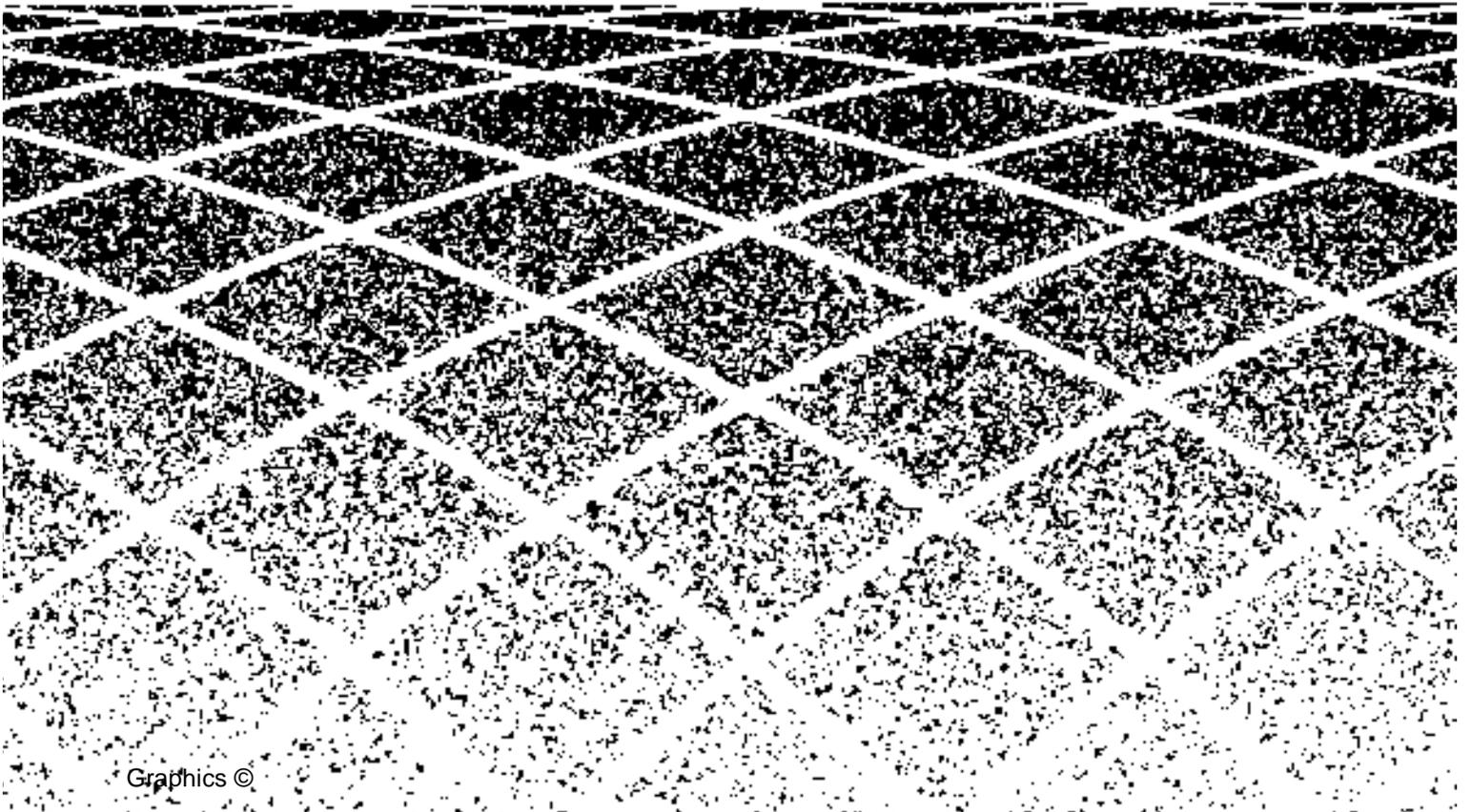




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INTUITY AUDIX Administration



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About This Document

Purpose

This document, *Intuity AUDIX Administration* (585-310-539), contains the procedures needed for the startup and ongoing administration of the Intuity AUDIX voice messaging system.

Intended Audience

This document is intended for people who administer Intuity AUDIX voice messaging. The audience includes:

- Intuity system administrators, who are responsible for all system level aspects of the Intuity system.
- Voice messaging administrators, who are responsible only for AUDIX subscriber administration and monitoring.

Conventions Used

The following conventions were used in this book:

- Rounded boxes represent keyboard keys that you press.
For example, an instruction to press the enter key is shown as follows:
Press `(ENTER)`.
- Square boxes represent phone pad keys that you press.

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

Press **0**.

- The word “enter” means to type a value and press **ENTER**.

For example, an instruction to type y and press **ENTER** is shown as follows:

Enter **y** to continue.

- Commands and text you type or enter appear in **bold**.
- Values, instructions, and prompts that you see on the screen are shown as follows:

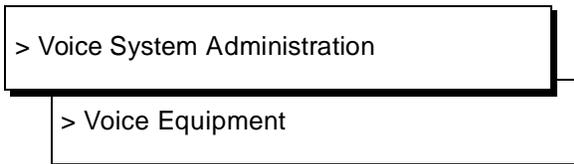
Press any key to continue.

- Variables that the system supplies or that you must supply are shown in *italics*. For example, an error message including one of your filenames is shown as follows:

The file *filename* is formatted incorrectly

- The sequence of menu options that you must select to display a specific screen is shown as follows:

Begin at the Administration menu, and select the following sequence:



In this example, you would first access the Administration menu. Then you would select the Voice System Administration option to display the Voice System Administration menu. From that menu, you would select the Voice Equipment option to display the Voice Equipment screen. For information about how to select a menu option, see

Trademarks and Service Marks

The following trademarked products may be mentioned in this book:

Product Name	Company
5ESS™	Registered trademark of AT&T
AT™	Trademark of Hayes Microcomputer Products, Inc.
AUDIX®	Registered trademark of AT&T
BT-542B™	Trademark of BusLogic Inc.
COMSPHERE®	Registered trademark of AT&T Paradyne Corp.
CONVERSANT® Voice Information System	Registered trademark of AT&T
DEFINITY®	Registered trademark of AT&T
Dterm™	Trademark of NEC Telephones, Inc.
Equinox™	Trademark of Equinox Systems, Inc.
Intuity™	Trademark of AT&T
MD110®	Registered trademark of Ericsson, Inc.
MEGAPLEX™	Trademark of Equinox Systems, Inc.
MEGAPORT™	Trademark of Equinox Systems, Inc.
Meridian™	Trademark of Northern Telecom Limited
Microcom Networking Protocol®	Registered trademark of Microcom, Inc.
NEAX™	Trademark of NEC Telephone, Inc.
NEC®	Registered trademark of NEC Telephones, Inc.
Northern Telecom®	Registered trademark of Northern Telecom Limited
ORACLE™	Trademark of Oracle Corporation
Paradyne®	Registered trademark of AT&T
Phillips®	Registered trademark of Phillips Screw Company
Rolm®	Registered trademark of International Business Machines (IBM)
SL-1™	Trademark of Northern Telecom Limited

Product Name	Company
TMI™	trademark of Texas Micro Systems, Inc.
UNIX®	Registered trademark of UNIX Systems Laboratories, Inc.
VT100™	Trademark of Digital Equipment Corporation

Related Resources

In addition to this book, you may need to reference the following books:

Title	Order Number
Intuity System Description	585-310-211
Intuity AUDIX Feature Descriptions	585-310-212
Intuity Documentation Guide	585-310-540
Migration to the Intuity System	585-310-602
Intuity New System Planning	585-310-603
Intuity MAP/40 Hardware Installation	585-310-138
Intuity MAP/40 Installation Checklist	585-310-141
Intuity MAP/100 Hardware Installation	585-310-139
Intuity MAP/100 Installation Checklist	585-310-137
Intuity Software Installation	585-310-140
Intuity Integration with System 75 and DEFINITY Communications System G1 and G3	585-310-214
Intuity Integration with System 85 and DEFINITY Communications System G2	585-310-215
Intuity Integration with 5ESS	585-310-219
Intuity Integration with DMS-100	585-310-220
Intuity Integration with 1AESS	585-310-221
Integration with NEAX	585-310-216
Intuity AUDIX Digital Networking Administration	585-310-533
AMIS Analog Networking	585-300-512

Title	Order Number
Intuity Intro Voice Response	585-310-716
Intuity Platform Administration and Maintenance	585-310-534
Intuity AUDIX Announcement Customization- American English	585-310-535
Intuity AUDIX Announcement Customization- British English	585-310-536
Intuity AUDIX Announcement Customization- Latin Spanish	585-310-537
Intuity AUDIX Announcement Customization- French Canadian	585-310-538
AUDIX Administration and Data Acquisition Pack- age	585-302-502
A Portable Guide to Voice Messaging	585-300-701
Voice Messaging Quick Reference	585-300-702
Multiple Personal Greetings Quick Reference	585-300-705
Voice Messaging Wallet Card	585-300-704
Outcalling Quick Reference	585-310-721
Voice Messaging Business Card Stickers	585-304-705
Voice Messaging Subscriber Artwork Package	585-310-724

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System Security and Toll Fraud

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

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

Protecting Your Voice Messaging System

Voice Messaging toll fraud has risen dramatically in recent years. Now more than ever, it is imperative that you take steps to secure your system. Securing your system means protecting both standard voice messaging and automated attendant applications.

Voice Messaging

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

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

Automated Attendant

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

In some switches, button 9 is to access dial tone. In addition, when asked to enter an extension, the hacker enters 9180 or 9011. If the system is not properly configured, the auto attendant passes the call back to the PBX. The PBX reacts to 9 as a request for a dial tone. The 180 becomes the first numbers of a 1-809 call to the Dominican Republic. The 011 is treated as the first digits of an international call. The hacker then enters the remaining digits of the phone number and the call is completed. You, the PBX owner, pay for it. This hacker scenario works the same way with a voice mail system.

Switch Administration

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

Restrict Outward Dialing

The measures you can take to minimize the security risk of outcalling depend on how it is used. When outcalling is used only to alert on-premises subscribers who do not have AUDIX message indicator lamps on their phones, you can assign an outward-restricted Class of Restrictions (COR) to the AUDIX voice ports.

For G1, G3, and System 75:

- Use **change cor** to display the Class of Restriction screen, and then create an outward restricted COR by entering **outward** in the Calling Party Restriction field.
- Assign the outward restricted COR to the voice ports. For G2 and System 85:
- Use **P010 W3 F19** to assign outward restriction to the voice mail ports' Class of Service (COS).

Assign Low Facilities Restriction Level (FRL)

The switch treats all the PBX ports used by voice mail systems as stations. Therefore, each voice mail port can be assigned a COR/COS with an FRL associated with the COR/COS. FRLs provide eight different levels of restrictions for Automatic Alternate Routing (AAR), Automatic Route Selection (ARS), or World Class

Routing (WCR) calls. They are used in combination with calling permissions and routing patterns and/or preferences to determine where calls can be made. FRLs range from 0 to 7, with each number representing a different level of restriction (or no restrictions at all).

The FRL is used for the AAR/ARS/WCR feature to determine call access to an outgoing trunk group. Outgoing call routing is determined by a comparison of the FRLs in the AAR/ARS/WCR routing pattern to the FRL associated with the COR/COS of the call originator.

The higher the FRL number, the greater the calling privileges. For example, when voice mail ports are assigned to a COR with an FRL of 0, outside calls are disallowed. If that is too restrictive, the voice mail ports can be assigned to a COR with an FRL that is higher, yet low enough to limit calls to the calling area needed.

⇒ NOTE:

Voice Messaging ports that are outward restricted via COR cannot use AAR/ARS/WCR trunks. Therefore, the FRL level doesn't matter since FRLs are not checked.

FRLs can be assigned to offer a range of calling areas. Choose the one that provides the most restricted calling area that is required.

Table 1 provides suggested FRL values.

Table 1. Suggested Values for FRLs

FRL	SUGGESTED VALUE
0	No outgoing (off-switch) calls permitted.
1	Allow local calls only; deny 0+ and 1-800 calls.
2	Allow local calls, 0+, and 1-800 calls.
3	Allow local calls plus calls on FX and WATS.brtrunks.
4	Allow calls within the home NPA.
5	Allow calls to certain destinations within the continental USA.
6	Allow calls throughout the continental USA.
7	Allow international calling. Assign attendant console FRL 7. Be aware, however, if Extension Number Portability is used, the originating endpoint is assigned FRL 7.

⇒ **NOTE:**

In Table 1, FRLs 1 through 7 include the capabilities of the lower FRLs. For example, FRL 3 allows private network trunk calls and local calls in addition to FX and WATS trunk calls.

To set FRLs on G1, G3 and System 75:

- Use **change cor** for the voice mail ports (vs. subscribers) to display the Class of Restriction screen.
- Enter the FRL number (**0** through **7**) in the FRL field. Assign the lowest FRL that will meet the outcalling requirements. The route patterns for restricted calling areas should have a higher FRL assigned to the trunk groups.
- Use **change route-pattern** to display the Route Pattern screen.
- Use a separate partition group for ARS on the outcalling ports and limit the numbers that can be called.

⇒ **NOTE:**

For G3, the Restricted Call List on the Toll Analysis Table can also be used to restrict calls to specified areas.

To set FRLs on G2 and System 85:

- Use **P010 W3 F23** to assign FRLs for use with AAR/ARS/WCR trunks. Assign higher FRLs to restricted patterns in **P309** than the FRL in the COS for the voice mail ports.
- For G2.2, do not use **P314** to mark disallowed destinations with a higher FRL value. **P314 W1** assigns a Virtual Nodepoint Identifier (VNI) to the restricted dial string. **P317 W2** maps the VNI to the pattern, and **P317 W2** shows the pattern preference, with the FRL in field 4.

For earlier releases, use **P313** to enter disallowed destinations in the Unauthorized Call Control table.

Restrict Toll Areas (G1,G3,Sys75 only)

A reverse strategy to preventing calls is to allow outbound calls only to certain numbers. For G1 and System 75, you must specify both the area code and the office code of the allowable numbers. For G3, you can specify the area code or telephone number of calls you allow.

For G1 and System 75:

- Use **change ars fnpa xxx** to display the ARS FNPA¹ Table, where **xxx** is the NPA that will have some unrestricted exchanges.

1. FNPA stands for Foreign Numbering Plan Area.

- Route the NPA to an RHNPA² table (for example, **r1**).
- Use **change rnhpa r1:xxx** to route unrestricted exchanges to a pattern choice with an FRL equal to or lower than the originating FRL of the voice mail ports.
- If the unrestricted exchanges are in the Home NPA, and the Home NPA routes to **h** on the FNPA Table, use **change hnpa xxx** to route unrestricted exchanges to a pattern with a low FRL.

 **NOTE:**

If assigning a low FRL to a pattern preference conflicts with requirements for other callers (it allows calls that should not be allowed), use ARS partitioning to establish separate FNPA/HNPA/RHNPA tables for the voice mail ports.

For G2 and System 85:

- Use **P311 W2** to establish 6-digit translation tables for foreign NPAs, and assign up to 10 different routing designators to each foreign NPA (area code).
- Use **P311 W3** to map restricted and unrestricted exchanges to different routing designators.
- If the unrestricted toll exchanges are in the Home NPA, use **P311 W1** to map them to a routing designator.
- If the Tenant Services feature is used, use **P314 W1** to map routing designators to patterns. If Tenant Services is not used, the pattern number will be the same as the routing designator number.
- Use **P309 W3** to define the restricted and unrestricted patterns. For G3:
- Use **change ars analysis** to display the ARS Analysis screen.
- Enter the area codes or telephone numbers that you want to allow and assign an available routing pattern to each of them.
- Use **change routing pattern** to give the pattern preference an FRL that is equal to or lower than the FRL of the voice mail ports.

 **NOTE:**

For G3, the Unrestricted Call List (UCL) on the Toll Analysis Table can be used to allow calls to specified numbers through ARS/WCR. The COR for the voice mail ports should show “all-toll” restriction and access to at least one UCL.

2. RHNPA stands for Remote Home Numbering Plan Area.

For G2.2:

- Use **P314 W1** to assign a Virtual Nodepoint Identifier (VNI) to the unrestricted dial string.

Map the VNI to a routing pattern in **P317 W2**, and assign a low FRL to the pattern in **P318 W1**. If you permit only certain numbers, consider using Network 3, which contains only those numbers.

Block Subscriber Use of Trunk Access Codes (G2,Sys85 only)

Station-to-Trunk Restrictions can be assigned to disallow stations from dialing specific outside trunks. By implementing these restrictions, callers cannot transfer out of voice mail to an outside facility using Trunk Access Codes.

