VM (call-answer + voice mail)

- CA+VM+AA (call-answer + voice mail + automated attendant)

Services are based on AUDIX Voice Power features. For a complete understanding of services, it is important that you are familiar with these features.

call-answer	The Call-Answer feature takes messages for subscribers when they are on the phone or away from their desks. Essentially, it "answers calls."
voice mail	The Voice Mail feature allows subscribers to retrieve messages and perform other subscriber activities such as creating a personal greeting or sending a message to a group of people.
automated attendant	The Automated Attendant feature can be administered to present callers with a series of menu selections. Using these menus, the caller can reach a desired department extension, piece of information, or operator. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to reach their destination
information service	The Information Service feature is a customer oriented, call-in information facility. The caller hears a prerecorded informational message and is then disconnected.
message drop	The Message Drop feature is an answering service that presents a general or informational message to the caller then allows the caller to drop off a return message.

➡ NOTE:

A distinction between features and services is made throughout this chapter. Make sure you understand this distinction before continuing. *Features* are prominent capabilities provided by AUDIX Voice Power. These features are implemented through the use of *services.* Features operate differently depending on the services assigned to channels.

Integrated and Non-integrated

AUDIX Voice Power's seven services can be classified into two groups - *integrated* and *non-integrated*.

When the PBX transfers a call to AUDIX Voice Power, it also sends call information through a digital connection, for example, to the Digital Communications Protocal (DCP) card or through a switch interface device (SID) to a communications port. This call information tells AUDIX Voice power, for example, what type of call it is (internal, external, or covered) and who the caller is calling (extension or name).

An integrated service takes advantage of PBX information to expedite processing the call. For example, with an integrated service, you can press $\boxed{\#}$ in response to the extension prompt when you call AUDIX Voice Power from your desk to get your messages. This is because AUDIX Voice Power already knows your extension from the information it got from the PBX. By pressing $\boxed{\#}$, you simply acknowledge that you wish AUDIX Voice Power to use the PBX information it obtained (direct, internal, calling extension). After entering your password, you are connected to your mailbox.

Similarly, if you are down the hall in a collegue's office and you call AUDIX Voice Power to retrieve your messages, when you press $\boxed{\#}$ at the extension prompt, you will hear "login incorrect" after you type your passsword because AUDIX Voice Power is using your collegue's extension, not yours.

PBX information is used by integrated services in a variety of ways in a single transaction. AUDIX Voice Power first uses PBX information to determine which service to provide. For example, if the PBX information says that this is an internal (one subscriber calling another) or covered call (the called person was either on the phone or not there), then AUDIX Voice Power provides the call-answer service so that the calling party can leave a message. After determining the service, AUDIX Voice Power would reference the PBX information again to obtain the extension of the called person so that the caller is connected to the correct mailbox.

If an integrated service is assigned to a channel and no information is received from the PBX, then the call is transferred to the operator.

A *non-integrated* service is one in which AUDIX Voice Power does *not* take advantage of the call information it receives from the PBX interface. For example, the purpose of the info_service is to play a message and then disconnect the caller. It is not necessary to use the OBX call information to perform this function. Therefore, the info_service is classified as non-integrated. You may want to think of non-integrated services as pure services; they always provide the designated service regardless of any other information, for example, call type, calling number, or called number.

$\Longrightarrow$ **NOTE:**
>   Because integrated services rely on PBX information, calling a channel that is assigned to an integrated service directly to verify that the channel is functioning properly is not a good test of the channel.

Call_Answer Service

The Call-Answer feature takes messages for subscribers when they are on the phone or away from their desks. Essentially, it "answers calls."

The call_answer service is non-integrated. When a call comes through on a channel assigned to the call_answer service, AUDIX Voice Power asks the caller to enter the extension of the person they are calling. The caller is then connected to the mailbox associated with the extension entered.

This service has several uses. It makes it possible to transfer a caller directly to a subscriber's voice mailbox without ringing the office. For example, Mrs. Smith has a meeting in her office and has asked not to be disturbed. When callers ask for Mrs. Smith, the operator can transfer them directly to Mrs. Smith's mailbox without ringing her office using a channel assigned to the call answer service. For information on how to implement this environment, see the "Do Not Disturb" section in this chapter.

Non-integrated call_answer can also serve as a back up se~vice when call information is not being properly transferred from the PBX. For information on how to implement this environment, see the "Help When PBX Link Is Down" section in this chapter.

➡ **NOTE:**

> Subscribers can call channels assigned to the call_answer service and press ✱ 7 to get the nonintegrated voice_mail service.

The Call-Answer feature is available in an integrated state, where the caller is put through immediately to the appropriate voice mailbox wben the subscriber does not answer or is busy. The caller does not have to enter the subscriber's extension; this information is obtained from the PBX by AUDIX Voice Power. For more information on how to implement Call-Answer feature using an integrated service, see the *"CA+VM and CA+VM+AA Services"* section of this chapter.

Voice_Mail Service

The Voice Mail feature allows subscribers to retrieve messages and peform other subscriber activities such as creating a personal greeting or sending a message to a group of people.

The voice_mail service is non-integrated. When a call comes through on a channel assigned to the voice_mail service, AUDIX Voice Power asks subscribers to enter their extensions in addition to their passwords to log in. (Subscribers cannot press ⍈ if calling from their own phones.) Once logged in, the subscriber can for example, retrieve messages, send messages, and customize the greeting.

This service has several uses. The voice_mail service can serve as a back up service when call information is not being properly transferred from the PBX. For information on how to implement this environment, see the *"Help When PBX Link Is Down"* section in this chapter.

If you have System 75 RlV1 PBX, you need to use the voice_mail service for subscribers to be able to utilize the voice mail features.

The Voice Mail feature is available in an integrated state, where subscribers are put through to the appropriate voice mailboxes (when calling from their desks) without having to enter their extensions, only their passwords. Their extensions are obtained from the PBX by AUDIX Voice Power. For more information on how to implement Voice Mail feature using an integrated service, see the"CA+VM and CA+VM+AA Services" section of this chapter.

Auto_Attend Service

Ihe Automated Attendant feature can be administered to present callers with a series of menu selections. Using these menus, the caller can reach a desired department, extension, piece of information, or operator. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to reach their destination.

The auto_attend service is non-integrated. When a call comes through on a channel assigned to auto_attend service, the automated attendant touch-tone gate or main menu is always played regardless of where the caller is calling from, who the caller is, or who they are calling.

This service is provided so that a specific set of channels can be reserved for outside callers, regardless of other in-house call traffic. For more information, see the "Auto_Attend or CA+VM+AA?" section of this chapter.

The Automated Attendant feature is available in an integrated state, where only outside callers dialing AUDIX Voice Power directly are connected to the automated attendant menu. Other callers are connected to the appropriate feature depending upon the information obtained from the PBX by AUDIX Voice Power. For more information on how to implement Automated Attendant feature using an integrated service, see the "Auto_Attend or CA+VM+AA?" section of this chapter.

➡ NOTE:

Subscribers can call channels assigned to the auto_attend service and press ✴ 7 to get the nonintegrated voice_mail service.

Info_Service Service

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

Info_service service is non-integrated. The purpose of the Information Service feature is to play a message and then disconnect the caller. It is not necessary to use PBX call information to perform this function.

Info_service service is the only service that provides the Information Service feature.

Message_Drop Service

The Message Drop feature is an answering service that presents a message to the caller then allows the caller to drop off a return message.

Message_drop is non-integrated. The purpose of the Message Drop feature is to play a message, allow the caller to record a message, and then disconnect the caller. It is not necessary to use PBX call information to perform this function.

Message_drop service is the only service that provides the Message Drop feature.

CA+VM and CA+VM+AA Services

The CA+VM (call-answer and voice mail) and CA+VM+AA (call-answer, voice mail and automated attendant) are integrated services. They allow different features to share the same channel. AUDIX Voice Power provides the correct feature based on the information provided by the PBX about the call (see Table 13-1 and Table 13-2). These services were created to allow a channel to fluctuate between features based on demand. For example, in a 12 channel system in which all channels are assigned to CA+VM+AA, at any one moment 12 channels could be available for automated attendant or call-answer or voice mail. The current feature employed by a channel is determined by the Type of calls being received, not upon a single assignment. In addition, for the Call-Answer and Voice Mail features, the CA+VM and CA+VM+AA services use the PBX information to connect tbe caller or subscriber to the correct voice mailbox. The mailbox extension does not have to be entered by the caller or subscriber.