For G2 and System 85, if TACs are necessary for certain users to allow direct dial access to specific facilities, such as tie trunks, use the Miscellaneous Trunk Restriction feature to deny access to

others. For those stations and all trunk-originated calls, always use ARS/AAR/WCR for outside calling.

⇒ NOTE:

Allowing TAC access to tie trunks on your switch may give the caller access to the Trunk Verification feature on the next switch.

Create Restricted Number Lists (G1, G3, and System 75 Only)

The Toll Analysis screen allows you to specify the toll calls you want to assign to a restricted call list (for example, 900 numbers) or to an unrestricted call list (for example, an outcalling number to a call pager).

Call lists can be specified for CO/FX/WATS, TAC, and ARS calls, but not for tie TAC or AAR calls.

Restrict AMIS Networking Number Ranges

To increase security for AMIS analog networking, including the Message Delivery service, restrict the number ranges that may be used to address messages. Be sure to assign all the appropriate PBX outgoing call restrictions on the AUDIX voice ports.

Subscriber Password Guidelines

To minimize the risk of unauthorized people accessing AUDIX subscriber mailboxes and using them for toll fraud, educate subscribers in the following guidelines for AUDIX passwords.

- When password protection into voice mailboxes is offered, require the maximum number of digits allowed, or a minimum of five digits. Also, be sure that the password length is at least one digit longer than the extension length.
- Make sure subscribers change the default password the first time they log in to the AUDIX system. To insure this, make the default password fewer digits than the minimum password length.
- Establish your password as soon as your AUDIX extension is assigned. This ensures that only YOU will have access to your mailbox, not anyone who enters your extension number and #. (The use of only the “#” indicates the lack of a password. This fact is well-known by telephone hackers.)
- Never have your greeting state that you will accept third party billed calls. A greeting like this allows unauthorized individuals to charge calls to your company. If you call someone at your company and get a greeting like this, point out the vulnerability to the person and recommend that they change the greeting immediately.
- Never use obvious or trivial passwords, such as your phone extension, room number, employee identification number, social security number, or easily guessed numeric combinations (for example, 999999).
- Change administered default passwords immediately; never skip the password entry. Hackers find out defaults. To change your password, press **5** at the main AUDIX menu. Then press **4**.
- Discourage the practice of writing down passwords, storing them, or sharing them with others. If a password needs to be written down, keep it in a secure place and never discard it while it is active.
- Never program passwords onto auto dial buttons.
- If you receive any strange AUDIX messages, or your greeting has been changed, or if for any reason you suspect that your AUDIX facilities are being used by someone else, contact AT&T Network Corporate Security.

Intuity AUDIX Administration

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

Outcalling

When outcalling is used for subscribers who are off-site (often the message notification is forwarded to a call pager number), three options exist to minimize toll fraud: 1) the AUDIX voice ports can be assigned to a toll-restricted COR that allows calling only within a local area; 2) the outcalling numbers can be entered into an unrestricted calling list for either ARS or Toll Analysis, or 3) outcalling numbers can be limited to 7 or 10 digits.

- On the Subscriber form, turn off outcalling by using the proper COS for each user.
- On the System Parameters Outcalling form, limit the number of digits that can be dialed for outcalling.

⇒ NOTE:

If outcalling is to a pager, additional digits may be required.

Mailbox Administration

- To block break-in attempts, allow a low number of consecutive unsuccessful attempts to log into a voice mailbox. Administer this on the System Parameters Features screen.
- Deactivate unassigned voice mailboxes. When an employee leaves the company, remove the subscriber and, if necessary, reassign the voice mailbox.
- Do not create voice mailboxes before they are needed.
- The Intuity AUDIX system offers password and password time-out mechanisms that can help restrict unauthorized users. Subscribers can have passwords up to 15 digits for maximum security, and you can specify the minimum length required. Use a minimum of 5 digits, and a length at least one digit greater than the extension number length.

AUDIX callers are given three attempts in one call to correctly enter their mailbox before they are automatically disconnected. You can also specify how many consecutive invalid attempts are allowed before a voice mailbox is locked.

Basic Call Transfer (Centrex and Non-AT&T Switches Only)

With Basic Call Transfer, after an AUDIX caller enters $\boxed{*} + \boxed{T}$, the AUDIX system does the following:

1. The AUDIX system verifies that the digits entered contain the same number of digits as administered on the AUDIX system for extension lengths.

If call transfers are restricted to subscribers, the AUDIX system also verifies that the digits entered match the extension number for an administered subscriber.

2. If step 1 is successful, the AUDIX system performs a switch-hook flash, putting the caller on hold.

⇒ NOTE:

If step 1 is unsuccessful, the AUDIX system plays an error message and prompts the caller for another try.

3. The AUDIX system sends the digits to the switch.
4. The AUDIX system completes the transfer.

With Basic Call Transfer, a caller can dial any number, provided the number of digits matches the length of a valid extension. So, if an unauthorized caller dials an access code followed by the first digits of a long-distance telephone number, such as **9 1 8 0 9**, the AUDIX system passes the numbers on to the switch. (This is an example showing a 5-digit plan.) The switch interprets the first digit (**9**) as an access code, and the following digits as the prefix digit and area code. At this point, the caller enters the remaining digits of the phone number to complete the call.

If call transfers are restricted to subscribers, a caller cannot initiate a transfer to an off-premises destination unless the digits entered match an administered subscriber's mailbox identifier (for example, 91809). To ensure the integrity of the "subscriber" restriction, do not administer mailboxes that start with the same digit(s) as a valid switch trunk access code.

Enhanced Call Transfer

With Enhanced Call Transfer, the AUDIX system uses a digital control link message to initiate the transfer and the switch verifies that the requested destination is a valid station in the dial plan. With Enhanced Call Transfer, when AUDIX callers enter **(*) (T)** followed by digits (or **(*) (A)** for name addressing) and **(#)**, the following steps are performed:

1. The AUDIX system verifies that the digits entered contain the same number of digits as administered on the AUDIX system for extension lengths.

If call transfers are restricted to subscribers, the AUDIX system also verifies that the digits entered match the extension number for an administered subscriber.

⇒ NOTE:

When callers request a name addressing transfer, the name must match the name of an AUDIX subscriber (either local or remote) whose extension number is in the dial plan.

2. If step 1 is successful, the AUDIX system sends a transfer control link message containing the digits to the switch. If step 1 is unsuccessful, the AUDIX system plays an error message to the caller and prompts for another try.
3. The switch verifies that the digits entered match a valid extension in the dial plan.
 - If step 3 is successful, the switch completes the transfer, disconnects the AUDIX voice port, and sends a “successful transfer” control link message to the AUDIX system.
 - If step 3 is unsuccessful, the switch leaves the AUDIX voice port connected to the call, sends a “fail” control link message to the AUDIX system, and then the AUDIX system plays an error message requesting another try.

Coverage Limitations with Enhanced Call Transfer

With Enhanced Call Transfer, the reason for a transfer is included in the control link message that the AUDIX system sends to the switch. For Call Answer calls, such as calls that are redirected to the AUDIX system when an extension is busy or doesn't answer, when a caller enters **0** to Escape to Attendant, the AUDIX system normally reports the transfer to the switch as “redirected.”

The switch uses this reason to determine how to proceed with the call. If the reason for the transfer is “redirected,” the call will not follow the destination's coverage path or its call forwarding path. This is because the switch will not redirect a previously redirected call.

This restriction may not be acceptable where it is desirable to have the call follow the coverage path of the “transferred-to” station. Enhanced Call Transfer can be administered to allow this type of transfer.

Detecting Voice Mail Fraud

Table 2 shows the reports that help determine if your voice mail system is being used for fraudulent purposes.

Table 2. Reports and Monitoring Techniques for the AUDIX system

MONITORING TECHNIQUE	SWITCH
Call Detail Recording (SMDR)	All
Traffic Measurements and Performance	All
Automatic Circuit Assurance	All
Busy Verification	All
Call Traffic Report	All
Trunk Group Report	G1, G3, System 75
AUDIX Traffic Reports	All

Call Detail Recording

With Call Detail Recording activated for the incoming trunk groups, you can check the calls into your voice mail ports. A series of short holding times may indicate repeated attempts to enter voice mailbox passwords.

⇒ NOTE:

Most call accounting packages discard this valuable security information. If you are using a call accounting package, check to see if this information can be stored by making adjustments in the software. If it cannot be stored, be sure to check the raw data supplied by the CDR.

Review CDR for the following symptoms of voice messaging abuse:

- Short holding times on any trunk group where voice messaging is the originating endpoint or terminating endpoint
- Calls to international locations not normal for your business
- Calls to suspicious destinations
- Numerous calls to the same number
- Undefined account codes

⇒ NOTE:

For G2 and System 85, since CDR only records the last extension on the call, internal toll abusers transfer unauthorized calls to another extension before they disconnect so that the CDR does not track the originating station. If the transfer is to your voice messaging system, it could give a false indication that your voice messaging system is the source of the toll fraud.

For G1, G3, and System 75:

- Use **change system-parameters features** to display the Features-Related System Parameters screen.
- Administer the appropriate format to collect the most information. The format depends on the capabilities of your CDR analyzing and recording device.
- Use **change trunk-group** to display the Trunk Group screen.
- Enter **y** in the SMDR/CDR Reports field.

For G2:

- Use **P275 W1 F14** to turn on the CDR for incoming calls.
- Use **P101 W1 F8** to specify the trunk groups.

Call Traffic Report

This report provides hourly port usage data and counts the number of calls originated by each port. By tracking normal traffic patterns, you can respond quickly if an unusually high volume of calls begins to appear, especially after business hours or during weekends, which might indicate hacker activity.

For G1, G3, and System 75, traffic data reports are maintained for the last hour and the peak hour. For G2 and System 85, traffic data is available via Monitor I which can store the data and analyze it over specified periods.

Trunk Group Report

This report tracks call traffic on trunk groups at hourly intervals. Since trunk traffic is fairly predictable, you can easily establish over time what is normal usage for each trunk group. Use this report to watch for abnormal traffic patterns, such as unusually high off-hour loading.

SAT, Manager I, and G3-MT Reporting

Traffic reporting capabilities are built-in and are obtained through the System Administrator Tool (SAT), Manager I, and G3-MT terminals. These programs track and record the usage of hardware and software features. The measurements include peg counts (number of times accessed) and call seconds of usage. Traffic measurements are maintained constantly and are available on demand. However, reports are not archived and should therefore be printed to monitor a history of traffic patterns.

For G1, G3, and System 75:

- To record traffic measurements:
 - Use **change trunk-group** to display the Trunk Group screen.
 - In the Measured field, enter **both** if you have BCMS and CMS, **internal** if you have only BCMS, or **external** if you have only CMS.
- To review the traffic measurements, use **list measurements** followed by one of the measurement types (**trunk-groups**, **call-rate**, **call-summary**, or **outage-trunk**) and the timeframe (**yesterday-peak**, **today-peak**, or **arrestor**).
- To review performance, use **list performance** followed by one of the performance types (**summary** or **trunk-group**) and the timeframe (**yesterday** or **today**).

ARS Measurement Selection

The ARS Measurement Selection can monitor up to 20 routing patterns (25 for G3) for traffic flow and usage.

For G1, G3, and System 75:

- Use **change ars meas-selection** to choose the routing patterns you want to track.
- Use **list measurements route-pattern** followed by the timeframe (**yesterday**, **today**, or **last-hour**) to review the measurements.

For G2, use Monitor I to perform the same function.

Automatic Circuit Assurance

This monitoring technique detects a number of short holding time calls or a single long holding time call which may indicate hacker activity. Long holding times on Trunk-to-Trunk calls can be a warning sign. The ACA feature allows you to establish time limit thresholds defining what is considered a short holding time and a long holding time. When a violation occurs, a designated station is visually notified.

When an alarm occurs, determine if the call is still active. If toll fraud is suspected (for example, a long holding time alarm occurs on a Trunk-to-Trunk call), you may want to use the busy verification feature (see *Busy Verification* that follows) to monitor the call in progress.

For G1, G3, and System 75:

- Use **change system-parameters features** to display the Features-Related System Parameters screen.
- Enter **y** in the Automatic Circuit Assurance (ACA) Enabled field.
- Enter **local**, **primary**, or **remote** in the ACA Referral Calls field. If **primary** is selected, calls can be received from other switches. **Remote** applies if the PBX being administered is a DCS node, perhaps unattended, that wants ACA referral calls to go to an extension or console at another DCS node.
- Use **change trunk group** to display the Trunk Group screen.
- Enter **y** in the ACA Assignment field.
- Establish short and long holding times. The defaults are 10 seconds (short holding time) and one hour (long holding time).
- To review, use **list measurements aca**.

For G2 and System 85:

- Use **P285 W1 F5** and **P286 W1 F1** to enable ACA systemwide.
- Use **P120 W1** to set ACA call limits and number of calls thresholds.
- Choose the appropriate option:
 - To send the alarms and/or reports to a designated maintenance facility, use **P497 W3**.
 - To send the alarms and/or reports to an attendant, use **P286 W1 F3**.

Busy Verification

When toll fraud is suspected, you can interrupt the call on a specified trunk group and monitor the call in progress. Callers will hear a long tone to indicate the call is being monitored.

For G1, G3, and System 75:

- Use **change station** to display the Station screen for the station that will be assigned the Busy Verification button.
- In the Feature Button Assignment field, enter **verify**.
- To activate the feature, press the **Verify** button and then enter the trunk access code and member number to be monitored.

For G2 and System 85:

- Administer a Busy Verification button on the attendant console.
- To activate the feature, press the button and enter the trunk access code and the member number.

AUDIX Traffic Reports

The Intuity AUDIX system tracks traffic data over various timespans. Reviewing these reports on a regular basis helps to establish traffic trends. If increased activity or unusual usage patterns occur, such as heavy call volume on ports assigned to outcalling, they can be investigated immediately. In addition, the AUDIX Administration and Data Acquisition Package (ADAP) uses a PC to provide extended storage and analysis capabilities for the traffic data. You can also use the AUDIX Administration Log and Activity Log to monitor usage and investigate possible break-in attempts.

AT&T's Statement of Direction

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

No telecommunications system can be entirely free from risk of unauthorized use. But diligent attention to system management and to security can reduce that risk considerably. Often, a tradeoff is required between reduced risk and ease of use and flexibility. Customers who use and administer their systems make this tradeoff decision. They know best how to tailor the system to meet their unique needs and, necessarily, are in the best position to protect the system from unauthorized use. Because the customer has ultimate control over the configuration and use of AT&T services and products it purchases, the customer properly bears responsibility for fraudulent uses of those services and products.

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

- AT&T products and services will offer the widest range of options available in the industry to help customers secure their communications systems in ways consistent with their telecommunications needs.
- AT&T is committed to develop and offer services that, for a fee, reduce or eliminate customer liability for PBX toll fraud, provided the customer implements prescribed security requirements in its telecommunications systems.
- AT&T's product and service literature, marketing information and contractual documents will address, wherever practical, the security features of our offerings and their limitations, and the responsibility our customers have for preventing fraudulent use of their AT&T products and services.
- AT&T sales and service people will be the best informed in the industry on how to help customers manage their systems securely. In their continuing contacts with customers, they will provide the latest information on how to do that most effectively.
- AT&T will train its sales, installation and maintenance, and technical support people to focus customers on known toll fraud risks; to describe mechanisms that reduce those risks; to discuss the tradeoffs between enhanced security and diminished ease of use and flexibility; and to ensure that customers understand their role in the decision-making process and their corresponding financial responsibility for fraudulent use of their telecommunications system.
- AT&T will provide education programs for customers and our own people to keep them apprised of emerging technologies, trends, and options in the area of telecommunications fraud.
- As new fraudulent schemes develop, we will promptly initiate ways to impede those schemes, share our learning with our customers, and work with law enforcement officials to identify and prosecute fraudulent users whenever possible.

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

AT&T Security Offerings

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

- Security Audit Service of your installed systems
- Fraud Intervention Service

- Individualized Learning Program, a self-paced text that uses diagrams of system administration screens to help customers design security into their systems. The program also includes a videotape and the GBCS Products Security Handbook.
- Call Accounting package that calls you when preset types and thresholds of calls are established.
- Remote Port Security Device that makes it difficult for computer hackers to access the remote maintenance ports
- Software that can identify the exact digits passed through the voice mail system.

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

AT&T Toll Fraud Crisis Intervention

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

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



NOTE:

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

AT&T Corporate Security

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

Introduction to Intuity AUDIX Administration

1

This chapter gives you an overview of the Intuity AUDIX voice messaging system. It also describes how to activate and use the Intuity AUDIX administration screens. It describes the terminals supported, the layout of the screens, how to activate a screen, how to use screen- or field-help, how to move among the data-entry fields of a screen, how to enter data in a field, and how to invoke or cancel the screen operation.

What Are the Intuity and Intuity AUDIX Systems

The Intuity voice processing system, which runs on a MAP40 or MAP100 computer, lets you install and administer one or more voice applications simultaneously on the same computer. Current applications offered with Intuity are:

- AUDIX voice messaging system
- Intro voice response system

AUDIX Voice Messaging System

AUDIX is a voice messaging system — a computerized method of using a touch-tone telephone to send and receive verbal messages (voice mail). Intuity allows subscribers (individuals who have Intuity AUDIX service) to use keypad commands on a touch-tone telephone to create, edit, send, receive, save, and delete voice mail messages. The Intuity system can also answer calls for subscribers and record verbal messages from callers. For more information on the features of Intuity AUDIX voice messaging, see *Intuity AUDIX Feature Descriptions* (585-310-212).

So that Intuity can make AUDIX work with Intro on the same machine, you perform many tasks for AUDIX actually using Intuity features outside of AUDIX. Thus, many maintenance, switch integration, and networking tasks are performed in Intuity, but not within the AUDIX application itself.

In addition, the other parts of Intuity in which you perform AUDIX-related tasks have screens that look and function very differently from the screens in AUDIX. See "Intuity Screens" and "AUDIX Administration Screens" later in this chapter for details.

Intuity Intro Voice Response System

The Intuity Intro system is a system with which you automate telephone transactions with your business. Using recorded speech, Intro can respond to, request from, and return information to callers.

Overview of Intuity AUDIX Administration

Intuity AUDIX administration is the ongoing process of making the AUDIX system work to the satisfaction of each subscriber. You are responsible for making the system work efficiently from both the system side and the subscriber side. This requires both technical and interpersonal skills and is an ongoing responsibility that can take many screens, including the following:

- Setting up subscribers and customizing their service options
- Recording voice fragments, including subscriber names and customized system announcements
- Coordinating switch and Intuity system administration when new features are activated
- Analyzing audits and traffic reports and taking corrective action when appropriate
- Establishing and maintaining communication with the subscriber community, responding to problems, and correcting misconceptions
- Troubleshooting and correcting problems as they occur

Types of Administration

The Intuity system administration process includes four distinct types of administration:

- Switch administration — establishes communications between the Intuity system and the switch and specifies Call Answer (CA) coverage paths and Leave Word Calling (LWC) translations for individual subscribers. As the Intuity system administrator, it is your responsibility to ensure that all required switch administration is completed at the appropriate time before Intuity initial administration and on an ongoing basis as new subscribers are added to your Intuity system. Switch administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in the Intuity Integration document for your switch.
- System administration — includes tasks you perform to establish system parameters and activate or deactivate Intuity features. Some tasks are performed during initial administration by AT&T technical personnel, and some are performed by you as required as part of your Intuity system administration. Intuity system administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in this document and *Intuity Platform Administration and Maintenance* (585-310-534).

- Subscriber administration — includes tasks you perform to add new subscribers to your Intuity system and to change or remove existing subscribers as their Intuity system requirements change. These tasks are performed during initial administration by AT&T technical personnel and later by you as required as part of your Intuity system administration. Subscriber administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in this document.
- Data administration — includes monitoring filesystem space, backing up data, recovering backed-up data, and creating customized system voice announcements. Data administration and ramifications are briefly covered in the checklists in Chapter 2. Data administration is covered in detail in *Intuity Platform Administration and Maintenance*. Announcement customization is covered in detail in *Intuity AUDIX Announcement Customization - American English* (585-310-535).

Intuity Administrator Responsibilities

Your responsibilities as a Intuity system administrator include the following tasks:

Performing the initial system administration tasks such as customizing system announcements (optional), setting up the automated attendants, and distributing documentation to subscribers. This administration is described in this document and in *Intuity Platform Administration and Maintenance* (585-310-534).

- Determining which Intuity AUDIX features to make available to subscribers, and for performing system administration that activates, deactivates, modifies, or monitors these features. This administration is described in Chapter 3, "System Feature Administration".
- Performing ongoing subscriber administration to add, change, and remove subscribers as new employees are added to AUDIX, new features are made available, and as subscribers change locations or leave your company. This administration is described in Chapter 4, "Subscriber Administration".
- Performing ongoing data administration, including backing up filesystems, customizing system greetings, and changing announcement versions. This administration is described in *Intuity Platform Administration and Maintenance* and *Intuity AUDIX Announcement Customization* respectively.
- Monitoring system alarms, the administration log, and system audits to ensure that your system is performing properly and for correcting administrative errors that may occur. This administration is described in Chapter 7, "Alarms, Logs, and Audits".
- Monitoring traffic reports that provide detailed information about the AUDIX system and subscribers to ensure that your system is performing properly and for spotting potential problems and trends that may require intervention on your part. This administration is described in Chapter 6, "Traffic Reports".

- If you are using the Audio Messaging Interchange Specification (AMIS) Analog Networking feature or the Digital Networking feature, you will be responsible for initial and ongoing administration of these features. This administration is described in *AMIS Analog Networking* (585-300-512) or *Intuity AUDIX Digital Networking Administration* (585-310-533).
- If you use the Automated Attendant feature, you will also be responsible for setting up and managing automated attendants. This administration is described in Chapter 5, "Automated Attendant and Bulletin Board".
- Maintaining and monitoring the Intuity system for system security. Security issues and preventive measures are described at the beginning of the document and throughout.
- Interacting with your subscribers, ensuring that they are properly trained, correcting their misconceptions, troubleshooting their problems, and listening to their needs.
- Understanding how your Intuity system works so that you can fix problems as they occur and also anticipate problems before they occur. This information is contained throughout this document and the entire Intuity system documentation package, through administrator training classes, and through the AUDIX helpline.

AUDIX Administration Screens

You administer most aspects of the Intuity AUDIX system using AUDIX administration screens. If you use the **sa** (system administrator) login, you access the command line for these screens by selecting the AUDIX Administration option on the Intuity Main Menu. If you use the **vm** (voice messaging administrator) login, you access the command line when you log in. (See "Log In/Log Out/Exit the AUDIX System" in Chapter 2 for more information.)

You access the AUDIX administration screens primarily via commands that you type at the command line. Thus, you access these screens quite differently from the way you access screens for other parts of the Intuity system. The following pages describe how to use these screens.

➤ NOTE:

In order for AUDIX to work, you must do many other tasks using other parts of the Intuity system. See the task checklists in Chapter 2 for more information about the tasks and the books that describe the tasks.

Screen Layout

The screen layout for the Intuity AUDIX administration screens is shown in Figure 1-1. Many of the screens have multiple pages — each page has the screen layout shown here.

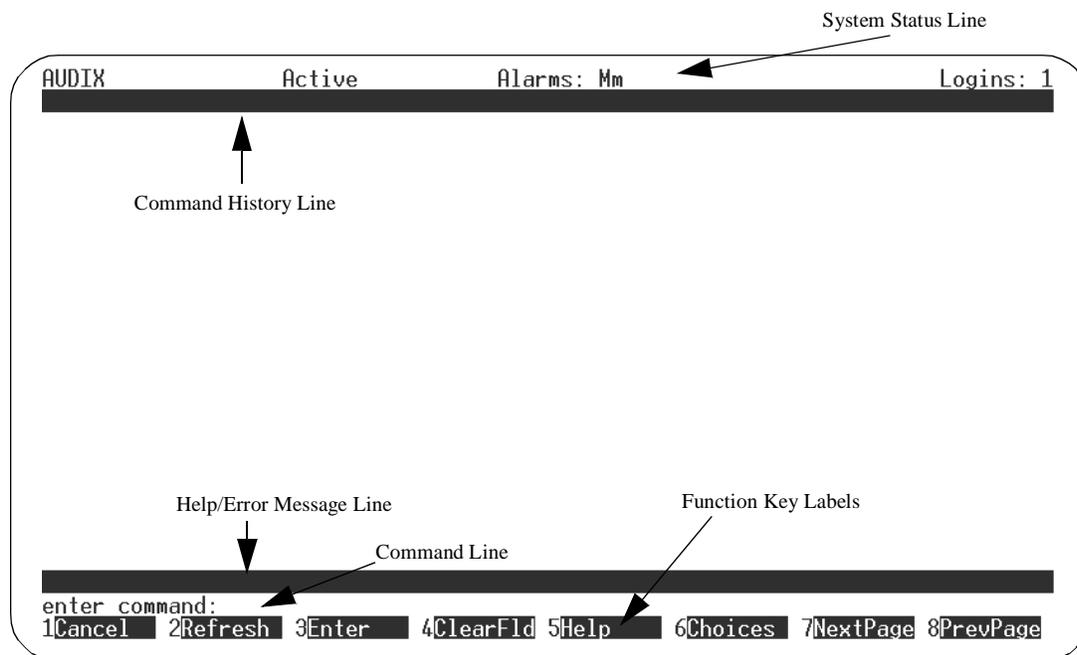


Figure 1-1. AUDIX Administration Screen Layout

There are seven areas of the screen used for the following purposes:.

<i>System Status Line</i>	This line shows Intuity System Status, including a status indicator, the number of current logins, and the active alarms.
<i>Command History Line</i>	This line displays the fully expanded command line and the current page number and page count. If the activity window contains screen or field help instead of the screen itself, an indication of that is included on this line.
<i>Activity Window</i>	This window is used to display: <ul style="list-style-type: none">— Data-entry fields used to specify new or changed parameter values— Display-only fields, which contain current parameter values that cannot be changed on this screen— Reports, which display requested system information— Screen and field help activated with the “Help” or “Choices” keys, which display information to aid command entry
<i>Help/Error Message Line</i>	This line is used to display short error messages and prompts for some screens.
<i>Command Line</i>	This is where the user enters commands to activate a new screen.
<i>Function Key Labels</i>	This line shows labels for function keys F1 through F8. The labels indicate the actions invoked by pressing the function keys while a screen is active.

Screen-labeled Function Keys

The screen-labeled function keys shown on the last line of the screen appear in the default Intuity AUDIX order. However, you may change the order in which these keys are displayed to match the order in which keys appear on the System Access Terminal (SAT) or Manager 1 administration tool. See "Change the Sequence of the AUDIX Screen-Labeled Keys"

The purpose of each screen-labeled function key is as follows:

- CANCEL** (F1) In a screen, aborts the current activity and returns the user to the command line. On the command line, erases the entire contents of the command line. In a help screen, returns to the screen.

- REFRESH** (F2) Repaints the screen.

- ENTER** (F3) In a screen, submits a completed screen for the action specified on the command line. On the command line, requests execution of the command. The **RETURN** has the same effect as **ENTER** (F3) on the command line. In a screen, **RETURN** moves the cursor forward from one field to the next.

- CLEAR_FLD** (F4) Clears an entire field in a screen or a single keyword from the command line.

- HELP** (F5) On the command line this key is identical to the **help** command, which displays a screen explaining the types of help available in the Intuity AUDIX system. In a screen, this key requests screen help.

- CHOICES** (F6) On the command line, this key requests a menu of valid entries for command line keywords. If a **CHOICES** menu is displayed, pressing this key again selects the highlighted item from the menu.

In a screen, this key requests field help. Field help is implemented as a menu for fields with a fixed set of legal keywords. When a field menu is displayed, pressing this key again selects the highlighted item from the menu.

- NEXTPAGE** (F7) Moves forward through multiple page screens, multiple page reports, or multiple page help.

- PREVPAGE** (F8) Move backward through multiple page screens, multiple page reports, or multiple page help.

The Command Line

This section describes the syntax for the screen-activation commands.

Verb-Object Orientation

The administration screen-activation commands for the Intuity AUDIX system R2.0 follow a verb-object syntax. This gives the Intuity AUDIX interface the look and feel of the interface on the AT&T System Access Terminal (SAT) or Manager 1 switch administration tools, which are used with the System 75 and DEFINITY Generic 1 and 3 switches. See the section later in this chapter "AUDIX Administration Screens Organized by Verb and by Object" for a complete list of the screen-activation commands.

The structure of the Intuity screen-activation commands is:

VERB OBJECT-PHRASE QUALIFIERS

Each of these three command-line elements is described below.

Command-Line Verbs

The first command-line element is the verb, which specifies the type of action.

The Intuity command-line verbs are the following:

add	display	logoff*
audit	exit	remove
change	help*	reset
copy	list	status

* These verbs do not combine with objects and qualifiers — each is a complete command

Each screen name can be preceded by one or more of these verbs (one at a time), and (possibly) followed by qualifiers, to compose a command that activates the screen.

Command-Line Objects

The second command-line element is the screen name, or object-phrase. The screen names consist of one or more words (nouns and adjectives) that identify the screen. The screen names are generally (but not always) the same as the title of the screen as it appears on your screen when activated. Examples of object phrases are **alarms**, **measurements**, **remote-messages**, and **attendants**.

Command-Line Qualifiers

The third command-line element is the qualifier. A command-line qualifier can be a subscriber extension number (**12345**), a date (**7/21/92**), a subscriber name, and other specific parameters.

Wherever possible, the key that uniquely specifies an administrative record is entered on the command line rather than in the screen. For example, you enter **change subscriber 12345** on the command line rather than just **change subscriber** followed by entry **12345** in the screen.

Most screens can be activated by more than one version of a command. The different versions of the screen-activation command are distinguished by the verb that begins the command line and by the qualifiers that end the command line. For example, the Subscriber screen can be activated by four versions of the command:

add subscriber *subscriber-id*

change subscriber *subscriber-id*

display subscriber *subscriber-id*

remove subscriber *subscriber-id*

All of these commands activate the Subscriber screen, which displays information about the subscriber specified by *subscriber-id*. The **display** and **remove** versions of the command activate a display-only version of the screen. The **add** and **change** version of the command activate a data-entry version of the screen that allows you to make changes to the features assigned to the Intuity subscriber specified by *subscriber-id*.

Command-Line Help

During command entry, the **(CHOICES)** (F6) function key displays a menu of allowable command-component words in the activity window. The choices displayed depend on the position of the cursor in the command line. That is, the allowable command-component words displayed are allowed to follow the words that are currently to the left of the cursor, if any. These choices can be selected from the menu using **(TAB)** (Tab), **(←TAB)** (Backtab), and arrow keys, or by typing the initial characters of menu entries.

Command-Line Abbreviation

For most screen-activation commands, you can enter a minimum unique subset of the full command string and the system will expand the entry. For example, the command **change system-parameters sending-restrictions** could be abbreviated to **ch sy s** since this is a unique subset of the full command.

The abbreviation of each word in the command must be represented by the first *n* letters of the word, in the correct spelling order*, where *n* is the minimum number of letters that uniquely specifies the command word, or more. In the above example, the string **ch sy s** would work but the string **chg sy s** would not work because **chg** is not the first three letters of **change** and **ch s s** would not work because **ch s** is not unique (it could also mean **change subscriber** or **change system-parameters**). Note that hyphenated words such as **system-parameters** and **sending-restrictions** are treated as single words.

* Exceptions to the correct-spelling rule are the abbreviations for announcement-set, which is abbreviated **annc**, and for class-of-service, which is abbreviated **cos**.

The uniqueness of an abbreviation for a command word depends on the words (or abbreviations) that precede it in the command line, as well as the composition of the current command set. For example, the letter **a** is a unique abbreviation for **announcement** in the command **change announcement** because **announcement** is the only object in the current command set whose name begins with **a** that can follow the verb **change**. However, at least two letters, **an**, are needed to abbreviate **announcement** in the command **display announcement**. Similarly, in the previous example, **s** uniquely abbreviates **sending-restrictions** as the third word in the command line but does not uniquely abbreviate **system-parameters** as the second word.

You can build a command one word at a time. For example, at the beginning of the command line you can press **(CHOICES)** (F6) to see a list of all valid command verbs. If you then type **ch** and press **(RETURN)**, the system would expand **ch** to **change** and list all valid words that can follow **change**. If you then type **sy** and press **(CHOICES)** (F6) the system would expand the command line to **change system-parameters** and list all valid words that can follow.

If you enter a string that is not a valid command word or is not a valid or unique abbreviation, the system will notify you of the mistake. If you omit a required command qualifier (such as a subscriber name or extension, or a port address) the system will prompt you for the missing information.

With these features, you can access all possible commands without any prior knowledge of specific commands, command components, or even of the command structure.