However, because these features share one channel, they can also compete for the channel. No priorities between the features exist; calls are processed on a first-come-first-serve basis. For example, it is l:00pm and many employees are returning from lunch and retrieving voice mail. This activity for a period of time may consume all or most of the channels. This can decrease the level of service to people, for example, calling into the company from outside. They may have to wait for several rings or may even get a busy signal because the CA+VM+AA channels are being used for voice mail and are not available for automated attendant. The alternative is to make switch groups of non-integrated services so that particular numbers of channels are dedicated to specific purposes.

➡ **NOTE:**

You should only use CA+VM or CA+VM+AA, not both. For example, you should not have some channels assigned to CA+VM and some channels assigned to CA+VM+AA. Although it is possible to use both services in a configuration, it does not really make sense. CA+VM allows the channel to be used for either call-answer or voice mail; so does CA+VM+AA. The only difference is whether the channel is also available for automated attendant. If you want to dedicate a certain number of channels, for example, to automated attendant for outside callers, assign some channels to CA+VM and some channels auto_attend.

Call Types

The feature provided by the CA+VM or CA+VM+AA service is dependent on two pieces of information from the PBX: the calling party and the called party. These two pieces of information are collectively termed the *call type*.

- Internal means one subscriber is calling another subscriber-- an in-house call, internal to the PBX.

- External means that the call came from outside the company-- outside the PBX. How the call information distinguishes an outside call to AUDIX Voice Power differs from PBX to PBX.

- *Covered* means that whomever was called was either busy or did not answer and their switch call coverage path directed the call to AUDIX Voice Power.

- *Direct* means that the called number is the AUDIX Voice Power computer. The calling party placed a call directly to the AUDIX Voice Power computer.

Essentialy, the person calling (caller) and the person being called (called) determine the call type (Table 13-1). Call type then determines the feature provided by an integrated service (Table 13-2).

Table 13-1.   Call Type

Caller	Called	Call Type
subscriber	subscriber	internal/covered
outside	subscriber	external/covered
subscriber	AUDIX Voice Power computer	internal/direct
outside	AUDIX Voice Power computer	external/direct

Table 13-2.   CA+VM and CA+VM+AA

Call Type	CA+VM	CA+VM+AA
internal/covered	call-answer	call-answer
external/covered	call-answer*	call-answer*
internal/direct	voicemail	voice mail
external/direct	voice mail	automated attendant

*Unless subscriber covers to automated attendant.

Auto_Attend or CA+VM+AA?

In the initial implementation of the Automated Attendant feature, (*Chapter 6. "Automated Attendant Administration"),* you are instructed to assign channels to the CA+VM+AA service to cut automated attendant into service.

The CA+VM+AA service essentially allows three separate services (automated attendant, call-answer, and voice mail) to share one channel. AUDIX Voice Power provides the correct service based on the call type. (See *CA+VM+AA* in this chapter). However, this also means that these three services compete for the same channel; peak times for one feature may create the appearance of a decrease in performance for another feature.

There is no difference in Automated Attendant feature on a channel assigned to the auto_attend service and on a channel assigned to the CA+VM+AA service. The issue between these two rests mainly in channel availability for outside callers. To ensure that a specific set of channels are always reserved for outside callers, you need to use the auto_attend service. The auto_attend service does not guarantee that a channel is always available for outside callers, it just ensures that those channels are not being used for anything else. CA+VM+AA ensures that if a channel is available it could be used for call-answer, voice mail or automated attendant.

This may not be an issue for your company. However, AT&T suggests that you listen to subscribers and callers feedback on system performance. This will help you decide if you need to dedicate a particular number of channels to a service.

To implement the auto_attend service, do the following.

1. Decide how many channels you wish to assign to auto attend. AT&T suggests a minimum of two on a twelve channel system.

2. Use the *"ASSIGNING SERVICES TO CHANNELS PROCEDURE"* Procedure in this chapter, to reassign CA+VM+AA channels to auto_attend or CA+VM.

3. You will need to create one switch group for the auto_attend channels and another switch group for the CA+VM channels. AT&T recommends using the existing CA+VM+AA switch group for the auto_attend switch group and creating a new switch group for CA+VM. Refer to the switch document included with your AUDIX Voice Power system R3.0 documentation set for details on this procedure. A new CA+VM switch group will mean that subscribers will have to call a new/different number to retrieve voice mail and you will have to modify the coverage path definition for subscribers so that it points to this new switch group for call-answer coverage.

   ➡ **NOTE:**
   For System 75, DEFINITY G1, and DEFINITY G3, the integrated senices (CA+VM and CA+VM+AA) do not have or need switch groups. Therefore, you only need a switch group for the auto_attend channels, and you do not have to change the coverage path definition.

4. Continue to monitor customer and subscriber feedback to determine if the channel distribution is appropriate and readjust as necessary.

Do Not Disturb

With AUDIX Voice Power, it is possible to transfer a caller directly to a subscriber's voice mailbox without ringing the office, for example, if it is late at night or if the subscriber has asked not to be disturbed.

Two methods of sending a caller directly to AUDIX Voice Power coverage without ringing the office are as follows.

If your PBX offers a *Do Not Disturb* feature, AUDIX Voice Power may recognize it and will transfer the caller directly to the voice mailbox if Do Not Disturb has been enabled (usually from the attendant console) for an extension. Refer 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 assign the non-integrated call_answer service on a channel. To do so, perform the "ASSIGNING SERVICES TO CHANNELS PROCEDURE" in this section and assign one channel to call_answer. Note the PBX extension of the channel you assign this service to.

> **NOTE:**
>
> If you assign more than one channel to call answer, create a switch group for this extension on the PBX. Refer to the switch document in your AUDIX Voice Power system R3.0 documentation set for more information.

Write the PBX extension (or switch group extension) in the *Do Not Disturb* section of "OPERATOR QUICK REFERENCE" job aid in *"Appendix A. Job Aids"*. Copy this job aid and distribute to your operators. When they receive a call that needs to be transferred directly to a voice mailbox, have them follow the *Do Not Disturb* procedure.

Help When PBX Link Is Down

When the PBX link goes down, AUDIX Voice Power does not receive the call information from the PBX interface. As a result, integrated services do 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 a non-integrated service so AUDIX Voice Power can continue to take and retrieve messages.

> **NOTE:**
> When the PBX link is down, MWLs may be out of sync (off when they should be on and vice versa). Changing control of the MWL will not help, so subscribers will have to be inconvenienced while the PBX link is down. See the switch document included with your AUDIX Voice Power documentation set for more information on MWLs.

The following is a list of guidelines to help you reassign services when the PBX link is down.

1. Begin at the IVPSS R3.0 menu and pick the following sequence.

        Voice System Administration
        Configuration Management
        Voice Equipment

2. Use Table 13-4 in the "ASSIGNING SERVICES TO CHANNELS PROCEDURE" section of this chapter to record the current service assignments. This is important since you will want to reconfigure them when the PBX link is back up. Only integrated services need to be reassigned. (The following percentages are only guidelines. Reassign the non-integrated services in proportions that suit your environment.)

   ■ If you are using CA+VM, reassign all CA+VM channels to the call answer_service.

   ■ If you are using CA+VM+AA, reassign 50% to tbe auto_attend service, 50% to the call_answer service.

3. Use the "ASSIGNING SERVICES TO CHANNELS PROCEDURE" in this section to reassign the channels with integrated services to non-integrated services.

4. Use the switch document in your AUDIX Voice Power 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.

   ■ If you are using CA+VM+AA, use the existing CA+VM+AA switch group for the auto_attend switch group. Modify the switch group to include only those channels assigned the auto_attend. Refer to the switch document included with your AUDIX Voice Power system R3.0 documentation set for details on this procedure.