⇒ NOTE:

The screen-activation commands are listed in the screen descriptions in Chapters 3 through 7 as fully expanded commands

Command History and Command Line Editing

A command history stack is maintained of the 10 most recently entered commands. After a screen has been entered, the user can “scroll” back through previous commands using the up arrow key. Each depression of the **(▲)** (up arrow) key retrieves the *previous* command in the command stack. Each depression of the **(▼)** (down arrow) key retrieves the *next* command in the command stack. The retrieved command is placed on the command line with the cursor at the end of the line. Once a previously executed command is displayed on the command line, the following editing/cursor movement actions are possible:

- Pressing the **(CANCEL)** (F1) function key erases the entire line.
- Pressing the **(◀)** (left arrow) key moves the cursor to the beginning of the previous keyword on the command line

- Pressing the **TAB** (Tab) or **▶** (right arrow) keys moves the cursor to the beginning of the next keyword on the command line, or to the end of the line if the cursor is on the last keyword.
- The **backspace** key deletes the character preceding the cursor.
- Characters typed in the middle of the command line are inserted, shifting characters to the right of the cursor.
- Pressing the **CLEAR_FLD** (F4) function key erases a single keyword from the command line.
- Pressing the **CHOICES** (F6) help when the cursor is not at the end of the line, command keyword expansion and help is based only on those characters to the left of the cursor.
- Pressing the **ENTER** (F3) key does command expansion on the entire line, and activates the screen if the command was successfully expanded.

Combinations of these editing and cursor movement operations can be used to produce desired changes to the command line. For example, suppose you had just entered:

add subscriber 1000

and filled in the data-entry fields on the screen, and pressed **ENTER** (F3) to invoke the screen operation. Now you want to add a subscriber with extension 2000; you could just type:

▲ (up arrow) **CLEAR_FLD** (F4) **2000** **ENTER** (F3).

This would activate the Subscriber screen, ready for data-entry for subscriber 2000.

Or, if after adding a subscriber you want to change the record just added, you could press **▲** (up arrow) to bring up the previous command, press the **◀** (left arrow) key several times to move to the beginning of the line, press **CLEAR_FLD** (F4) to remove the “add” keyword, type “change” in its place, and press the **ENTER** (F3) key.

Intuity AUDIX Screen Navigation and Field Data Entry

After you log on to the Intuity system and select *AUDIX Administration* from the Main Menu, a blank screen appears with the cursor on the command line. When you type a valid command on the command line and press **ENTER** (F3), or **RETURN**, the requested screen replaces the blank screen.

Some screens have one or more data-entry fields into which you can enter values, such as subscriber extension numbers, announcement IDs, or class of service names, etc.

All other fields are display-only fields. You cannot enter data into display-only fields.

When a screen is activated, the cursor is initially positioned at the beginning of the first data-entry field, if any. If there are no data-entry fields, and if the screen contains only one page, the cursor is positioned at the command line ready for the next command. For multipage display-only screens, the cursor is usually positioned on the help/error message line.

Screen Help

Help

When a data-entry screen is active, the **CHOICES** (F6) function key displays information about the valid values that can be entered in the field at which the cursor is positioned. If there are several valid values, a menu of these values is displayed in the activity window. These choices can be selected from the menu using **TAB** (Tab), **←TAB** (Backtab), and arrow keys, or by typing the initial characters of menu entries.

Data Entry

Keys:data entry

When a screen with data-entry fields is active, the following keys can be used for navigating through the screen and entering data in fields:

- The **TAB** (Tab) and **RETURN** keys move the cursor to the next field on the current page in a left to right, top to bottom order. From the last field on a page, this moves to the first field on the same page.
- The **←TAB** (Backtab) key moves to the previous field on the current page in a right to left, bottom to top order. From the first field on a page, this moves to the last field on the same page.
- The **▶** (right arrow) key moves to the next field to the right on the current line of the screen. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field on a page, this moves to the first field on the first line of the same page that contains a field.
- The **◀** (left arrow) key moves to the next field to the left on the current line of the screen. From the first field on a line, this moves to the last field on the first preceding line that contains a field. From the first field on a page, this moves to the last field on the last line of the same page that contains a field.
- The **▲** (up arrow) key moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line of the current page that contains a field.

- The **▼** (down arrow) key moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line of the current page that contains a field.
- The **⌫** (backspace) key deletes the last character entered into the field and backs up the cursor one position.
- The **⌫** (CLEAR_FLD) (F4) function key clears the current field.
- When a character is typed in the first character position of a field, the previous field contents are cleared and the character is entered into the field. Successive characters append to the end of the contents of the field until the field is full.
- When the legal values for a field consist of a fixed set of keywords, the **⌫** (CHOICES) (F6) help for that field displays a menu from which entries can be selected to populate that field. In addition, fields are validated and expanded according to the **⌫** (CHOICES) menu whenever the field is changed.

Windowing on the 715 Terminal

If you are using the 715 BCT terminal, you should be aware of its windowing capabilities. You can use the 715 terminal to log on to both the switch and the Intuity system to perform administration tasks and easily toggle back and forth between the two sessions.

The windowing functions are controlled by the four function keys, F1, F2, F3, and F8 as described in the following table.

Table 1-1. Function Keys Used for Windowing on the 715 BCT

Key	Operation
Ctrl+F3	enables the windowing function keys and displays their labels
F1	turns off the windowing function keys
F2	toggles between the Intuity system window and the switch window
F3	toggles between split-screen and full-screen modes
Ctrl+F8	When in the Intuity AUDIX window, this key enables the Intuity function keys and displays their labels. Ctrl+F3 enables the windowing keys again and displays their labels.

AUDIX Administration Screens Organized by Verb and by Object

The following two tables show how administration operations can be invoked by combining an action (verb) with a screen name (object) and qualifiers. The tables can also help locate the screen descriptions in this document and in the *AMIS Analog Networking and Message Delivery* (585-300-512), *Intuity AUDIX Announcement Customization — American English* (585-310-535), and *Intuity AUDIX Digital Networking Administration* (585-310-533) documents.

Screens Organized by Verb

Table 1-2 shows all possible screen-activation commands sorted alphabetically by verb, and screen name within each verb.

The first column shows all valid verbs that can begin a command to activate a Intuity administration screen.

The second column shows the objects on which the verbs can act. Each object corresponds to a Intuity administration screen. Note that an object, or screen name, may consist of more than one word.

The third column shows the command qualifiers. The qualifiers, if any, are shown to the right of the screen name (object). Optional qualifiers are shown enclosed in brackets []. Verbs, objects, and qualifiers are separated by double vertical lines.

The next column shows the chapter and section heading where the screen is described.

Most commands can be executed with a **vm** (voice messaging administrator) login ID. A few commands require the **sa** (system administrator) login ID — these commands cannot be executed with a **vm** login ID. These exceptions are marked with footnotes.

⇒ NOTE:

Items marked with an asterisk (*) are contained in *Intuity AUDIX Announcement Customization*. Items marked with a dagger (†) are contained in *Intuity AUDIX Networking Administration*. Items marked with a double dagger (‡) are contained in *AMIS Analog Networking and Message Delivery* (585-300-512).

Table 1-2. Screens Organized by Verb

Verb	Object	Qualifiers	Chapter No.	
add	annc-set	<i>set-name</i>	See footnote [*]	
	remote-subscriber	<i>name</i>	See footnote [†]	
	subscriber	<i>[extension]</i> <i>[name]</i>	Chapter 4	
		<i>[name]</i> <i>[extension]</i>	Chapter 4	
audit	mailboxes		Chapter 7	
	mailing-lists		Chapter 7	
	names		Chapter 7	
	network-data		See footnote [†]	
	personal-directories		Chapter 7	
	subscriber-data		Chapter 7	
	voice-files		Chapter 7	
change	announcement	<i>announcement-ID</i>	See footnote [*]	
	cos	<i>name or number</i>	Chapter 3	
	machine	<i>[machine-name]</i>	See footnote ^{**}	
	password		Chapter 2	
	remote-subscriber	<i>name address machine-name extension</i>	See footnote ^{**}	
	subscriber	<i>name extension</i>	Chapter 4	
	system-parameters	activity-log		Chapter 7
		analog-network		See footnote [†]
		features		Chapter 3
		limits		Chapter 3
		outcalling		Chapter 3
		sending-restrictions		Chapter 3
	thresholds		Chapter 3	
copy	annc-set		See footnote [*]	
	announcement		See footnote [*]	
	fragment		See footnote [*]	

Table 1-2. Screens Organized by Verb — Continued

Verb	Object	Qualifiers		Chapter No.	
display	activity-log	<i>extension</i>		Chapter 7	
	administration-log			Chapter 7	
	alarms			Chapter 7	
	announcement	<i>announcement-ID</i>	<i>[annc-set]</i>	See footnote.*	
	cos	<i>name or number</i>		Chapter 3	
	fragment	<i>fragment-id</i>	<i>[annc-set]</i>	See footnote.*	
	machine	<i>machine-name</i>	.	See footnote.**	
	remote-subscriber	<i>[machine-name]</i>	<i>name or extension</i>	See footnote+**	
	subscriber	<i>name or extension</i>		Chapter 4	
	system-parameters	activity-log			Chapter 3
		analog-network			See footnote.†
		features			Chapter 3
		limits			Chapter 3
		outcalling			Chapter 3
sending-restrictions				Chapter 3	
thresholds				Chapter 3	
exit				Chapter 2	
get	remote-update			See footnote.†	
help				Chapter 2	

Table 1-2. Screens Organized by Verb — Continued

Verb	Object	Qualifiers			Chapter No.	
list	address-ranges	[starting-address]			See footnote. [†]	
	annc-sets				See footnote.*	
	attendants	[starting-extension]			Chapter 5	
	cos				Chapter 3	
	extensions	[starting-extension]			Chapter 4	
	machines	[starting-machine-name]			See footnote. ^{††}	
	measurements	community	day	[starting-date]		Chapter 6
			hour	[starting-date]	[starting-hour]	Chapter 6
		feature	day	[starting-date]		Chapter 6
			hour	[starting-date]	[starting-hour]	Chapter 6
		load	day	[starting-date]		Chapter 6
			hour	[starting-date]	[starting-hour]	Chapter 6
		network-load	day	[starting-date]		See footnote. [†]
			hour	[starting-date]	[starting-hour]	See footnote. [†]
		remote-messages	day	machine-name	[starting-date]	See footnote. [†]
			month	machine-name	[starting-month]	See footnote. [†]
		special-features	day	[starting-date]		Chapter 6
			hour	[starting-date]	[starting-hour]	Chapter 6
	subscriber	day	name or extension	[starting-date]	Chapter 6	
		month			Chapter 6	
remote-extensions	machine name	[starting-extensions]	[subscriber-type]	See footnote. [†]		
subscribers	[starting-name]			Chapter 4		
logoff					Chapter 2	
remove	annc-set	set-name			See footnote.*	
	announcement	announcement-ID			See footnote.*	
	fragment	fragment-id	[annc-set]		See footnote.*	
	remote-subscriber	[machine-name]	name or extension		See footnote. [†]	
	subscriber	name or extension			Chapter 4	
status	audit				Chapter 7	
toggle	function-keys				Chapter 2	

* This item is contained in *Intuity AUDIX Announcement Customization* (585-310-535).

† This item is contained in *Intuity AUDIX Digital Network Administration* (585-310-533).

‡ This item is contained in *AMIS Analog Networking* (585-300-512).

** This item is contained in VEX Platform Administration.

††

AUDIX Administration Screens Organized by Object

Table 1-3 lists the screen names (object-phrase) in alphabetical order. The verbs that can be used on the command line to activate each screen are listed in the first column, to the left of the screen names. The third column shows the page number of the first page of the screen description.

Table 1-3. Screens Organized by Object

Verbs	Screen Name	Chapter No.
display	activity-log	Chapter 7, AUDIX Administration
list	address-ranges	Chapter 8, Digital Network Administration;Chapter 5, AMIS Analog Networking
display	administration-log	Chapter 7, AUDIX Administration
display	alarms	Chapter 7, AUDIX Administration
add/remove/copy	annc-set	Chapter 2, Announcement Customization
list	annc-sets	Chapter 2, Announcement Customization
change/display/ remove	announcement	Chapter 2, Announcement Customization
copy	announcement	Chapter 2, Announcement Customization
list	attendants	Chapter 5, AUDIX Administration
status	audit	Chapter 7, AUDIX Administration
change/display	cos	Chapter 3, AUDIX Administration
list	cos	Chapter 3, AUDIX Administration
list	extensions	Chapter 4, AUDIX Administration
display/remove/copy	fragment	Chapter 2, Announcement Customization
add/change/display	machine	Chapter 6, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	machines	Chapter 6, Digital Network Administration;Chapter 5, AMIS Analog Networking
audit	mailboxes	Chapter 7, AUDIX Administration
audit	mailing-lists	Chapter 7, AUDIX Administration
list	measurements community day	Chapter 6, AUDIX Administration
list	measurements community hour	Chapter 6, AUDIX Administration
list	measurements feature day	Chapter 6, AUDIX Administration

Table 1-3. Screens Organized by Object — Continued

Verbs	Screen Name	Chapter No.
list	measurements feature hour	Chapter 6, AUDIX Administration
list	measurements load day	Chapter 6, AUDIX Administration
list	measurements load hour	Chapter 6, AUDIX Administration
list	measurements network-load day	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements network-load hour	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements remote-messages day	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements remote-messages month	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements special-features day	Chapter 6, AUDIX Administration
list	measurements special-features hour	Chapter 6, AUDIX Administration
list	measurements subscriber day	Chapter 6, AUDIX Administration
list	measurements subscriber month	Chapter 6, AUDIX Administration
audit	names	Chapter 7, AUDIX Administration
audit	network-data	Chapter 18, Platform Administration and Maintenance
change	password	Chapter 2, AUDIX Administration
audit	personal-directories	Chapter 7, AUDIX Administration
list	remote-extensions	Chapter 9, Digital Network Administration;Chapter 5, AMIS Analog Networking
add/change/display/ remove	remote-subscriber	Chapter 9, Digital Network Administration;Chapter 5, AMIS Analog Networking
get	remote-update	Chapter 9, Digital Network Administration
add/change/display/ remove	subscriber	Chapter 4, AUDIX Administration
audit	subscriber-data	Chapter 7, AUDIX Administration
list	subscribers	Chapter 4, AUDIX Administration
change/display	system-parameters activity-log	Chapter 7, AUDIX Administration
change/display	system-parameters analog-network	Chapter 5, AMIS Analog Networking
change/display	system-parameters features	Chapter 3, AUDIX Administration
change/display	system-parameters limits	Chapter 3, AUDIX Administration
change/display	system-parameters outcalling	Chapter 3, AUDIX Administration

Table 1-3. Screens Organized by Object — Continued

Verbs	Screen Name	Chapter No.
change/display	system-parameters sending-restrictions	Chapter 3, AUDIX Administration
change/display	system-parameters thresholds	Chapter 3, AUDIX Administration
audit	voice-files	Chapter 7, AUDIX Administration
reset	voice-mail restart	Chapter 19, Platform Administration and Maintenance
reset	voice-mail shutdown	Chapter 19, Platform Administration and Maintenance

Intuity Screens

You perform many Intuity system tasks using Intuity screens. Intuity screens allow you to view information, enter information, or select an option. These screens are menu-driven; you select a menu option to display another menu or screen. You can display more than one screen or menu concurrently, but only the last one displayed is active. To return to the previous screen, you can cancel the active screen. You perform commands on a screen by using function keys.

Screen Layout

A sample screen is shown below:

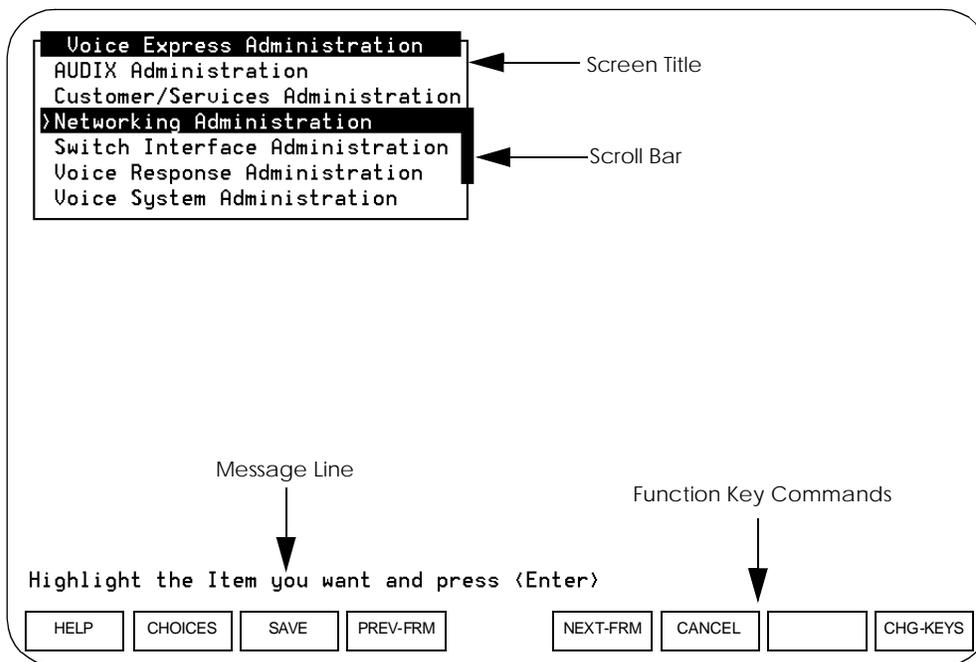


Figure 1-2. Sample Screen Layout

Each component of the screen is described below:

Screen Component	Description
Screen Title	A name describing the screen or menu.
Scroll Bar	Indicates when a screen contains more than one page of information. If the scroll bar contains a downward arrow, you can press ▼ , (PgDn) , or (NEXTPAGE) (F3) to scroll to the additional information. The scroll bar then contains an upward arrow, and you can press ▲ , (PgUp) , or (PREVPAGE) (F2) to scroll back.
Message Line	Contains a brief instruction or message about how to use the screen.
Function Keys	Boxed labels that correspond to the first eight function keys (F1 through F8) on your keyboard. Each label represents a command that is performed when you press the corresponding function key. If more than one screen is open, the commands displayed apply only to the active screen. If no command label appears for a given function key, that key is not available for the active screen. You can display an additional set of function keys by pressing (CHG-KEYS) (F8).

Standard Function Keys

Several function key commands perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. The standard function key commands are described below:

Command	Description
(HELP)	Displays information about the active screen, including available function key commands. To close the help screen, press (CANCEL) .
(CHOICES)	From a field where you can type information, displays a menu of possible options, if available. For more information, see the section "Filling in Fields"
(SAVE)	Saves any changes you made in a screen.
(PREVPAGE)	When a screen contains more than one page of information, scrolls to the previous page.

Command	Description
<code>(NEXTPAGE)</code>	When a screen contains more than one page of information, scrolls to the next page.
<code>(PREV-FRM)</code>	If more than one screen is open, makes the previous screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens.
<code>(NEXT-FRM)</code>	If more than one screen is open, makes the next screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens.
<code>(CANCEL)</code>	Closes the active screen and returns to the previous screen. Any unsaved changes are lost.
<code>(CHG-KEYS)</code>	Toggles between two available sets of function key commands.
<code>(PRINT)</code>	If you have a printer connected to your Intuity system, prints each page of the screen that can be displayed.
<code>(FRM-MGMT)</code>	Displays a menu that allows you to change several physical characteristics of the screen. For more information, see the following section, "Frame Management Menu"

Frame Management Menu

The Frame Management menu lists several options that affect a screen's appearance. All options may not appear for every screen. A sample Frame Management menu is shown below:



How to use each of the options on this menu is described in the following sections.

List

The List option displays a list of all open screens. Use the following procedure:

1. From any screen, press `(CHG-KEYS)` (F8), if needed, and then press `(FRM-MGMT)` (F7).

The Frame Management menu is displayed.

2. Select List, and press `(ENTER)`.

The Open Frames menu is displayed, which lists the screen titles for all open screens.

3. To make one of the listed screens be the active screen, select the screen you want, and press **(ENTER)**.

The Open Frames menu is closed, and the selected screen is active.

Move

The Move option allows you to move the current screen to another location on the display. Use the following procedure:

1. Make sure that the screen you want to move is the active screen.
2. Press **(CHG-KEYS)** (F8), if needed, and then press **(FRM-MGMT)** (F7).

The Frame Management menu is displayed.

3. Select Move, and press **(ENTER)**.

The Frame Management menu is closed, and the selected screen is displayed as just four corners.

4. Use the arrow keys to reposition the four corners where you want to move the screen, and press **(ENTER)**.

The screen is redisplayed in the new location. Once you close the screen, it returns to its original location.

Reshape

The Reshape option allows you to move and resize the current screen.

NOTE:

You cannot resize a screen that allows you to fill in fields.

Use the following procedure:

1. Make sure that the screen you want to resize is the active screen.
2. Press **(CHG-KEYS)** (F8), if needed, and then press **(FRM-MGMT)** (F7).

The Frame Management menu is displayed.

3. Select Reshape, and press **(ENTER)**.

The Frame Management menu is closed, and the upper left corner of the selected screen is displayed as a blinking cursor.

4. Use the arrow keys to reposition the upper left corner of the screen to its new location, and press **(ENTER)**.

The lower right corner of the screen is displayed as a blinking cursor.

5. Use the arrow keys to reposition the lower right corner of the screen to its new location, and press **ENTER**.

The screen is resized as specified and displayed in the new location. Once you close the screen, it returns to its original size and location.

Refresh

The Refresh option redraws the screen and eliminates any extraneous words or lines that may appear. Use the following procedure:

1. From any screen, press **CHG-KEYS** (F8), if needed, and then press **FRM-MGMT** (F7).

The Frame Management menu is displayed.

2. Select Refresh, and press **ENTER**.

The screen is redrawn, eliminating any extraneous information.

Color Attributes

The Color Attributes option allows you to change the colors that appear on your screens, if you are using a color terminal. Use the following procedure:

1. From any screen, press **CHG-KEYS** (F8), if needed, and then press **FRM-MGMT** (F7).

The Frame Management menu is displayed.

2. Select Color Attributes, and press **ENTER**.

The Color Attributes screen is displayed, as shown below:

Color Attributes	
Active Frame Border	<u>red</u>
Inactive Frame Border	<u>blue</u>
Active Frame Title	<u>red</u>
Inactive Frame Title	<u>blue</u>
Highlighted Bar	<u>blue</u>

3. Type the colors you want over the default settings, or press **CHOICES** (F2) to select from a menu of possible color choices. (For information about how to use this menu, see the section "Choices Menu".)
4. When you are finished changing the settings, press **SAVE** (F3).

The screens are displayed with the colors you specified until you log off the system. The next time you log on, the colors will return to the default settings.

Selecting a Menu Option

A menu contains a list of options that you can select. To select a menu option, you highlight the option, and press **(ENTER)**.

To highlight a menu option, use any of the following methods:

- Press **(▲)** and **(▼)** to move the cursor to the menu option you want to highlight. You can scroll in a loop through the top or bottom of the menu.
- Press **(HOME)** to highlight the first menu option. Press **(END)** to highlight the last menu option.
- Type the first character of the menu option you want. The first option beginning with that letter is highlighted. When you use this method, the following rules apply:
 - If more than one option begins with the same letter, type enough letters to identify the option you want. If the cursor is already on the first letter of an option beginning with the same letter, type the second letter in the option you want.
 - To move the cursor back to the beginning of a menu option's name, press **(BACKSPACE)**.
 - This feature is not case-sensitive; you can type "a" or "A."

Filling in Fields

Some screens contain fields where you can type information. When you fill in a field, you type in the lines displayed on the screen.

When you enter information in a screen field, the following guidelines apply:

- In most cases, the length of the line represents the maximum number of characters allowed for that field.
- The type of characters you can enter may vary depending on the screen you are viewing. Information about what you can type may appear in the message line at the bottom of the display.
- Once you type information in a field, you need to save the changes made to the screen. You also have the option to cancel your changes without saving them.

Moving through Fields

You can use the following keys to move through fields on a screen:

Key(s)	Description
(ENTER), (TAB)	Moves the cursor to the next field, moving left to right through each field. From the last field on the screen, wraps to the first field.
(SHIFT)+(TAB)	Moves the cursor to the previous field, moving right to left through each field. From the first field on the screen, wraps to the last field.
▼	Moves the cursor down one field. From the bottom field, wraps to the top field.
▲	Moves the cursor up one field. From the top field, wraps to the bottom field.
▶	Moves the cursor right one character within a field.
◀	Moves the cursor left one character within a field.
(HOME)	Moves the cursor to the beginning of the current field.
(END)	Moves the cursor to the end of the current field.
(DELETE), (DEL)	Deletes the character on which the cursor is located.
(BACKSPACE)	Deletes the character to the left of the cursor.

Choices Menu

When a screen contains fields, you may be able to display a menu listing possible field settings and select one directly from that list. Use the following procedure:

1. From a screen containing fields, move the cursor to the field for which you want to display a list of choices, and press (CHOICES) (F2).

A menu is displayed that lists possible field settings. Depending on the field, the menu may contain all possible settings or just common settings for that field. If no menu is available, a beep is sounded.

2. Select the menu option you want, and press (ENTER).

The Choices menu is closed, and the field setting you selected is displayed in the current field.

Using a G3-MA

DEFINITY Communications System Generic 3 Management Applications (G3-MA) is a set of personal computer-based applications for administration of the following switches:

- Generic 3
- Generic 1
- System 75

In addition, you can use the G3-MA as your Intuity AUDIX administration terminal. To do so, your G3-MA must be connected to the Intuity system. See *DEFINITY Communications System Generic 3 Management Applications Connectivity and Installation* (585-229-206).

G3-MA offers two important, time-saving benefits:

- The ability to be simultaneously logged into both the switch and the Intuity system. You can instantly toggle back and forth between the switch and Intuity systems.
- AUDIX Data Exchange - Standalone, a G3-MA application that allows you to administer stations on the switch or subscribers on the Intuity AUDIX system and then automatically send the administered station/subscriber data from the Intuity system to the switch or vice-versa.

For more information on using G3-MA for AUDIX data exchange, see the G3-MA on-line documentation or *AUDIX Data Exchange - Standalone* (585-229-205).

Overview of Administration Tasks

This section briefly lists the tasks that must be performed to administer and run the Intuity AUDIX system. Tasks that must be performed on your switch are listed separately. These tasks must be performed before you can run the AUDIX system. Start-up administration tasks, most of which are performed by AT&T technicians at installation time, must be also be performed before you can run the AUDIX system. Ongoing administration tasks may include those tasks listed under Switch Administration and Start-up Administration, plus general maintenance and reporting tasks.

Switch Administration Tasks

The tasks in the following list must be completed before putting the AUDIX system into service. An AT&T technician does these tasks if you purchase a switch and your Intuity system at the same time. If you are adding the Intuity system to an existing switch, you are responsible for administering the switch for the Intuity system. However, you may also contract with AT&T to administer your switch.

Table 2-1 lists the tasks you must do when you are adding a Intuity system to a switch. You must perform these tasks using the administration tool specific to the switch you are connecting to the Intuity system (for example, on a System 75 (R1V3), Generic 1, or Generic 3, you use the System Access Terminal (SAT), Manager I, or G3-MA; for the System 85 or Generic 2, you use the Maintenance and Administration Panel (MAAP), the Manager II, or the Manager IV). The tasks are described in detail in one of the following documents:

- *Intuity R1.0 Integration to System 75 and DEFINITY Communications System Generic 1 and Generic 3* (585-310-214). See Chapter 3 for System 75/Generic 1, Chapter 4 for Generic 3r, or Chapter 5 for Generic 3i/3s.
- *Intuity R1.0 Integration with DEFINITY Communications System Generic 2 and System 85* (585-310-215). See Chapter 4.
- *Intuity R1.0 Integration with Neax* (585-310-216)
- *Intuity R1.0 Integration with Centrex* (585-310-208)

Table 2-1. Required Switch Administration Tasks

Task	Purpose
1. Add voice ports for connection to the Intuity system	Define the extension number and location on the switch for each voice port that the Intuity system will use. The spoken messages that Intuity records and stores are passed between the switch and the Intuity system via the voice ports.
2. Administer the hunt groups	Create the DID (direct inward dial) extension number that subscribers will dial to access the AUDIX system and assign to this extension the analog voice port extensions.
3. Assign the data link	Create the DCIU (data communication interface unit) connection that allows the switch and the Intuity system to exchange non-voice data.

Table 2-1. Required Switch Administration Tasks

Task	Purpose
4. Administer call coverage path	Create a coverage path with the AUDIX system as a coverage point.
5. Configure class of restrictions and/or class of service	Define the calling privileges of subscribers.
6. Administer subscriber stations	Create AUDIX subscriber stations on the switch or change feature activation of existing stations to make them into AUDIX subscriber stations.

The tasks in Table 2-2 are optional. You may or may not need to do them, depending on how you want your Intuity AUDIX system to serve your business.

Table 2-2. Optional Switch Administration Tasks

Task	Purpose
Set up the AUDIX system for a distributed communications system (DCS) and add remote subscribers	Define the host switch for the AUDIX system and the remote switches that the AUDIX system serves within a DCS network. Define the subscribers on the remote DCS switches who have voice mailboxes in the AUDIX system. Within a DCS network, the AUDIX system can serve multiple switches with no loss of service to subscribers on remote switches.
Set up transfer into the AUDIX system	Define an access code so that a caller who is sent to call coverage can be transferred back into the AUDIX system to leave a message.
Create a switch recorded announcement	Record an announcement for callers to hear when they connect to the AUDIX system but must wait in queue for a voice port.
Add an automated attendant extension	Assign a dummy extension that leads to an AUDIX automated attendant.
Create multiple coverage paths	Define two coverage paths, with one path to the AUDIX system — normally to differentiate coverage of external and internal calls.

Start-Up Administration Tasks

Table 2-3 lists tasks that must be performed in the Intuity system before the AUDIX system will work. Tasks 1 through 5 are performed initially by AT&T technicians at installation. In addition, system default values exist for Tasks 6 through 9. Therefore, if the default values meet the needs of your business, you can immediately begin adding subscribers and running the AUDIX system.

Table 2-3. Start-Up Administration Tasks

Task	Purpose	Screen(s)	Document/Chapter
1. Activate Ports and Additional Features (AT&T personnel only)	Define the number of voice ports available and other system capacities.	■ Screen unavailable	None.
2. Define the local machine	Define the machine and available range of subscriber extensions for identification by the switch.	■ Machine Profile	Chapter 16 in <i>Intuity Platform Administration and Maintenance</i> (585-310-534)
3. Set UNIX Date, Time, and Time Zone	Set the date, time, and time zone of the Intuity system. The Intuity AUDIX system automatically synchronizes to the system's UNIX time.	■ Set UNIX Date and Time	Chapter 17 in <i>Intuity Platform Administration and Maintenance</i> (585-310-534)
4. Administer Data Link to the Intuity AUDIX system	Define the switch to which the Intuity system is connected, the switch extension length, and the port/logical channel of the DCIU connection.	■ Switch Interface Administration	Chapter 7 in the Intuity integration appropriate for your switch
5. Administer Voice Equipment	Define the voice ports to the Intuity AUDIX system.	■ Voice Equipment Administration	Chapter 17 in <i>Intuity Platform Administration and Maintenance</i> (585-310-534)
6. Change the Passwords	Ensure system security and prevent unauthorized access to your Intuity system.	■ Password	Chapter 2 in this document.
7. Define System Limits	Define maximum capacities for such things as stored messages and message delivery lists.	■ System Parameters Limits	Chapter 3 in this document.
8. Define Basic Features and Parameters	Define login parameters and system time limits and globally activate certain features for all subscribers (like multiple personal greetings).	■ System Parameters Features	Chapter 3 in this document.

Table 2-3. Start-Up Administration Tasks — Continued

Task	Purpose	Screen(s)	Document/Chapter
9. Define Thresholds for Warnings	Define thresholds that determine when mailboxes get too full or disk space gets too low. The AUDIX system plays a voice warning to subscribers when mailboxes get too full. In addition, the Intuity system displays a warning on the status line when disk space for system messages gets too low.	■ System Parameters Thresholds	Chapter 3 in this document.
10. Define Class of Service Options	Define classes of service which you may then assign to subscribers. A class of service (COS) is a set of AUDIX capabilities.	■ Class of Service	Chapter 4 in this document
11. Add Subscribers	Define subscriber stations to the AUDIX system.	■ Subscriber	Chapter 4 in this document
12. Create Subscriber Name Recordings (Optional)	Record the subscriber's voiced name fragment so that a caller or voice mail recipient will hear the name, not the extension number, of the subscriber. You may give subscribers the capability to record their own names, if desired.	Via voice terminal with announcement record capability.	Chapter 4 in this document
13. Set up Community Sending Restrictions (Optional)	Restrict groups of subscribers to whom you have assigned the same community number from sending mail to other groups or from receiving voice mail from other groups.	■ System Parameters Sending Restrictions	Chapter 3 in this document.
14. Set up Outcalling (Optional)	Administer system-related outcalling parameters. Outcalling allows a subscriber to tell the AUDIX system to place calls to a specified number when the subscriber receives new messages.	■ System Parameters Outcalling	Chapter 3 in this document.
15. Set up a Broadcast Mailbox (Optional)	Set up a broadcast mailbox. A broadcast mailbox allows subscribers to send broadcast messages or login announcements.	■ Subscriber	Chapter 3 in this document.