   > **NOTE:**
   > For System 75, DEFINITY G1, and DEFINITY G3, the integrated services (CA+VM and CA+VM+AA) do not have or need switch groups. Therefore, you only need to create new switch groups for the auto_attend channels and the call_answer channels.

   ■ Create a new switch group for call_answer channels. Modify the coverage path definition for subscribers so that it points to this new switch group for call-answer coverage.

5. The new call_answer switch group will mean that subscribers will have to call a new/different number to retrieve voice mail, and they will have to use the *Indirect Login* procedure detailed in the *AUDIX Voice Power System R3.0 Portable User's Guide*. You must inform subscribers of the new number and new procedure. This does not apply to sites that currently use the voice_mail service.

Putting It All Together

All of your channels were assigned to the CA+VM service at installation. After reading this chapter, you may decide to change the services assigned to channels. AUDIX Voice Power's seven services have very interesting and productive uses. However, a balance between the number of channels your system has and which services are required need to be achieved. This balance is an ongoing duty to listen to subscribers and callers feedback on system performance. The number of channels assigned to the same service equals the number of calls AUDIX Voice Power can handle simultaneously for that service. Use discretion when assigning channel services. You may want to consider adding more channels to accommodate all your service needs.

You should regularly monitor AUDIX Voice Power's Phone Line Usage Report before and after service changes to make sure that you are getting the maximum efficiency out of your channel distribution. See Chanter 12, *Reports.*

To reassign channels to different services, use the "ASSIGNING SERVICES TO CHANNELS PROCEDURE" in this section.

If you change a channel's service assignment, be sure to modify any PBX switch groups, coverage paths, or stations (class of restriction) that may be affected. In addition, if your configuration includes a switch integration device (SID), it also may have to be readministered.

NOTE:
If you are using a System 75, DEFINITY G1, and DEFINITY G3 PBX and if AUDIX Voice Power controls the MWL (see the switch document included with your AUDIX Voice Power documentation set), then channel 0 must be assigned to one of the following services: auto_attend, call_answer, voice_mail, CA+VM+AA, or CA+VM.

Below are two tables which summarize the information in this section.

Assigned Se~Ac~al Ser~ce

Assigned Service	Actual Service		
	Internal Call	External Call	Coverage Call
CA+VM+AA CA+VM Auto Attendant Call Answer Voice Mail Message Drop Info Service	Voice Mail Voice Mail Auto Attendant Call Answer Voice Mail Message Drop Info Service	Auto Attendant Voice Mail Auto Attendant Call Answer Voice Mail Message Drop Info Service	Call Answer Call Answer Auto Attendant Call Answer Voice Mail Message Drop Info Service

Feature Wanted	Use Service
integrated Call-Answer	CA+VM+AA or CA+VM
non-integrated Call-Answer	call_answer
integrated Voice Mail	CA+VM+AA or CA+VM
non-integrated Voice Mail	voice mail
integrated Automated Attendant	CA+VM+AA
non-integrated Automated Attendant	auto_attend
integrated Information Service	N/A
non-integrated Information Service	info_service
integrated Message Drop	N/A
non-integrrated Message Drop	message_drop

ASSIGNING SERVICES TO CHANNELS PROCEDURE

To reassign services to AUDIX Voice Power channels, do the following.

1. Begin at the IVPSS R3.0 menu and pick the followinng 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	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.1	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2006	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

2. Copy the information in the PHONE and SERVICE-NAME columns of the VOICE EQUIPMENT window into Table 13-3, 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 13-4.

Table 13-3. Channel-to-Service Assignments

Channel Number	PBX Extension	Current Service	New Service
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			

3. Press `CHG-KEYS` (F8), then `ASSIGN` (F3).

4. Frm 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 13-4.

   Remember that you cannot assign info_service or message_drop to channel 0.

7. In the `Channels` field, enter the channel numbers to be assigned to the designated service based on the information you wrote in Table 13-4. 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 9.

    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 switch 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 is explained below.

CHN field	This field displays the channel number. Channels are numbered sequentially beginning with the first IVP4 card (0 through 11).
CD.PT field	This field identifies which IVP4 card he channel resides on (0-3) and its position on that card. For example, a CD. PT of 1.1 signifies that this is the second channel on tbe second IVP4 card. The channel position on the card can be 0, 1, 3, or 4.
STATE field	This field contains the current status of the channel. A channel cm be iD 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 A UDIX Voice Power System R3.0 Maintenance* for more information on these states.
STATE-CHNG-TIME field	This field shows the time and date of the last change in state of the channel.
SERVICE-NAME field	This field shows the service currently assigned to the channel. Services are explained in this chapter.
PHONE field	This field lists the channels' corresponding PBX extensions.
GROUP field	This field is used by other AT&T products and does not affect AUDIX Voice Power.
OPTS field	This field is used by other AT&T products and does not affect AUDIX Voice Power.
TYPE field	This field specifies the type of channel card being used. In AUD1X Voice Power. This colunnn always reads IVP4 or IVP6.
DISP-OPT key	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 key	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 AUDIX Voice Power System R3.0 Maintenance* for more information on these states.

ASS IGN I0ey	This key is on the VOICE EQUIPMENT window's altemate 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 Voice Power. The services option is explained in this chapter.
UNASSGN key	This key is on the VOICE EQUIPMENT window's altemate key set (F4). It allows you to disassociate a channel and a group or a channel and a service. The group option has no application in AUDIX Voice Power. 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 key	This key is on the VOICE EQUIPMENT window's alternate key set (F6). It allows you to pnnt a hard copy of the information displayed on thee VOICE EQUIPMENT window. You must have a default pnnter configured and connected to the AUDIX Voice Power PC for this key to work properly.

SYSTEM PARAMETERS

The AUDIX Voice Power SYSTEM PARAMETERS window allows you to set system limits and invoke features for all subscnbers. 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` limits outside callers' access time to the system. The defaults provided by AUDIX Voice Power for these parameters suffice for most sites. However, if you change these parameters do so with care.

Figure 13-2.

System Parameter Administration
System Operator Extension: _____
Pause For Touch Tone Input: _____sec
Maximum Extension Length: ___
Transfer to Subscribers Only?: _____
System Mode of Addressing: _____
Maximum Message Length: _____sec
General Mailbox Owner Extension: _____
Enable General Mailbox for Call Answer?: _____
Allow Voice Mail/Call Answer transfers?: _____
Auto Attendant Parameters
Touch-tone Gate Active?: Day:_____ Night:_____
Auto Attendant Timeout Action: Day:_____ Night:_____
Auto Attendant Menu Plays: _____
Fax Transfer Number: _____
Present Options Before Leaving Message?: _____

Table 13-4.   System Parameters

Parameter	Possible Values	Default	Your Value
System Operator Extension	up to 6 digits	none	
Pause For Touch Tone Input	4-9 sec	7 sec	
Maximum Extension Length	1-6	4	
Transfer to Subscribers Only	yes or no	yes	
System Mode of Addressing	extension or name	extension	
Maximum Message Length	30-360 sec	120 sec	
General Mailbox Owner Extension	up to 6 digitd	none	
Enable General Mailbox for Call Answer?	yes or no	no	
Allow Voice Mail/Call Answer transfers?	yes or no	yes	
Touch-Tone Gate Active - Day?	yes or no	no	
Touch-Tone Gate Active - Night?	yes or no	no	
Auto Attendant Time-out Action - Day	transfer, message, disconnect	transfer	
Auto Attendant Time-out Action - Night	transfer, message, disconnect	transfer	
Auto Attendant Menu Plays	1-9	2	
Fax Transfer Number	16 characters	none	
Present Options Before Leaving Message	yes or no	yes	

System Operator Extension

At tbe top of the SYSTEM PARAMETERS window is the field for the system operator's extension. This is the extension callers or subscibers are transferred to when they press [0] while using the Call-Answer feature.

This extension is used to transfer callers to the attendant for help. Callers are transferred to the attendant when any of the following happens.