Table 2-3. Start-Up Administration Tasks — Continued

Task	Purpose	Screen(s)	Document/Chapter
16. Customize System Announcements and Fragments (Optional)	Change the announcements that the AUDIX system plays automatically to give instructions to subscribers/callers.	<ul style="list-style-type: none"> ■ Add Annc-set ■ List Annc-set ■ Copy Annc-set ■ System Parameters Features ■ Copy Fragment ■ Remove Fragment ■ Copy Announcement 	Chapter 2 of <i>Intuity AUDIX Announcement Customization</i> for any or all of the following: <ul style="list-style-type: none"> ■ American English (585-310-535) ■ British English (585-310-536) ■ Latin Spanish (585-310-537) ■ French Canadian (585-310-538)
17. Set up Automated Attendants (Optional)	Create automatic answering so that callers hear a menu of options. The callers then select options and transfer to other destinations by pressing touch-tone buttons or dialing extensions.	<ul style="list-style-type: none"> ■ Subscriber 	Chapter 5 in this document
18. Set up a Bulletin Board (Optional)	Define a bulletin board, which lets callers access a bulletin board to hear updated information or select messages from a menu of options.	<ul style="list-style-type: none"> ■ Subscriber 	Chapter 5 in this document
19. Set up ADAP (Administration and Data Acquisition Package) reports	Define custom AUDIX traffic reports if the standard traffic reports do not provide enough data. Note: You can use the command line interface only.	<ul style="list-style-type: none"> ■ Command line on your ADAP P.C. 	Chapters 11, 12, and 13 in <i>AUDIX Administration and Data Acquisition Package</i> (585-302-502)

Ongoing Administration and Maintenance Tasks

Table 2-4 lists tasks you do on a regular basis to keep the Intuity AUDIX system operating properly. In addition, you may need to return to Start-up Administration Tasks 6 through 19 (see Table 2-3) as the needs of your business or subscribers change.

Table 2-4. Ongoing Administration and Maintenance Tasks

Task	Purpose	Screen(s)	Document/Chapter
1. Tasks 6 through 19 in Start-up Administration	Revise initial administration as your business needs change.	See Table 2-3.	See Table 2-3.
2. Reassign Subscriber Default Password	Reassign a subscriber's default password if the subscriber forgets it	■ Subscriber	Chapter 4 in this document.
3. Unlock a Subscriber's Mailbox	Unlock a subscriber's mailbox if too many unsuccessful attempts have been made to log into the subscriber' mailbox.	■ Subscriber	Chapter 4 in this document.
4. Run traffic reports	Display AUDIX traffic information to help you troubleshoot and find ways to improve system efficiency.	<ul style="list-style-type: none"> ■ Community DailyTraffic ■ Community HourlyTraffic ■ Feature Daily Traffic ■ Feature Hourly Traffic ■ Load Daily Traffic ■ Load Hourly Traffic ■ Special Features Daily Traffic ■ Special Features Hourly Traffic ■ Subscriber Daily Traffic ■ Subscriber Monthly Traffic ■ ADAP command line 	Chapter 6 in this document and Chapters 11, 12, and 13 in <i>AUDIX Administration and Data Acquisition Package</i> .
5. Administer and Display the Activity Log	Investigate subscriber activity to resolve reported problems	<ul style="list-style-type: none"> ■ System Parameters Activity Log ■ Activity Log 	Chapter 7 in this document.
6. Display the Alarm Report	Display active or resolved Intuity system alarms to check that alarms are cleared after service procedures are performed and to troubleshoot intermittent problems that resolve themselves and then recur.	■ Alarm Report	Chapter 7 in this document or Chapter 3 in <i>Intuity Platform Administration and Maintenance</i> .

Table 2-4. Ongoing Administration and Maintenance Tasks — *Continued*

Task	Purpose	Screen(s)	Document/Chapter
7. Display the Administration Log	Display and investigate alarms that you can solve.	■ Administration Log	Chapter 7 and Appendix A in this document or Chapter 3 in <i>Intuity Platform Administration and Maintenance</i>
8. Run Audits	Synchronize the system software and the disk after you have made administrative changes. Also, run audits to allow the system to readjust itself after an alarm.	■ Mailboxes ■ Mailing Lists ■ Names ■ Personal Directories ■ Subscriber Data ■ Voice Files	Chapter 7 in this document or Chapter 20 in <i>Intuity Platform Administration and Maintenance</i> .
9. Back up Data on Demand (Optional)	Store backup system data immediately after a large number of changes or if the automated backup does not run. Store voice data that the automated backup does not store.	■ Backup/Restore	Chapter 9 in <i>Intuity Platform Administration</i> .

Print Screen Displays

From time to time, you may want to print out traffic reports or administration data in the AUDIX system. To print out data displayed on your administration screens, do the following:

1. Connect a printer to your display terminal using the appropriate port for your printer — parallel or serial. If you have a 610, 4410, or 5410 terminal, the printer speed must match the terminal speed.

You may connect any of the following printers:

- AT&T 593
- AT&T 595
- NCR 6417
- AT&T 570 series of terminals

If you connect a serial printer to the DTE connection on a 715 terminal, you must use a null modem cable between the terminal and the printer.

2. Access the desired administration form and data.
3. Press the keys appropriate to your terminal to print the screen.

For an AT&T 715 Multitasking Terminal (MT):

- a. Press **(PRINT-SCRN)** to print the screen.

The data appearing on the screen prints out.

- b. Display any additional pages of the form and repeat step a.

For an AT&T 513 BCT:

- a. Press **(F10)** to display the first layer of screen-labeled keys for the terminal.
- b. Press **(LCLPRT)** (F1) to display the screen-labeled print keys.
- c. Press **(PRINT-SCRN)** (F7) to print the screen.
- d. Press **(F10)** and **(F5)** to return the screen-labeled keys to their original state.
- e. Display any additional pages of the form and repeat steps a through d.

For an AT&T386 console or G3-MA:

- a. Press **(PRINT-SCRN)** to print the screen.

The data appearing on the screen prints out.

- b. Display any additional pages of the form and repeat step a.

Log In/Log Out/Exit the AUDIX System

You can log into the Intuity AUDIX system using either the **sa** (system administrator) login or the **vm** (voice messaging [AUDIX] administrator) login. The **vm** login allows access to most AUDIX administration screens. However, the Intuity screens are not accessible to the **vm** login. The **sa** login allows access to all AUDIX administration screens, as well as all other parts of the Intuity system — with the exception of a few screens accessible only to services technicians.



CAUTION:

Your services technician installs your system with default passwords. You should immediately change these passwords after the technician has finished installing your system.

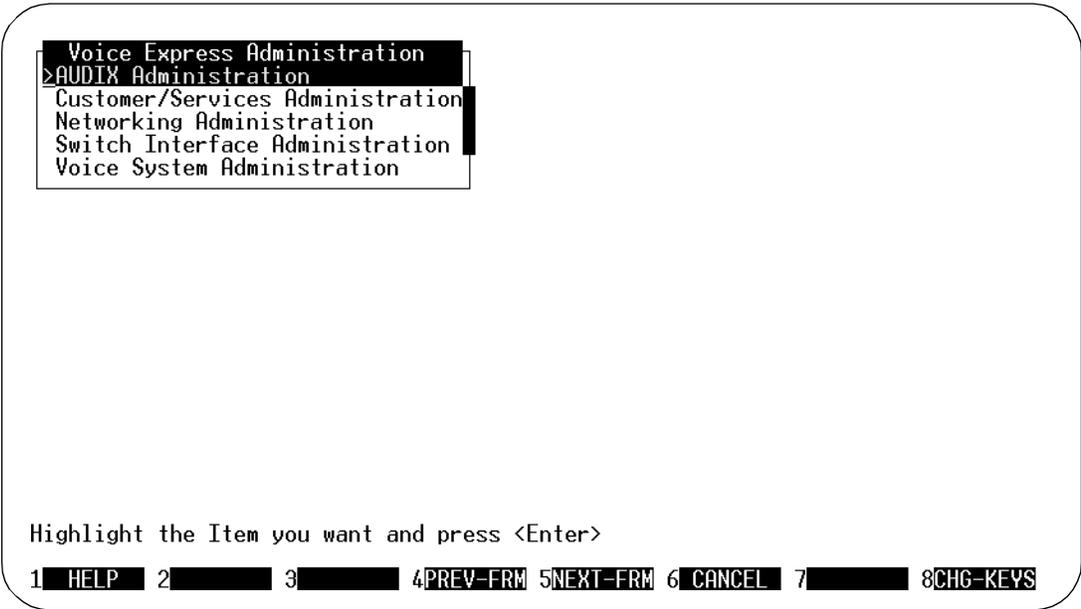


Figure 2-2. Intuity Main Menu

- 5. If you have a blank AUDIX screen, skip to Step 6. If you are at the Main Menu, select AUDIX Administration.
The blank AUDIX screen appears (see Figure 2-1.).
- 6. When you have the blank screen (from either Step 4 or 5), use commands on the command line to access AUDIX screens.

Steps to Log Out

To log out of the AUDIX system and the Intuity system, do the following:

1. At the command line, type **logoff** and press **(ENTER)** (F3).

The screen disappears and the login prompt reappears.

Steps to Exit the AUDIX System and Stay in the Intuity System

If you use the **sa** login, you can exit the AUDIX Administration screens/command line and continue to administer other parts of the Intuity system without first logging out. To exit AUDIX Administration and return to the Main Menu, do the following:

1. At the command line, type **exit** and press **(ENTER)** (F3).

The screen disappears and the Main Menu reappears.

Change Password

When you first get your system, both the **sa** (system administrator) and **vm** (voice messaging [AUDIX] administrator) logins come with a default password. You should immediately change the password for these logins after your system is installed. You should also change the passwords every month.

On the AUDIX administration screens, use the `change password` command and the ensuing prompts to change the login passwords. With the Intuity screens (available through the **sa** login only), change your password as described later in this section.

Things to Consider

Notifying Administrators	You should tell any other AUDIX or system administrators what the new password is if you change it.
Command access	Both system administrators and AUDIX administrators can change passwords. AUDIX administrators who log in with the <i>vm</i> login can change the password for the <i>vm</i> login only. System administrators who log in with the <i>sa</i> login can change the password for the <i>sa</i> login and <i>vm</i> login.
Screen use	<p>There is no AUDIX administration password screen. Simply follow the prompts by typing your old and new passwords and pressing (ENTER) with each entry.</p> <p>There is an Intuity password screen. See the section, "Change Password with Intuity Screens" later in this section.</p>
Password Guidelines	<p>To minimize the risk of unauthorized people accessing the Intuity system, use the following guidelines for Intuity passwords.</p> <ul style="list-style-type: none">■ Never use obvious or trivial passwords, such as a phone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, 999999 or audix).■ Establish a password as soon as the AUDIX extension is assigned.■ Use as many digits as possible, with at least 5.■ Do not post, share, print, or write down passwords.■ Do not put the password on a programmable function key.■ Change the password periodically (at least once per month).

Commands

Commands available to change the password are as follows:

Full Version	Short Version
change password	ch p

Password prompts

The password prompts are shown below.

```
UX:passwd: INFO: Changing password for sa
Old password:
New password:
Re-enter new password:
```

Figure 2-3. Password Prompts

Field Descriptions

A description of each field is provided below.

- Old Password — Enter the current password for the login ID. Entries in this field are not echoed to the terminal.
- New Password — Enter a new password consisting of 3 to 10 alphanumeric characters. Entries in this field are not echoed to the terminal.
- Re-enter New Password —Enter the new password exactly as you entered it in the New Password field. Entries in this field are not echoed to the terminal.

Change Password with Intuity Screens

To change the password for the current login with the Intuity screens, do the following.

1. Begin at the Intuity Administration menu, and select the following sequence.

> Customer/Services Administration

> System Management

> UNIX Management

> Password Administration

2. Select the login whose password you would like to change from the Password Administration screen.
3. Type **y** to confirm that you wish to change the password for the login selected.
Otherwise, type **n** to cancel the request and return to the Password Administration screen.
4. Enter your new password at the following prompt.

New password:

Passwords must be at least 6 characters.

5. Enter the new password again at the following prompt.

Re-enter new password:

6. Press **CANCEL** to return to the UNIX Management screen.

Change the Sequence of the AUDIX Screen-Labeled Keys

You may change the sequence of the AUDIX screen-labeled keys to match the order used by the System Access Terminal (SAT) or Manager 1 administration tools for System 75 and DEFINITY Communications System Generic 1 and 3.

To change the sequence of keys, enter `toggle function-keys` at the command line. The key sequence changes, from the default order to that of the SAT/Manager 1, or vice-versa.

This chapter describes how to set up most system parameters of Intuity AUDIX voice messaging.

Defining System Limits

Your Intuity AUDIX system comes with default system limits. These limits primarily consist of maximum capacities for such things as stored messages and message delivery lists. New limits may be set during installation to meet the needs of your business. However, you may need to increase these capacities as your system grows, or decrease these capacities in some areas to compensate for growth in other areas.

Use the System Parameters Limits screen to define system capacities.

Things to Consider

Screen access	You must log in as system administrator (using the <i>sa</i> login) to change data on the System Parameters Limits screen. Voice messaging administrators who use the <i>vm</i> login can only view data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the System Parameters Limits screen.

Commands

Commands available for the System Parameters Limits screen are as follows:

Full Version	Short Version
change system-parameters limits	ch sy lim
display system-parameters limits	di sy lim

System Parameters Limits Screen

The System Parameters Limits screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters limits           Page 1 of 1
                SYSTEM-PARAMETERS LIMITS

MESSAGE LIMITS
Message Lengths, Maximum (seconds): 600   Minimum (tenths of seconds): 10
Messages, Total In All Mailboxes: 50000   Awaiting Delivery: 5000

ADMINISTRATION LIMITS
Subscribers, Local: 1000   Administered Remote: 1000
Lists, Total Entries: 50000   Lists/Subscriber: 100   Recipients/List: 250

enter command: change system-parameters limits
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 3-1. System Parameters Limits Screen

Field Descriptions

Enter data in the System Parameters Limits fields as follows:

- **Message Lengths, Maximum** — Enter the length, in seconds, of the longest message that can be created by any subscriber. Maximum message lengths for individual subscribers can be further restricted on the CLASS OF SERVICE and SUBSCRIBER screens.
- **Message Lengths, Minimum** — Enter the length, in tenths of a second, of the shortest message that the AUDIX system recognizes as a message. A valid entry in this field is an integer from 0 to 99. The default value is 10 tenths of a second.
- **Messages, Total in All Mailboxes** — Enter the maximum number of messages expected in all subscribers' mailboxes at any one time. A valid entry in this field is an integer from 0 to 999999. The default value is 50000 messages. This number tells the system when to start generating alarms. It does not prevent message delivery.
- **Messages, Awaiting Delivery** — Enter the maximum number of messages expected in the system delivery queue. The recommended value is 10% of the value in the Messages, Total in All Mailboxes field. A valid entry in this field is an integer from 0 to 999999. The default value is 5000 messages. This number tells the system when to start generating alarms. It does not prevent message delivery.
- **Subscribers, Local** — Enter the maximum number of subscribers that can be administered on this AUDIX system.
- **Administered Remote** — Enter the maximum number of remote subscribers that can be administered on this AUDIX system.
- **Lists, Total Entries** — Enter the total number of entries allowed in all subscribers' lists. The default value is 50000.
- **Lists/Subscribers** — Enter the maximum number of lists allowed per subscribers. A valid entry in this field is an integer from 0 to 999. The default value is 100.
- **Recipients/List** — Enter the maximum number of entries (recipients) allowed per subscriber list. A valid entry in this field is an integer from 0 to 250. The default value is 250.

Defining Basic Features and Parameters

The Intuity AUDIX system comes with default login parameters and system time limits. Also, certain features that must be activated globally for all subscribers (like multiple personal greetings) are either activated or not activated by default. Defaults may be changed during installation to meet the needs of your business. However, you may wish to change some of these parameters or activate/deactivate certain features as your business or subscriber needs change.

Use the System Parameters Features screen to change system features and parameters.

Things to Consider

Pages of screen	The System Parameters Features screen has 3 pages. Only Pages 1 and 2 are described in this section. Page 3, which concerns networking parameters, is available only if you have purchased either the Digital or AMIS Analog Networking feature of the Intuity system. See <i>Intuity AUDIX Digital Networking Administration</i> (585-310-533) for more information on Page 3 of the screen.
Screen access	You must log in as system administrator (using the <i>sa</i> login) to change data on the System Parameters Features screen. Voice messaging administrators who use the <i>vm</i> login can only view data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the System Parameters Features screen.