- Caller or subscriber presses [0] at any time for assistance

- Call comes to the AUDIX Voice Power system without accompanying information from the switch for an integrated service

- Automated attendant time-out action

  Because [[0] is a definable key in automated attendant, the last bullet item is the only circumstance under which the Automated Attendant feature transfers to the system operator. For more infoimation, see *Chapter 6. "Automated Attendant Administration"*.

If you have created a switch group of operator extensions on the PBX, you may enter that switch group's extension in this field. If you have not created an operator switch group on the PBX, you can enter one operator extension to serve as transfer point for all calls needing help. This field can be a maximum of six numeric digits. No defaults are provided. See the switch document included with your AUDIX Voice Power system R3.0 documentation set for more information on switch groups.

If there is no value in the System Operator Extens ion field, callers who are transferred to the operator will hear: "There is no one is available to receive your call," and are given options based on the service they are using**.**

> **NOTE:**
> Callers leaving messages for subscribers who have personal operators specified as part of
> their profiles (see *Chapter 10. "Subscriber Administration"),* are transferred to the personal
> operator when they press [0], not the system operator.

You should create a subscnber profile for the number you enter as the `System Operator Extension`. This allows callers to return to the automated attendant menu (if administered) when the operator is unavailable.

When you create a prohle for the operator, be sure to read about the `Switch Call Coverage` and `Class of Service` parameters and set them appropriately. See *Chapter 10. "Subscriber Administration"* for more information.

Pause for Touch-Tone Input

This parameter specifies the number of seconds AUDIX Voice Power 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 Voice Power speaks a closing message and disconnects. Automated attendant, the exception, allows you to define what happens after the timeout penod has expired (the timeout action): transfer to the operator, leave a message in the general mailbox, or disconnect the caller.

This parameter also defines the amount of time the system waits between digits of an extension, name, or password. For example, the touch-tone timeout is 4 seconds and a subscriber's password is 1234. If a subscriber enters 12 and then pauses for longer than 4 seconds, the system processes the password as 12 then speaks "login incorect." In a similar way, the `Pause for Touch Tone Input` parameter can affect transfers for extensions with fewer digits than the `Maximum Extension Length` parameter setting. Refer to the "Maximum Message Length" section in this chapter for more information.

The default for this parameter is 7 seconds; 4 to 9 seconds is the valid range. 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 subscriber's extension. The default is 4 digits. The range is 1 - 6 digits. Setting this number accurately according to the number of possible digits in a subscriber's extension ensures that calls are processed quickly.

If the AUDIX Voice Power database is populated and you decrease this number, callers will not be able to transfer from automated attendant (prompt, extension, and # actions), call-answer, or voice mail to extensions that exceed the new *Maximum Extension Length.* For example, if you wish to decrease this number from 4 to 3, make sure that no 4-digit subscriber 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, callers cannot transfer to subscribers with 4-digit extensions.

This field is one character long and strictly numeric.

Transfer to Subscribers Only

Toll fraud attempts through voice messaging systems and automated attendant systems have grown dramatically. Toll haud "hackers" access a voice mail or automated attendant system, transfer through the system, and gain access to a corporation's interface to a long distance network. This is a security risk that can affect every PBX with a voice mail or automated attendant system. While AT&T is not responsible for the billing resulting from this toll fraud, we wish to assist you indealing with this problem.

To diminish the risk of toll fraud occurrences, we recommend limiting AUDIX Voice Power transfers from an automated attendant or from a subscriber's mailbox. You can restrict transfers by using the `Transfer to Subscribers Only` parameter.

`Transfer to Subscribers Only` allows you to impose a limitation while still allowing callers and subscribers to utilize AUDIX Voice Power transfer capabilities. By setting the `Trans f er to Subscribers Only` parameter to `yes`, you can restrict transfers to only registered subscribers in all features (Voice Mail, Call Answer, and Automated Attendant). When a caller is instructed to enter an extension number from an automated attendant or a caller presses ⨂ T and enters an extension number from the Voice Mail or Call-Answer features, the extension entered is validated against the subscriber database of AUDIX Voice Power. If the extension entered is not in the subscriber database, the caller will hear "That is not a valid extension," the transfer is denied, and the caller will not have an opportunity to gain access to the outgoing facilities of the PBX.

The default for this parameter is yes.

⇒ **NOTE:**

> Note that this option does not prevent transfers from automated attendant to numbers administered in the workspace, the system operator, or personal operators. It also does not restrict outcalling to pagers or other outside numbers.

This option has the drawback that transfer cannot be made to users of valid PBX extension who are not AUDIX Voice Power subscribers, such as switch group extensions. For example, if you want subscribers to be able to transfer from voice mail to the information service channel to hear employee news, you must administer the information service's channel extension (or switch group extension) as a subscriber. Therefore, AT&T suggests adding these numbers as subscribers with restrictions to the AUDIX Voice Power database.

Use the "OTHER SUBSCRIBERS" section of *Chapter 10. "Subscriber Administration",* to add these special extensions to the subscriber database and enter the following values.

⇒ **NOTE:**

> The Information Service and Message Drop features do not allow transfers under any circumstances regardless of these parameter values.

System Mode of Addressing

The `System Mode of Addressing` parameter defines the initial mode (name or extension) of addressing for automated attendant and call-answer users. The `Name Addressing` feature of AUDIX Voice Power allows callers and subscribers to enter the *name* of the person they are trying to reach instead of the extension er. The iniitial mode of addressing for each subscriber (voice mail users) is defined in their profiles. See the *"Mode of Addressing"* parameter in *Chapter 10. "Subscriber Administration",* for more information.

For example, a caller has left a message for a subscriber, wishes to transfer to someone else, and presses ✱ Ⓣ. When `Mode of Addressing` is set to Extens ion the system initially prompts for the transfer with the following.

> "Enter extension and pound sign."

When `System Mode of Addressing` is set to *Name* the system initially prompts for a transfer with the following.

> "Enter name and pound sign.

Subscribers have alphabetic strings specified in their profiles that callers can enter to identify a subscriber when using name addressing. AT&T suggests that administrators use a subscriber's last name as the name addressing identifier. For example, a caller could enter the following to reach subscriber Todd Theodore. Ⓣ Ⓗ Ⓔ Ⓞ Ⓓ Ⓞ Ⓡ Ⓔ ⌗ . If there is only one Theodore administered the system would voice back "Todd Theodore. Your call is being transferred, please wait." If the system contains more than one Theodore, the caller receives a list of all subscribers named Theodore and selects from the list.

> **➡ NOTE:**
> Note that the caller does not have to type the entire name of the subscriber they are trying to reach.

`System Mode of Addressing` only defines how the system will prompt initially. The caller can press ✱ Ⓐ on the telephone keypad at any time to toggle between addressing by extension and addressing by name.

The `System Mode of Addressing` parameter accepts **e** for extension or **n** for name. The default is extension.

Maximum Message Length

This field dictates the maximum length of any single call-answer or voice mail message. The default is 120 seconds. If a caller exceeds this maximum, he or she is prompted to approve, replay, rerecord, or delete the recorded message. For forwarded messages, maximum message length dictates only the length of the attached comments, not the entire forwarded packet (comments + forwarded message).

The 12-second default is usually more than enough time for the caller to leave a detailed message. The Mailbox Usage Report (*Chapter 12. "Reports"),* lists the number of messages each subscriber 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.

Setting this parameter to a moderate will help conserve disk space and prevent AUDIX Voice Power from recording long periods of noise, for example, if the caller has put the call on hold with music or if a call disconnect is not recognized.

This field is three characters long, accepts values between 30 and 360 seconds, and is strictly numeric.

General Mailbox System Parameters

The two general mailbox parameters are explained in *Chapter 5. "Call-Answer Administration".*

Allow Voice Mail/Call-Answer Transfers

The `Allow Voice Mail/Call-Answer Transfers` parameter is reserved for future use by AT&T development. It should always be set to yes.

Automated Attendant System Parameters

All of the automated attendant parameters are explained in *Chapter 6. "Automated Attendant Administration".*

Changing System Parameters

1. Begin at the IVPSS R3.0 menu and pick the following sequence.

    ```
    Voice System Administration

    Application Package Administration

    AUDIX Voice Power

    System Parameter Administration
    ```

2. Change or enter the desired parameters.

3. Press (SAVE) (F3).

4. Enter **y** to confirm your choice of saving the parameter.

    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.

Appendix A. Job Aids

This appendix contains job aids designed to make AUDIX Voice Power easier to use and to ask for feedback on how the system is working.

■ Since training will likely take place in advance of when the system is actually cut over, you will want to think about how subscribers should be notified that the system is up and running. We have provided the *Welcome to AUDIX Voice Power* template to help you compose an introductory letter which can be distributed to subscribers just after the system is cut over. It may also be used to introduce new employees to AUDIX Voice Power when they start with your company. Prepare this letter in advance of system cut-over so that it can be distributed promptly once the system is in service.

Some portions of the template can be used verbatim in your letter, other parts will have to be modified to include details which reflect the circumstances at your site. In text, the appropriate piece of information needs to be provided for any any described in *[square brackets]*.

■ The *Subscriber Questionnaire* is a feedback tool that asks questions about AUDIX Voice Power features and service. After the system has been running for several weeks, you may want to distribute the questionnaire and solicit responses. You may also want to keep a stack of questionnaires at convenient locations, such as a secretary 's desk or lounge area, so that they are always available for comments.

■ Even after training subscribers, questions still arise. If administrators find themselves answering the same questions over and over again, you may want to consider putting together a letter which addresses the most-often-asked questions about AUDIX Voice Power.

■ The *AUDIX Voice Power Answers* is a template letter which suggests topics and activities you may want to cover. However, to make this letter effective, compile your own list of most-often-asked questions specific to your site.

➡ **NOTE:**
This letter should be used to *reinforce* subscriber training and cover site-specific issues that the subscriber documentation provided with your system may not address. It is not meant to be a substitute for training and documentation.

Some of the questions and answers can be used verbatim in your letter; other questions will have to be modified to include details which reflect the circumstances at your site. If you wish to include complete procedures in this letter, references to the appropriate AUDIX Voice Power documents found are included in this template. Text in the Additional Information check boxes is meant to aid you in preparing the answer for the corresponding question. It is not meant to be published as part of the letter to subscriber. In answers to questions, the appropriate piece of information needs to be provided for any text described in [*square brackets*].

■ The *Operator Quick Reference Card* is a summary of commonly used operator phone-based procedures such as helping subscibers retrieve messages. After training operators, provide them with the job aid for reference.

■ The *AUDIX Voice Power User Trouble Report* is a worksheet for recording problems with AUDIX Voice Power that the appropriate administrator needs to resolve. Keep a stack at convenient locations, such as a secretary's desk or lounge area, so that they are always available.
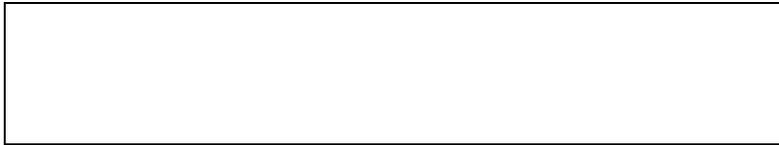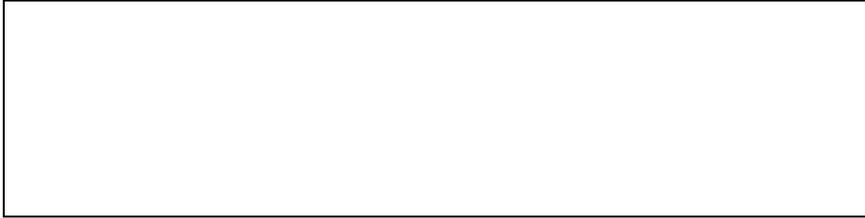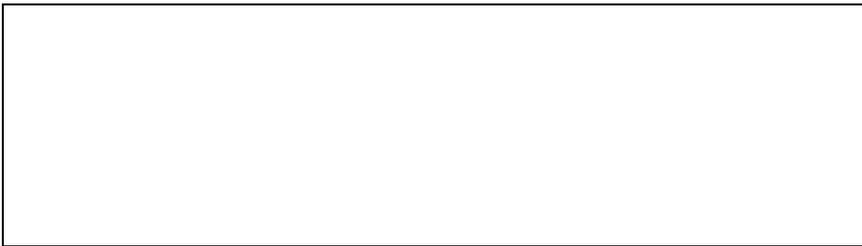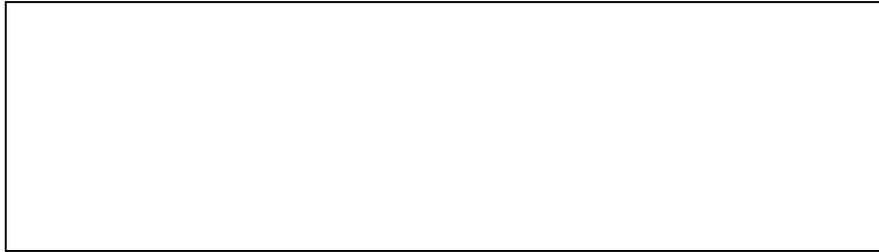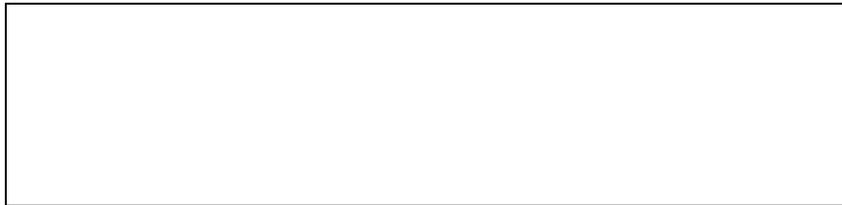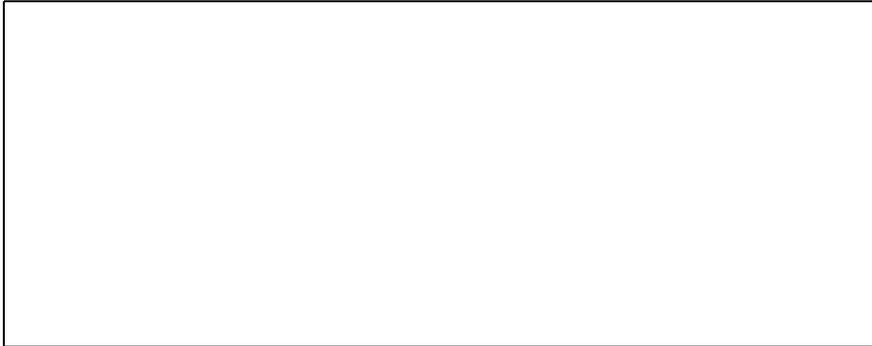
HOW TO USE THESE JOB AIDS

There are two ways to use as a job aid.

■ As Is - To use a job aid as is, remove it from this binder, copy it, and distribute. Most job aids are meant to be copied back to back. Do not fill in information on the job aid master. Instead, make a copy of the master first then fill in any information needed. Return the master to the binder when you are finished using it so that it is available for future use.

■ As a Template - If the job aid is not exactly what you need, use it as template for designing your own. Alter the format, procedures, and/or audience as necessary.

WELCOME TO AUDIX VOICE POWER

TO: AUDIX Voice Power Subscribers
FROM: [*name of your company's system administrator*]
DATE: [*date of distribution*]
SUBJECT: Introduction to the AUDIX Voice Power system

Our newly installed voice mail system, AUDIX Voice Power, is up and running. AUDIX Voice Power is a complete and easy-to- use voice mail and message service available to you 24 hours a day from any touch-tone telephone.

The documentation materials you received at the training sessions explain AUDIX Voice Power features and procedures. If you need more information or have problems or suggestions, call [*system administrator's name and telephone number*].

GETTING STARTED

AUDIX Voice Power has been administered to answer your telephone calls automatically. AUDIX Voice Power can use a standard system greeting to answer your calls, or you can record your own personal greetings. When you have voice mail messages, the message-waiting lamp on your telephone will light. If you do not have a message-waiting lamp on your phone, you should periodically log in and check for messages.