Commands

Commands available for the System Parameters Features screen are as follows:

Full Version	Short Version
change system-parameters features	ch sy f
display system-parameters features	di sy f

System Parameters Features Screen — Page 1

Page 1 of the System Parameters Features screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters features           Page 1 of 3
SYSTEM-PARAMETERS FEATURES

LOG-IN PARAMETERS
  Login Retries: 3           Consecutive Invalid Attempts: 3
  System Guest Password: 28825           Minimum Password Length: 0

INPUT TIME LIMITS (SECONDS)
  Normal: 60           Full Mailbox Timeout: 5
  Wait (*W): 180

MISCELLANEOUS PARAMETERS
  Broadcast Mailbox Extension: 34999
  System Prime Time, Start: 07:00           End: 17:00

FEATURE ACTIVATION
  Traffic Collection? y
  Name Record by Subscriber? y
  Multiple Personal Greetings? y
  End of Message Warning? y           Warning Time (seconds): 15

enter command: change system-parameters features
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 3-2. System Parameters Features Screens — Page 1

Field Descriptions

Enter data in the fields as described below.

Log-in Parameters:

- Login Retries — Display only. This field displays the number of login retries allowed per session. The value is 3.
- Consecutive Invalid Login Attempts — Enter the maximum number of consecutive unsuccessful login attempts allowed before the user is locked out of the system. A valid entry in this field is an integer from 0 to 999. The default value is 18.
- System Guest Password — Enter a password that can be used by non-subscribers to leave messages for subscribers. A valid entry in this field is a blank or an integer from 1 to 15 digits long. The default value is a blank.

⇒ NOTE:

Each subscriber **must** have a password that **differs** from the guest password. If they do not, they will not be able to access their mailboxes. Be sure to inform them of this fact.

- Minimum Password Length — Enter the minimum number of characters for a password entered by a subscriber. A valid entry in this field is an integer from 0 to 15. The default value is 0.



CAUTION:

For security purpose, a password length of at least five digits is recommended. In addition, the password should exceed by at least one digit the number of digits an extension.

Input Time Limits (Seconds):

- Normal — Enter the number of seconds that the AUDIX system waits for a subscriber to enter a command before sending a time-out warning. The default value is 60 seconds. A valid entry in this field is an integer from 1 to 99.
- Full Mailbox Timeout — Enter the number of seconds that the AUDIX system waits for a touch-tone entry from a caller after informing the caller that the called subscriber's mailbox is full. A valid entry in this field is an integer from 1 to 9. The default value is 5 seconds.
- Wait — Enter the number of seconds that the AUDIX system waits after a subscriber enters the wait command (*W) before sending a time-out warning. A valid entry in this field is an integer from 1 to 999. The default value is 180 seconds.

Miscellaneous Parameters:

- Broadcast Mailbox Extension — This field displays the extension number of the system broadcast mailbox. This is a display-only field.
- System Prime Time, Start — Enter the starting time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company opens for business.) A valid entry in this field is a 1- or 2-digit hour number from 0 to 23 and a 2-digit minute number from 00 to 59 in the format *hh:mm*. The default value is 8:00.
- System Prime Time, End — Enter the ending time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company closes.) A valid entry in this field is a 1- or 2-digit hour number from 0 to 23 and a 2-digit minute number from 00 to 59 in the format *hh:mm*. The default value is 17:00.

Feature Activation:

- Traffic Collection? — Enter **y** to turn on traffic data. Enter **n** if you do not want to collect traffic data. The default value is n.
- Name Record by Subscriber? — Enter **y** to allow subscribers to record their own names. Enter **n** if subscribers cannot record their own names. The default value is y. Allowing subscribers to record their own names will save you a lot of time.
- Multiple Personal Greetings? — Enter **y** to activate the multiple personal greetings feature. Enter **n** if you do not want subscribers to be able to use the multiple personal greetings feature. The default value is y.

- End of Message Warning — Enter **y** to activate the End of Message Warning feature. Enter **n** to deactivate the End of Message Warning feature). The default value is y.
- Warning Time (seconds) — Enter the number of seconds, prior to the end of the allotted message recording time, at which the End of Message Warning prompt is played. Valid entries for this field are blank (valid only if the feature is not active), 0 (the warning is not played), and an integer from 15 to 60. The default value is 15 seconds.

System Parameters Features Screen — Page 2

Page 2 of the System Parameters Features screen is shown below.

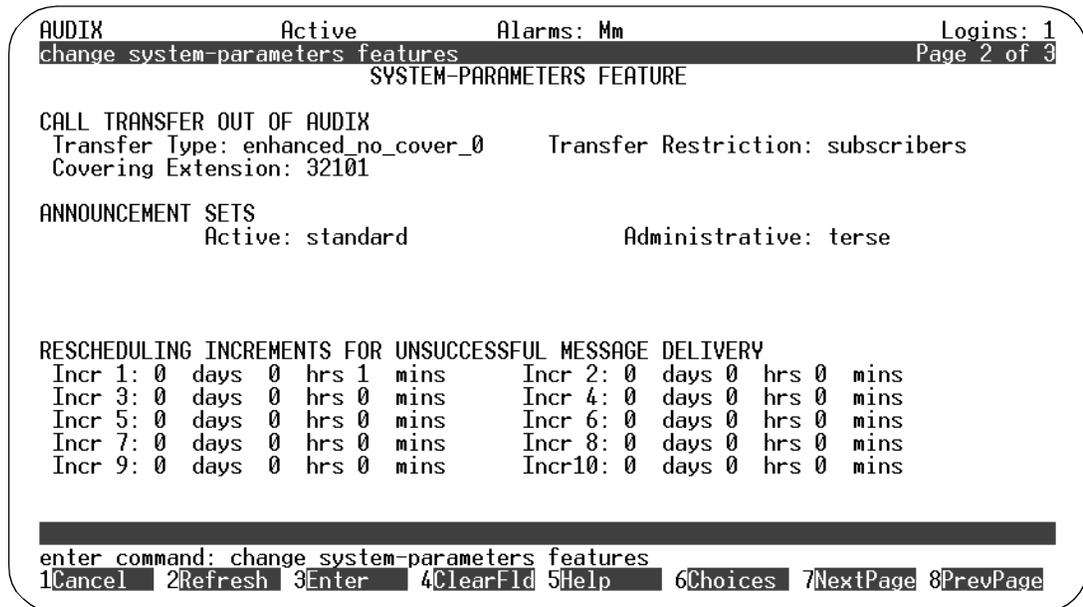


Figure 3-3. System Parameters Features Screen — Page 2

Field Descriptions

Enter data in the fields as described below.

Call Transfer Out of AUDIX

- Transfer Type — Enter one of the following values to determine whether the Call Transfer Out Of AUDIX feature is active and what type of transfer will be used:
 - none** — deactivate the Call Transfer Out Of AUDIX feature
 - enhanced_no_cover_0** — activate the Enhanced Transfer feature, but do not allow callers that press 0 to go down the coverage path of the covering person.
 - enhanced** — activate the Enhanced Transfer feature and allow callers that press 0 to go down the coverage path of the covering person.



CAUTION:

Allowing transfers out of AUDIX increases the risk of toll fraud. Allowing calls to transfer with a 0 press and then go to coverage at the transferred-to extension increases the risk of toll fraud even more. See "System Security and Toll Fraud" at the beginning of this book.

- Transfer Restriction — Enter either **digits** or **subscribers** to restrict the destination address for calls transferred out of the AUDIX system using *T. Calls are transferred only if the destination address satisfies the specified restriction criteria. The default value is subscribers.



NOTE:

For the restriction "digits", the destination address must contain the same number of digits as AUDIX extensions. For the restriction "subscriber", the destination address must contain the same number of digits as AUDIX extensions and must identify an administered subscriber (either local or remote).



CAUTION:

A restriction of "digits" increases the risk of toll fraud.

- Covering Extension — Enter the system-wide default extension to which a call is transferred when the caller presses 0 or *0 to transfer out of the AUDIX system. Valid entries in this field are a blank or a 3- to 10-digit extension number. The default value is a blank. It is recommended that the extension of the Message Center agent or system operator be entered in this field. Individual subscribers may be given their own unique covering extension in the Subscriber screen, page 1.



NOTE:

If the Transfer Type field is enhanced and this field is left blank, a warning will appear on the screen. The warning may be ignored if no default covering extension is desired.

Announcement Sets:

- Active — Enter the name of the announcement set used for system prompts. All announcements (not including subscriber names) are played from this announcement set. A valid entry in this field is a valid announcement-set name of up to 14 alphanumeric characters. The default value is standard.

For more information on announcement sets, see one of the following documents:

- *Intuity AUDIX Announcement Customization — American English* (585-310-535)
- *Intuity AUDIX Announcement Customization — British English* (585-310-536)
- *Intuity AUDIX Announcement Customization — Latin Spanish* (585-310-537)
- *Intuity AUDIX Announcement Customization — French Canadian* (585-310-538)

- **Administrative** — Enter the name of the announcement set used when modifying announcement fragments and compositions. A valid entry in this field is a valid announcement-set name of up to 14 alphanumeric characters. The default value is a blank. This field should normally be blank when not customizing announcements. This announcement set can be the same as the Active announcement set but, if so, any changes made will affect the announcements heard by users. See the appropriate document listed in the preceding item for more information on announcement sets.
- **Rescheduling Increments** — Enter the time intervals (in minutes, hours, and days) between attempts to resend a message after an unsuccessful delivery attempt. Valid entries and defaults for this field are:

Range	Unit
0–99	days
0–23	hours
0–59	minutes

Up to 10 rescheduling increments can be used to re-attempt delivery of a message to a full mailbox. The first two rescheduling increments are used to re-attempt delivery of an AMIS analog message. The first five rescheduling increments are used to re-attempt delivery of a Message Delivery message.

Defining Thresholds for Warnings

The AUDIX system plays a voice warning to subscribers when their mailboxes get too full. The Intuity AUDIX system comes with default thresholds that determine when mailboxes get too full. New thresholds may be set during installation to meet the needs of your business. However, you may need to change these thresholds as the use of your system changes.

Use the System Parameters Thresholds screen to change the subscriber thresholds.

Things to Consider

Screen access	You must log in as system administrator (using the <i>sa</i> login) to change data on the System Parameters Thresholds screen. Voice messaging administrators who use the <i>vm</i> login can only view data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the System Parameters Thresholds screen.

Commands

Commands available to access the System Parameters Thresholds screen are as follows:

Full Version	Short Version
change system-parameters thresholds	ch sy t
display system-parameters thresholds	di sy t

System Parameters Thresholds Screen

The System Parameters Thresholds screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters thresholds           Page 1 of 1
SYSTEM-PARAMETERS THRESHOLDS

SUBSCRIBER MESSAGE SPACE WARNING

Lower: 50 %           Upper: 80 %

enter command: change system-parameters thresholds
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 3-4. System Parameters Thresholds Screen

Field Descriptions

A description of each field is provided below.

- Subscriber Message Space Warning, Lower — Enter the lower message-space threshold for a subscriber's mailbox. The threshold value is interpreted as a percent of the subscriber's mailbox space. When this threshold is reached, a warning message is issued to the subscriber upon login to the AUDIX system. A valid entry in this field is an integer from 1 to 100. The default value is 50%. Recommended values are 50% for small (less than 9 minutes) mailboxes and 80% for larger mailboxes.
- Subscriber Message Space Warning, Upper — Enter the upper message-space threshold for a subscriber's mailbox. The threshold value is interpreted as a percent of the subscriber's mailbox space. When this threshold is reached, a warning message is issued to the subscriber upon login to the AUDIX system. A valid entry in this field is an integer from 0 to 100. The default value is 80%. Recommended values are 80% for small (less than 9 minutes) mailboxes and 95% for larger mailboxes.

Setting Up Community Sending Restrictions

A community is a group of subscribers to whom you have assigned the same community number, 1 to 15, on the Subscriber screen. You create a community so that you can restrict its members from sending mail to other groups. However, you also create a community so that you can prevent its members from *receiving* voice mail from other groups. This includes community of subscribers who are restricted from sending messages to each other.

Use the System Parameters Sending Restrictions screen to activate the sending restrictions feature and to restrict communities from sending and receiving voice mail.

Things to Consider

Screen access	You must log in as system administrator (using the <i>sa</i> login) to change data on the System Parameters Sending Restrictions screen. Voice messaging administrators who use the <i>vm</i> login can only view data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the System Parameters Sending Restrictions screen.

Commands

Commands available to access the System Parameters Sending Restrictions screen are as follows:

Full Version	Short Version
change system-parameters sending-restrictions	ch sy s
display system-parameters sending-restrictions	di sy s