To log in for the first time, do the following.

1. Dial the AUDIX Voice Power phone number

2. Enter your extension followed by #.

   If you are calling from your own office pbone, just press #.

3. Enter your initial password followed by #.

   [Add to this step what their initial password is. For example: Your initial password is the same as your extension number.]

   When you understand how to log in to AUDIX Voice Power, change your password immediately to protect your messages.

Once you are logged in, the system tells you how many messages you have, then plays the AUDIX Voice Power activity menu. To complete AUDIX Voice Power tasks, simply listen to the voiced instructions and follow the steps in your AUDIX Voice Power subscriber documentation.

CHANGING YOUR PASSWORD

To change your password, do the following.

1. Choose a sequence of 1 to 9 digits as your new password. A password of *at least* five digits is

OPERATOR QUICK REFERENCE

Use this card to assist callers and subscribers in using AUDIX Voice Power.

Start Function and Release

The words *start function* and *release* are used in this quick reference to indicate the begining 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 subscriber are as follows.

    1. Start function

    2. Dial subscriber's extension

    3. Release

       The caller is connected with the subscriber's phone.

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*.

Helping a Caller Leave a Voice Message

    1. Ask for the extension of the subscriber the message is for.

    2. Transfer the caller to that extension.

       If the subscriber is on the phone or away from his or her desk, the call will aummatically go to voice mail.

To transfer a caller directly to subscriber's voice mailbox without ringing the office, see the *Do Not Disturb* procedure.

Helping Subscribers Retrieve Messages

Tell the subscriber to do the following.

Callers Who Do Not Want to Talk to a Voice Mailbox

Some callers may be uncomfortable talking to a voice mailbox. Inform the caller that they can press ⓪ if they reach a voice mailbox to get back to you, the operator. If you prefer to stay on the line with the caller to make sure that the subscriber answers, do the following.

1. Transfer the caller to the subscriber's extension but stay on the line.

2. If the caller answers, release the call.

If the call goes to voice mail, press ⁎ ⁎ ⑨. This allows you to get the call back by disconnecting it from voice mail.

Do Not Disturb

There are two methods of sending a caller directly to voice msil without ringing the office.

If your PBX offers a *Do Not Disturb* feature, AUDIX Voice Power may recognize it and will transfer the caller directly to the voice mailbox. Simply activate tbe *Do Not Disturb* feature as you normally would from the console for a particular subscriber extension. When you transfer calls to that office, they automatically go to the voice mailbox. If the call does not go to the voice mailbox, ask your AUDIX Voice Power administrator if he or she has updated the *Do Not Disturb* feature on the PBX to transfer to AUDIX Voice Power.

Another way to transfer a caller directly to a voice mailbox without ringing the office is by using a special extension number called *non-integrated call-answer*. (Note that this number is different from the AUDIX Voice Power number.) Ask your AUDIX Voice Power 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 a voice mailbox using the non-integrated call-answer number.

1. Start function.

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

3. When the call-answer greeting begins, enter the subscriber's extension followed by #.

4. Release.

   The caller is connected to the voice mailbox, hears the subscriber's greeting, and can leave a message.

AUDIX VOICE POWER™ USER TROUBLE REPORT

To repon a problem wi~ AUDIX Voice Power, please answer all of the follo~g 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 anything) was heard signaling the problem? Check one.

Heard	
"login incorrect"	
"no one is available to receive your call"	
"there is no room in the mailbox to leave a message"	
"the speech database is full"	
"mailbox for *subscriber name* is full"	
busy signal	
hear ringing but AUDIX Voice Power never answers	

Appendix B. Upgrade Administration

This appendix contains administrative information about upgrading from a previous release of AUDIX Voice Power to R3.0.

Certified upgrades paths are provided for the following releases of AUDIX Voice Power.

- AUDIX Voice Power Rl.1

- AUDIX Voice Power R2.0

- AUDIX Voice Power R2.1.1

> **NOTE:**
> The certified upgrade path requires that AUDIX Voice Power currently be running on a 6386/25 (Cascade) or 6386/33 (Tower). No other hardware platforms are supported at this time.

After a certified upgrade, the system is returned to its previous operating state. For example, subscriber profiles, and automated attendant prompts and menus are preserved. However, new parameters and features must still be administered.

If you do not have one of above-listed releases or platforms, information is not preserved across releases. You will have to completely readminister the system. Begin with *Chapter 3. "Getting Started"*.

To use this appendix, find the heading that identifies your upgrade path, then perform all of the tasks listed in that section. It is not necessary to perform tasks listed under other upgrade paths. After performing the upgrade administration tasks, use the *AUDIX Voice Power Feature History* section of *AUDIX Voice Power System R3.0 System and Feature Description* to identify other ways in which AUDIX Voice Power R3.0 differs from your previous release. *AUDIX Voice Power System R3.0 Administration* contains detailed sections on all features, parameters, and procedures to help you learn the new system.

AUDIX VOICE POWER R1.1 TO R3.0 AND R2.0 TO R3.0

This section summarizes administrative issues involved in upgrading from AUDIX Voice Power R1.1 or AUDIX Voice Power R2.0 to AUDIX Voice Power R3.0.

Recommended Upgrade Tasks

This section details tasks you should perform immediately after upgrading.

■ The Name Addressing feature of AUDIX Voice Power allows callers and subscribers to enter the name of the person they are trying to reach instead of the extension number. For name addressing to work, all subscribers must have a `Name Addressing Identifier` specified in their profiles. A `Name Addressing Identifier` is an alphabetic string that subscribers and callers can enter to identify a subscriber when using name addressing. AT&T suggests that you use the subscriber's last name as the name addressing identifier. Because a default is not provided for this field, you must edit each profile and enter the `Name Addressing Identifier` for that subscriber. Use the subscriber list you generated as part of *AUDIX Voice Power System R3.0 Planning* to assist you. For more information on how to edit subscriber profiles, see *Chapter 10. "Subscriber Administration"*. After you enter the `Name Addressing Identifier`, AUDIX Voice Power automatically fills the `TT Equivalent of Name Addressing Identifier` field with the touch-tone equivalents for the identifier you typed.

> ➡ **NOTE:**
> AUDIX Voice Power will not allow you to save or change a subscriber profile unless a `Name Addressing Identifier` is specified.

It is important to administer name addressing identifiers as soon as possible because the name addressing feature is regularly spoken as part of AUDIX Voice Power options regardless of whether `Name Addressing Identifiers` have been specified. For example, "To transfer using names instead, press star A," is always spoken as part of the transfer options.

■ If automated attendant was part of your AUDIX Voice Power culture before the upgrade and you utilized the touch-tone gate, set the `Auto Attendant Touch-tone Gate Active- Day` system parameter to yes (No is the default). For information on how to access the SYSTEM PARAMETER ADMINISTRATION screen, see *Chapter 13. "System Tuning"*. After setting the parameter, make a test call to automated attendant to verify that the touch-tone gate is working properly. Leave the `Auto Attendant Touch-tone Gate Active- Night` parameter set to `no` until you set up a separate night service.

- The `Auto Attendant Time-out Action - Day/Night` system parameter specifies the action to be taken any time there is a touch-tone time-out in the automated attendant. The default for both the day and night timeout actions is transfer (transfer to the operator). If you do not have an operator available, you may wish to read about the general mailbox in *Chapter 5. "Call-Answer Administration",* and set these two system parameter values to message. For information on how to access the SYSTEM PARAMETER ADMINISRATION screen, see *Chapter 13. "System Tuning".*

- Complete all tasks in *Chapter 3. "Getting Started",* beginning with "RECOGNIZING RESPONSIBILITIES".

- After you complete the getting started activities, read the remaining information in this section.

Additional Upgrade Information

This section covers additional information you should know about your upgraded system.

System Parameters

The following system parameters are new or different from R1.1 and R2.0. It is not necessary for you to alter their default values. However, you should read about and understand their impacts on the system. References to the appropriate chapter are provided with each parameter.

- In R1.1 and R2.0 `Mail Box Size` is a system parameter which sets the maximum mailbox size for all subscribers. In R3.0 `Mail Box Size` is a subscriber profile parameter, allowing you to set the mailbox size according to individual subscriber needs. If you had the `Mail Box Size` set in Rl.1 (or R2.0), that value is now in each subscriber's profile as the `Mail Box Size` value. For example if `Mail Box Size` was set to 10 minutes in Rl.1 (or R2.0), all subscribers now have their mailbox sizes set to 10 minutes in their profiles. If there was no value in the `Mail Box Size` R1.1 (or R2.0) system parameter at the time of upgrade, a default value of 5 minutes was used in each subcriber's profile.

⎯➤ **NOTE:**

Note that the `Mailbox Size` subscriber profile parameter does not normally have a default.

See *Chapter 10. "Subscriber Administration",* for more information.

- In Rl.1 and R2.0, `Extensions With Automated Attendant Coverage` are specified on the SYSTEM PARAMETER ADMINISTRATION screen. In R3.0, `Coverage Service` is set in individual subscriber profiles. `Extensions With Automated Attendant Coverage` are not preserved as part of the upgrade. You recorded them in Appendix A, *Planning Worksheets,* in *AUDIX Voice Power System R3.0 Planning.* You will need to administer these extensions as subscribers, specifying `Automated Attendant` as their `Coverage Service` in their profiles. Refer to *Chapter 10. "Subscriber Administration",* for more information.

■ The `System Mode of Addressing` parameter defines the initial mode (name or extension) of addressing for automated attendant and call-answer users. See *Chapter 13. "System Tuning",* for more information.

There is a related subscriber profile parameter: `Mode of Addressing`. This defines the initial mode of addressing (name or extension) for voice mail activities for a subscriber.

■ The general mailbox is one of two special mailboxes provided by AUDIX Voice Power R3.0 (maintenance mailbox is the other). The general mailbox has two main purposes: subscriber mailbox overflow and automated attendant timeout (action taken when caller fails to press any touch tones when prompted). There are two system parameters relating to the general mailbox: `General Mailbox Owner Extension` and `enable General Mailbox for Call Answer?`. See *Chapter 5. "Call-Answer Administration",* for more information.

■ The `Allow Voice Mail/Call-Answer Transfers` parameter is reserved for future use by AT&T development. It should always be set to yes, the default. See *Chapter 13. "System Tuning",* for more information.

■ There are three new automated attendant parameters: `Present Options Before Leaving Message`, `Fax Transfer Number`, and `Auto Attendant Time-out Action - Day/Night`. In addition, the `Auto Attendant Touch-tone Gate Active` has been divided to allow separate values for day and night automated attendant services. All automated attendant system parameters are covered in *Chapter 6. "Automated Attendant Administration".*

The message-waiting lamp parameters have moved from the SYSTEM PARAMETERS screen to MESSAGE WAITING LAMP PARAMETERS screen. In addition, two new message-waiting lamp parameters have been added: `Allow Message Waiting Lamp Control?` and `Refresh Interval`. Refer to the switch document included with your AUDIX Voice Power documentation set for more information on message-waiting lamp parameters.

Subscriber Parameters

The following subscriber profile parameters are new or different from Rl.l and R2.0. All of the parameters are described in detail in *Chapter 10. "Subscriber Administration".*

■ The `Mode of Addressing` parameter defines the initial mode of addressing (name or extension) for voice mail activities for a subscriber.

There is a related system parameter: `System Mode Of Addressing`. It defines the initial mode (name or extension) of addressing for automated attendant and call-answer users. See *Chapter 13. "System Tuning",* for more information.

■ In Rl.1 and R2.0 `Mail Box Size` is a system parameter which sets the maximum mailbox size for all subscribers. In R3.0 `Mailbox Size` is a subscriber profile parameter, allowing you to set the mailbox size according to individual subscriber needs. If you had the `Mail Box Size` set in Rl.1 (or R2.0), that value is now in each subscriber's profile as the `Mailbox Size` value. For example if `Mail Box Size` was set to 10 minutes in Rl.1 (or R2.0), all subscribers now have their mailbox sizes set to 10 minutes in their profiles. If there was no value the `Mail Box Size` Rl.l (or R2.0) system parameter at the time of upgrade, a default value of 5 minutes was used in each subscriber's profile.

➡ **NOTE:**

   Note that the `Mailbox Size` subscriber profile parameter does not normally have a default.

■ The `Personal Operator` parameter allows you to specify an extension to which callers are transferred when they press ⓪ while in the call-answer service for this subscriber.

■ `Class of Service`, `Coverage Service`, and `Outcalling Allowed` are new subscriber profile parameters. See *Chapter 10. "Subscriber Administration"* for detailed explanations.

Channel Services

AUDIX Voice Power system R3.0 offers seven different services that an IVP4 channel can be assigned to. This scheme differs from previous releases. For a complete explanation, see *Chapter 13. "System Tuning"*.

■ call answer

■ voice mail

■ automated (automated attendant)

■ info_service (information service)

■ message_drop

■ CA+VM (call-answer + voice mail)

■ CA+VM+AA (call-answer + voice-mail + automated attendant)

New or Enhanced Features

New features have been added and existing features have been enhanced since Rl.1 and R2.0. You should read about them and readminister your system to take advantage of the increased capabilities. Use the *AUDIX Voice Power Feature History* section of *AUDIX Voice Power System R3.0 System and Feature Description* to identify ways in which AUDIX Voice Power R3.0 differs from your previous release. *AUDIX Voice Power System R3.0 Administration* contains detailed sections on all features, parameters, and procedures to help you learn your new system.

AUDIX VOICE POWER R2.1.1 TO R3.0

This section summarizes administrative issues involved in upgrading from AUDIX Voice Power R2.1.1 to AUDIX Voice Power R3.0.

Recommended Upgrade Tasks

There are no specific administrative tasks which need to be performed immediately.

Additional Upgrade Information

This section covers additional information you should know about your upgraded system.

System Parameters

The message-waiting lamp parameters have moved from the SYSTEM PARAMETERS screen to the MESSAGE WAITING LAMP PARAMETERS screen. In addition, two new message-waiting lamp parameters have been added: Allow Message Waiting Lamp Control? and Refresh Interval. Refer to the switch document included with your AUDIX Voice Power documentation set for more information on message-waiting lamp parameters.

Channel Services

AUDIX Voice Power system R3.0 offers seven different services that an IVP4 channel can be assigned to. This scheme differs from previous releases. For a complete explanation, see *Chapter 13. "System Tuning"*.

- call_answer
- voice_mail
- auto_attend (automated attendant)
- info_service (information service)
- message_drop
- CA+VM (call-answer + voice mail)
- CA+VM+AA (call-answer + voice mail + automated attendant)

New or Enhanced Features

New features have been added and existing features have been enhanced since R2.1.1. You should read about them and readminister your system to take advantage of the increased capabilities. Use the *AUDIX Voice Power Feature History* section of *AUDIX Voice Power System R3.0 System and Feature Description* to identify ways in which AUDIX Voice Power R3.0 differs from your previous release. *AUDIX Voice Power System R3.0 Administration* contains detailed sections on all features, parameters, and procedures to help you learn your new system.

Abbreviations

ALT	assembly load and test
AT&T	Amencan Telegraph and Telephone
AUDIX	Audio Information Exchange
CDH	call data handling
CO	central office
COM2	serial communications port 2
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
ELA	Electronic Industries Association
ET	error tracker
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
I/O	input/output
IRQ	interrupt request
IVP4	Integrated Voice Processing board (4 channels)
IVPSS	Integrated Voice Processing system software
K	kilobytes
LED	light emitting diode

ABB-1

ABB-2   Abbreviations

LWC	leave word calling
MANOOS	manually out of service
Mbytes	megabytes
MTC	maintenance
MWL	message-waiting lamp
PBX	private branch exchange
PC	personal computer
PEC	price element code
POST	power-on self test
RAM	random access memory
ROM	read only memory
SA	software associate
SID	switch integration device
SIMM	single in-line memory module
SS	software specialist
TRIP	tip/ring input process
TSC	technical support center
TSS	technical support services
TSM	transaction state machine
VDC600	video display card 600
VROP	voice response output process
WGS	work group systems

Glossary

abort
To cancel or quit without saving any changes.

active window
An area on the computer 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 Voice Power system. It can refer to a number of tasks, such as changing AUDIX Voice Power parameters (parameter administration) or registering subscribers (subscriber 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.

announcement
A spoken message. After an announcement is played, for example, in automated attendant or in the information service, the caller is disconnected.

attendant
See operator.

attendant console
A special-purpose telephone with numerous lines and features used by operators to answer and transfer calls.

AUDIX Voice Power R3.0
A voice messaging system designed by AT&T. AUDIX Voice Power supplies subscribers with electronic mailboxes that act like private answering machines and take messages for subscribers when they are unavailable.

AUDIX Voice Power administrator
See system administrator.

AUDIX Voice Power phone number
A special extension number that subscribers and administrators dial to perform voice mail activities such as retrieving voice messages.

automated attendant
An AUDIX Voice Power feature that directs callers through a series of menu selections to reach a desired department, extension, or operator. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to connect to their desired destination. Automated attendant can also be configured to act as an information service. For example, by recording detailed prompts on services, hours, specials, instructions, and directions, you can provide callers with a reliable tool for accessing needed information.

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 Voice Power to all subscribers.

call-answer
A feature that allows AUDIX Voice Power to answer a call and record a message when a subscriber 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.

computer-based
>   Using AUDIX Voice Power from the computer or a terminal or pertaining to AUDIX Voice Power computer functions. See also phone-based.

coresident
>   The simultaneous use of more than one software package on the same computer without interference.

courtesy mailbox
>   See mailbox, courtesy.

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 Voice Power computer.   See also coverage path.

coverage path
>   An ordered sequence of points to which calls to a busy for unanswered extension are redirected. For example, a typical coverage path for a subscriber would include AUDIX Voice Power. See also coverage call.

custom prompt
>   The parts of AUDIX Voice Power's prompts, messages, and speech that you can customize. For example, you can customize the call-answer greeting to include your company name. See also system prompt.

cut-from-service
>   The set of tasks which take the AUDIX Voice Power system out of service.

cut-to-service
>   The set of tasks which take the AUDIX Voice Power system from installation to an operational voice mail system.

database
>   A collection of file systems and files in disk memory that store the voice and nonvoice or program information necessary for AUDIX Voice Power and PBX operation.

data link
>   A connection that enables nonvoice data messages to pass between AUD~ Voice Power and another system, for example, a PBX. 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. For example, AUDIX Voice Power and most terminals are DTE devices.

day service
>   The set of automated attendant menus and announcements at are used during the day time hours.

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 (pop)
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) charmer. AUDIX Voice Power uses DCP to communicate to the System 75, DEFINITY G1, and DEFINITY G3 PBXs.

direct call
A call made directly to the AUDIX Voice Power computer, usually for voice mail retrieval.

direct inward dialing (DID)
A feature that allows an incoming call from the public network to reach a specific telephone without attendant help.

extension number
A 1-to-7 digit number that routes a call to a subscriber or some other location at a company.

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.

form window
See window, form.

Generic 1
A release of the System 75-based software, AT&T DEFINITY Generic 1 Communications System.

Generic 3
A release of the System 75-based software, AT&T DEFINITY Generic 3 Communications System.

host PBX
The PBX directly connected to AUDIX Voice Power through a data link.

integrated services
A combination of facilities that allows the PBX, when transferring a call to AUDIX Voice Power, to also send along call information. This call information tells AUDIX Voice Power, 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 subscriber (direct).

interface
A means of communication. A computer-based interface involves menu and prompts; this is how the computer communicates with the user. The PBX interface is a link between AUDIX Voice Power and the PBX over which data is transmitted; this is how AUDIX Voice Power and the PBX communicate.

leave word calling (LWC)
Activation of the message-waiting lamp (MWL) from the attendant console.

list ID
See mailing list ID.

local installation
A system, adjunct, or piece of peripheral equipment installed physically near the host PBX or the AUDIX Voice Power system.

mailbox, courtesy
A mailbox for a person which normally does not reside at your site. For example, a consulting firm may have a large number of courtesy mailboxes for consultants who work on customer premises. This is a convenient way to get company news and communicate with other consultants without actually having a desk and phone in the consulting firm's office.

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; ~e maximum number of members in one list is 250.

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 Voice Power administrator performs on a regular basis to ensure problem-free operation of the system.

menu

A list of options from which you can make a selection. Menus can be computer-based or phone-based.

message, fax

An exact copy of pictures or text transmitted by a facsimile machine. The Automated Attendant feature will transfer fax calls when the automated attendant detects the fax calling (CNG) tone (fax number to transfer to must be specified).

message, heard

A message that the subscriber 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 operator has written down on paper.

message, unheard

A new message that the subscriber has not listened to.

message, voice

A message that AUDIX Voice Power records and a subscriber can play back at any time.

message-waiting lamp

A small light on a subscriber's telephone that flashes when the subscriber has messages.

night service

The set of automated attendant menus and announcements that are used during the night time hours.

notification message

A phone-based message spoken by AUDIX Voice Power after a subscriber or an administrator logs on to the system that informs him/her of the number of voice messages received. For example, "You have three voice messages."

numeric

Composed of numbers.

Operator

A person who has the responsibility of answering the phone, transferring calls, and taking messages. An operator, secretary, or administrative assistant.

Outcalling

Outcalling is a feature that allows subscribers to request that AUDIX Voice Power call to inform them when new messages are received.

Outside caller

Someone calling into the company phone system from outside your PBX.

parameter

A variable for which you can enter a value. The typical form window contains two or more parameters. A line where you can enter 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 Voice Power computer, such as the voice terminals, printers, and display terminals.

phone-based
Using AUDIX Voice Power from a telephone or pertaining to AUDIX Voice Power telephone functions. See also computer-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 Voice Power voice port to allow a subscriber 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, DEFINITY Generic I. and DEFINITY Generic 3 data link.

prompts
A request by the system for information. A phone-based prompt is spoken and requests touch-tone input. A computer-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 operator while keeping the caller on the line.

service administrator
A person who has specific phone-based privileges such as customizing greetings based on the service he or she is assigned to: call-answer, automated attendant, voice mail, information service, or message drop.

service path
A procedure that specifies who to contact when you cannot fix AUDIX Voice Power problems. If you do not know your site's service path, contact your 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 operator while keeping the caller on the line.

subscriber
A person registered with AUDIX Voice Power through the SUBSCRIBER ADMINISTRATION who can take advantage of the Call-Answer and Voice Mail features.

sub-task
A task performed by an operator while keeping the caller on the line.

support path
See service path.

switch
See private branch exchange (PBX).

switch group
A group of analog ports on the PBX usually administered to search for available ports in a circular pattern.

system administrator
A person at the customer site responsible for setting up and maintaining AUDIX Voice Power.

system
See AUDIX Voice Power.

system prompt
   AUDIX Voice Power messages that lead callers and subscribers through options. See custom prompt.

talk off
   See type ahead.

touch-tone gate
   An automated attendant option which asks the caller to press ⬜1 if they have a touch-tone phone.

transfer, blind
   A blind transfer is one which AUDIX Voice Power transfers the call to the switch and then abandons it. AUDIX Voice Power can do this because it knows that if the called party does not answer, the switch will know what to do because a coverage path has been administered.

transfer, intelligent
   An intelligent transfer is one which AUDIX Voice Power does not complete the transfer until the called party answers. AUDIX Voice Power must do this because it knows that if the called party does not answer or the line is busy, the switch will *not* know what to do.

troubleshooting
   The process of identifying system errors and correcting them.

truncate
   To end prematurely, cut off.

type ahead
   An AUDIX Voice Power feature in which callers, subscribers, and administrators 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 Voice Power feature similar to a *verbal letter* that you can send to one or more subscribers. AUDIX Voice Power acts as an electronic post office that delivers spoken messages.

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 one 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 in 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 messages, error messages, or reports are text windows.

workspace
   A computer-based form window for entering automated attendant menus.

Index

Q

R

S