System Parameters Sending Restrictions Screen

The System Parameters Sending Restrictions screen is shown below.

```

AUDIX                Active                Alarms: Mm                Logins: 1
change system-parameters sending-restrictions                Page 1 of 1
SENDING RESTRICTIONS
Activate Restrictions? y

Sender              1  2  3  4  5  Recipient Community
Community          2  3  4  5  6  7  8  9 10 11 12 13 14 15
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15

enter command: change system-parameters sending-restrictions
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 3-5. System Parameters Sending Restrictions Screen

Field Descriptions

A description of each field is provided below.

- **Activate Restrictions?** — Enter **y** to activate the sending restrictions feature. Enter **n** if you do not want to use the sending restrictions feature. The default value is **n**.
- **Sender/Recipient Community** — Enter **r** in each field where you want to restrict the corresponding Sender Community from sending mail to the corresponding Recipient Community. The default value, a blank, indicates no restrictions between the corresponding two communities. Any character other than a blank or an **r** is interpreted as an **r**.

Steps to Set Up Community Sending Restrictions

1. At the command line, type **ch sy s** and press **(ENTER)** (F3).
The Sending Restrictions screen appears.
2. Move the cursor to the field(s) you wish to change and type the new data.
3. Press **(ENTER)** (F3) to save your changes.

The cursor returns to the command line, and the message `command successfully completed` appears.

Setting Up Outcalling

The Outcalling feature allows a subscriber to tell the AUDIX system to place a call to a specified number when the subscriber receives new messages. Use the System Parameters Outcalling screen to administer the system-related outcalling parameters. See "Steps to Set up Outcalling".

**CAUTION:**

Use of the outcalling feature greatly increases the risk of toll fraud. You should specify a maximum number of outcalling digits that is as small as possible. You should also take precautions by placing additional restrictions on the AUDIX outcalling ports only, all AUDIX ports, trunk access codes, and so on. See "System Security and Toll Fraud" at the beginning of this book.

Things to Consider

Voice ports	This feature uses voice ports and can affect the AMIS Analog Networking and Message Delivery features.
Screen access	You must log in as system administrator (using the <i>sa</i> login) to change data on the System Parameters Outcalling screen. Voice messaging administrators who use the <i>vm</i> login can only view data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the System Parameters Outcalling screen.

Commands

Commands available to access the System Parameters Outcalling screen are as follows:

Full Version	Short Version
change system-parameters outcalling	ch sy o
display system-parameters outcalling	di sy o

System Parameters Outcalling Screen

The System Parameters Outcalling screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters outcalling           Page 1 of 1
SYSTEM-PARAMETERS OUTCALLING

Outcalling Active? y

Start Time      End Time      Interval      Maximum Simultaneous
(hh:mm)        (hh:mm)      (hh:mm)      Ports
1: 00:00        23:59        00:15        2
2: :            :            :
3: :            :            :

Initial Delay (mins): 0
Maximum Number Digits: 29

enter command: change system-parameters outcalling
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 3-6. System Parameters Outcalling Screen

Field Descriptions

A description of each field is provided below.

- **Outcalling Active?** — Enter **y** to activate outcalling on a system-wide basis. Enter **n** if you do not want outcalling to be active. The default value is **n**.
- **Start Time** — Enter the beginning of the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value is *00:00*. Up to three time periods can be specified. The time periods cannot overlap and the sum of their durations must be less than 24 hours.
- **End Time** — Enter the end of the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value is *23:59*. Up to three time periods can be specified. The time periods cannot overlap and the sum of their durations must be less than 24 hours.

- **Interval** — Enter the time interval between outcalling attempts within the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value for the first time period is 00:15 (15 min). The minimum interval is 15 minutes. The maximum is 24 hours.
- **Maximum Simultaneous Ports** — Enter the maximum number of voice ports that can be used simultaneously for outcalling during this time period. (AMIS Analog Networking and Message Delivery calls are included in this maximum.) A valid entry in this field is an integer from 1 to 64. The default value is 1.
- **Initial Delay** — Enter the number of minutes that should pass after the delivery of a message before the AUDIX system makes an outcall. A valid entry in this field is an integer from 0 to 60. The default value is 0 minutes.
- **Maximum Number Digits** — Enter the maximum number of digits that the subscriber can specify for outcalling. A valid entry in this field is an integer from 3 to 29. The default value is 29.

Steps to Set up Outcalling

To change system-parameters for outcalling, do the following:

1. Enter **ch sy o** and press **(ENTER)** (F3).
2. Move the cursor to the field you wish to change and type the new data.
3. Press **(ENTER)** (F3) to save your changes.

The cursor returns to the command line, and the message `command successfully completed` appears.

4. After you have set up outcalling, you must also assign outcalling permission to each subscriber you want to be able to use the feature. See "Adding, Changing, and Removing Subscribers" in Chapter 4.

Setting Up a Broadcast Mailbox

For subscribers to have the ability to send broadcast messages or login announcements, you must set up a broadcast mailbox. The broadcast mailbox is the actual place where broadcast messages are stored. When subscribers listen to a broadcast message or login announcement, the system actually retrieves it from the broadcast mailbox. Likewise, when subscribers record and send broadcast messages, they store and send it via the broadcast mailbox. For more information on broadcast messages, see *Intuity AUDIX Feature Descriptions* (585-310-212).

Use the Subscriber screen to set up a broadcast mailbox. For detailed information on the Subscriber screen, see "Adding, Changing, and Removing Subscribers" in Chapter 4.

Things to Consider

Screen access	AUDIX administrators using <i>vm</i> login ID can set up the broadcast mailbox.
Maximum messages	A maximum of 16 broadcast messages can be in the broadcast mailbox at one time.

Steps to Set up a Broadcast Mailbox

To set up a broadcast mailbox, do the following:

1. At the command line, enter **ad su** (for add subscriber) and press **ENTER** (F3).
Page 1 of the Subscriber screen appears. (See "Subscriber Screen – Page 1" and "Subscriber Screen – Page 2" in Chapter 4, "Subscriber Administration" for complete descriptions of Pages 1 and 2 of this screen.)
2. Enter data in the following fields:
 - Name — Enter the name of the broadcast mailbox.
 - Extension — Enter the broadcast mailbox's extension. Use an extension that is *not* administered on the switch.
 - COS — Enter the class of service name or number you want for this broadcast mailbox.
 - Switch Number — Enter **0**, which means that the broadcast mailbox has a voice messaging mailbox but does not have an extension on the switch.

- Broadcast Mailbox? — Enter **y**, which identifies this subscriber as a broadcast mailbox. You can enter data in this field only via the **add subscriber** command. You cannot change this field from y to n or vice-versa via the **change subscriber** command. If you want to change the broadcast mailbox, you must remove the current broadcast mailbox and add a new one.
3. Press **(NEXTPAGE)** to access Page 2 of the Subscriber screen.
- Page 2 of the Subscriber screen appears.
4. Enter data in Page 2 for each of the following fields (all other fields are irrelevant for a broadcast mailbox):
- Permissions, Type — Enter **none**.
 - Permissions, Broadcast — Enter **none**.
 - Incoming Mailbox, Retention Times (days) — Enter the maximum number of days for which you want any particular broadcast message active in your system. Enter the same number of days for New, Old, and Unopened.
 - Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for the broadcast mailbox. A valid entry is a number from 0 to 32767. You should be sure you enter enough seconds for all the messages you think your system may need to store at one time.

⇒ NOTE:

The maximum message length for a broadcast message varies, depending on the maximum message length administered for the specific subscriber creating a broadcast message.

Press **(ENTER)** (F3) to save the mailbox.

The cursor returns to the command line, and the message command successfully completed appears.

See *Intuity AUDIX Feature Descriptions* (585-310-212) for information on creating, changing, and deleting broadcast messages.

This chapter describes how to administer Intuity AUDIX subscribers.

Changing Class of Service Options

A class of service (COS) is a set of voice messaging capabilities you define and assign to subscribers. Your system offers 12 classes of service, with default names class0–class11. These 12 classes of service, all of which contain the same default values at installation, are available for you to modify and rename as required to meet requirements of subscribers within your organization. You can assign the same class of service to any and all subscribers or assign different classes of service for up to 12 unique groups of subscribers.

Use the COS screen to define each class of service. Use the Subscriber screen to assign a COS to a subscriber.

When you change a class of service, that change affects all subscribers to whom you have assigned that class of service. For example, if you change the INCOMING MAILBOX Order field from fifo to lifo for the class of service named class8, then all subscribers with class8 identified on their Subscriber screen will have the order of messages in their incoming mailbox changed.

Things to Consider

Custom COS	After you assign a COS for a subscriber on Page 1 of the Subscriber screen, the specific options for that class of service appear on Page 2 of the Subscriber screen. You can then further customize the subscriber's COS options by overtyping any data on Page 2.
Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can change data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the COS screen.

Commands

Commands available to access the COS screen are as follows:

Full Version	Short Version
change cos <i>cos-number</i>	ch c <i>cos-number</i>
change cos <i>cos-name</i>	ch c <i>cos-name</i>
display cos <i>cos-name</i>	di c <i>cos-name</i>
display cos <i>cos-number</i>	di c <i>cos-number</i>

Where:

cos-name is the name of the class of service

cos-number is the number of the class of service

Class of Service Screen

The Class of Service screen is shown below.

```

AUDIX          Active          Alarms: Mm          Logins: 1
change cos 1                                     Page 1 of 1
CLASS OF SERVICE

Name: class01          COS Number: 1
Addressing Format: extension          Modified? y

PERMISSIONS Type: call-answer          Announcement Control? n
Outcalling? n          Priority Messages? n
Broadcast: none

INCOMING MAILBOX          Order: fifo          Category Order: nuo
Retention Times (days), New: 10          Old: 10          Unopened: 10
OUTGOING MAILBOX          Order: fifo          Category Order: unfda
Retention Times(days),File Cab: 10          Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 88          Minimum Needed: 6
Call Answer Message (seconds), Maximum Length: 88          Minimum Needed: 6
End of Message Warning Time (seconds): 0

Maximum Mailing Lists: 25          Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200          Minimum Guarantee: 0
enter command: change cos 1
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 4-1. Class of Service Screen

Field Descriptions

Enter class of service data as described below:

- Name — Enter the name of the class of service. A valid entry in this field is a unique class of service name from 1 to 8 alphanumeric characters long. Default COS names are class0 through class11.
- COS Number — This is a display-only field that shows the number for this COS.
- Addressing Format — Enter the format a subscriber must use when addressing voice mail messages. Valid entries are extension (default) and name.
- Modified? — This is a display-only field indicating whether this COS has been changed since installation.
- PERMISSIONS, Type — Enter one of the following:
 - call-answer** The caller will have both call answer and voice mailbox capabilities.
 - none** The caller will have voice mailbox capability only, and *no* call answer capability.

The default value is call-answer. Other available options are auto-attendant and bulletin-board. For more information, see Chapter 5, "Automated Attendant and Bulletin Board".

- **PERMISSIONS, Announcement Control?** — Enter **y** to allow a subscriber to record system announcements and his/her name, as well as the names of other subscribers and networked system machine names. Enter **n** if you do not want a subscriber to have this capability.

 **WARNING:**

Subscribers with this permission can change announcements heard by users. This capability should be reserved for system administrators.

- **PERMISSIONS, Outcalling?** — Enter **y** to allow a subscriber to use the Outcalling feature, which alerts a subscriber to new messages by placing a call to that subscriber. Enter **n** if you do not want a subscriber to have this capability.

 **NOTE:**

You must also set up the Outcalling feature for the system using the System Parameters Outcalling screen. See "Setting Up Outcalling" in Chapter 3.

 **WARNING:**

This capability can enhance the risk of toll fraud. See "System Security and Toll Fraud" at the front of this document.

- **PERMISSIONS, Priority Messages?** — Enter **y** to allow a subscriber to send priority voice-mail messages to other subscribers. Enter **n** if you do not want a subscriber to have this capability.
- **PERMISSIONS, Broadcast** — Enter one of the following to specify the types of broadcast messages that a subscriber can create. Valid entries in this field are:

Entry	Meaning
voice	broadcast voice message permission only
login	login announcement permission only
both	broadcast voice message and login announcement permissions
none	no broadcast message or login announcement permissions

- **INCOMING MAILBOX, Order** — Enter the order for retrieving incoming mailbox messages for a subscriber. Valid entries in this field are fifo (first in, first out) or lifo (last in, first out). The initial default value is fifo.

- INCOMING MAILBOX, Category Order — Enter the order for scanning the incoming mailbox message categories for a subscriber. Valid entries in this field are the following three characters in any order:

Entry	Meaning
-------	---------

n	New — neither header nor message body has been read
u	Unopened — header has been read but not message body
o	Old — header and message body have been read

The order **oun** will encourage a subscriber to keep messages stored to a minimum by forcing the subscriber to scan through old messages first. The default order is **nuo**.

- INCOMING MAILBOX, Retention Time, (New, Old, and Unopened) — Enter a number from 0 to 999 to specify the number of days that (new, old, or unopened) messages are retained in the incoming mailbox for a subscriber.

⇒ NOTE:

The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.

- OUTGOING MAILBOX, Order — Enter the order for retrieving messages from the outgoing mailbox for a subscriber. Valid entries in this field are fifo (first in, first out) or lifo (last in, first out). The initial default value is fifo.
- OUTGOING MAILBOX, Category Order — Enter the order for scanning the outgoing mailbox message categories for a subscriber. Valid entries in this field are the following five characters in any order:

Entry	Meaning
-------	---------

f	File cabinet — saved copies of created messages
u	Undelivered — messages awaiting delivery
n	Nondeliverable — unsuccessful message deliveries
d	Delivered — notifications of delivered messages
a	Accessed — notifications of delivered and accessed messages

The initial default value is unfda.

- **OUTGOING MAILBOX, Retention Times (File Cab and Delivered /Nondeliverable)** — Enter the number of days, from 0 to 3999, that (file cabinet or delivered/nondeliverable) messages are retained in the outgoing mailbox for a subscriber.
- **Voice Mail Messages, Maximum Length** — Enter, in seconds, the maximum duration of voice-mail messages that can be created by a subscriber. A valid entry in this field is a number from 0 to 1200. The initial default value is 300 seconds.
- **Voice Mail Messages, Minimum Needed** — Enter, in seconds, the minimum mailbox space that must be available for a subscriber to create a voice-mail message. A valid entry in this field is an integer from 0 to 1200. The initial default value is 32 seconds. If less than 32 seconds remain in this subscriber's mailbox, the subscriber will be told he/she cannot create a new message (or reply).
- **Call Answer Messages, Maximum Length** — Enter, in seconds, the maximum duration of call-answer messages that can be left for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 120 seconds.
- **Call Answer Messages, Minimum Needed** — Enter, in seconds, the minimum mailbox space that must be available to leave a call-answer message for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 8 seconds. If less than 8 seconds remain in this subscriber's mailbox, the caller will hear the "full mailbox" greeting.
- **End of Message Warning Time** — Enter, in seconds, the time when the End of Message Warning recording is played. The system plays a warning message this number of seconds before the maximum recording time has been reached. Valid entries in this field are a blank, the number zero (0), or an integer from 15 to 60. If you enter a zero (0), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System Parameters Features screen. Otherwise, this value overrides the value on the System Parameters Features screen.
- **Maximum Mailing Lists** — Enter the maximum number of mailing lists that can be created by a subscriber. A valid entry in this field is an integer from 0 to 999. The initial default value is 25 seconds.
- **Total Entries in all Lists** — Enter the maximum total number of mailing list entries that can be created for all mailing lists owned by a subscriber. A valid entry in this field is an integer from 0 to 9999.
- **Mailbox Size, Maximum** — Enter the maximum number of seconds of mailbox space for a subscriber. A valid entry in this field is a number from 0 to 32767 (just over 9 hours). The initial default value is 1200 seconds (20 min).

- Minimum Guarantee — Enter the number of seconds of mailbox space guaranteed for a subscriber. A valid entry in this field is a number from 0 to 9999. The initial default value is 0 seconds. It is recommended that no space be guaranteed because the reserved space may never be used by some subscribers.

Steps to Change a Class of Service Name or Options

1. At the command line, type **ch c *cos-name/number*** where *cos-name/number* is either the name or number of the class of service to be changed.

⇒ NOTE:

You may want to list COS names first to review the class of service names. See the following section, "Listing COS Names".

2. Press **(ENTER)** (F3).

The Class of Service screen appears with data for the COS you specified.

3. Overtyping existing values with the values you want.
4. Press **(ENTER)** (F3) to save the changes.

The cursor returns to the command line, and the message `command successfully completed` appears.

Listing COS Names

The Classes of Service screen lists the current name for each of the 12 classes of service.

Things to Consider

Display only	The Classes of Service screen lists the name and number of each class of service. This screen cannot be used to change the name of a class of service. To change the name of a class of service, you must use the Class of Service screen. See the previous section, "Changing Class of Service Options".
Screen access	AUDIX administrators, as well as system administrators, can display data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the Classes of Service screen.

Commands

The commands available to access the Classes of Service screen are as follows:

Full Version	Short Version
list cos	li cos

List Classes of Service Screen

The List Classes of Service screen is shown below.

```
AUDIX          Active          Alarms: M A          Logins: 4
list cos                                             Page 1
                                     CLASSES OF SERVICE
                                     Number      Name
                                     0          class00
                                     1          class01
                                     2          class02
                                     3          class03
                                     4          class04
                                     5          class05
                                     6          class06
                                     7          class07
                                     8          class08
                                     9          class09
                                    10         class10
                                    11         class11

Press [NextPage], [PrevPage] or [Cancel]
enter command: list cos
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 4-2. List Classes of Service Screen

Field Descriptions

A description of each display field is provided below.

- Number — The number for this COS.
- Name — The class of service name.

Adding, Changing, and Removing Subscribers

After the initial group of subscribers has been added, you must continue to add, change, and delete subscribers as employees join and leave your company and existing employees require expanded voice messaging services. Use Pages 1 and 2 of the Subscriber screen to add, change, and remove subscribers.

Things to Consider.

Pages of screen	The Subscriber screen has 3 pages. Only Pages 1 and 2 are described in this section. Page 3, which concerns Automated Attendant, is described in Chapter 5, "Automated Attendant and Bulletin Board"
Call coverage	To get call answer messages, each subscriber must have the AUDIX hunt group as a coverage point in that subscriber's coverage path.
Custom COS	After you assign a COS for a subscriber on Page 1 of the Subscriber screen, the specific options for that COS appear on Page 2 of the Subscriber screen. You can then further customize the subscriber's COS options by overtyping any data on Page 2.
Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can change data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter 1 apply to the Subscriber screen.
G3-MA AUDIX Data Exchange (if available)	<p>You may use AUDIX Data Exchange to transfer the name and extension of the subscriber, as well as the command (add, change, delete), to the switch or vice-versa.</p> <p>In addition, you can specify other default values to be transferred with the name and extension. These are as follows:</p> <ul style="list-style-type: none">■ To AUDIX — COS, Switch Number, Password■ To the switch — COS, COR, Station Type

Commands

The commands available to administer a subscriber are as follows:

Full Version	Short Version
add subscriber	ad su
add subscriber <i>name</i>	ad su <i>name</i>*
add subscriber <i>extension</i>	ad su <i>extension</i>
add subscriber <i>name extension</i>	ad su <i>name</i>* <i>extension</i>
change subscriber <i>name</i>	ch su <i>name</i>*
change subscriber <i>extension</i>	ch su <i>extension</i>
display subscriber <i>name</i>	di su <i>name</i>*
display subscriber <i>extension</i>	di su <i>extension</i>
remove subscriber <i>name</i>	rem su <i>name</i>*
remove subscriber <i>extension</i>	rem su <i>extension</i>

*. The name must be in quotes if it contains spaces.

Where:

name is the subscriber's name and *extension* is the subscriber's extension.

Subscriber Screen – Page 1

```
AUDIX           Active           Alarms: Mm           Logins: 1
change subscriber 32111           Page 1 of 2
SUBSCRIBER
Name: Walters, Rosalyn           Locked? n
Extension: 32111           Password:
COS: custom           Miscellaneous:
Switch Number: 15           Covering Extension: 32101
Community ID: 1           Broadcast Mailbox? n

enter command: change subscriber 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 4-3. Subscriber Screen – Page 1

Field Descriptions

Enter subscriber data as described below:

- Name — Enter the name of the subscriber to be added or changed. A valid entry in this field is from 1 to 29 alphabetic characters. The subscriber name should be entered in last name, first name format. This is a mandatory input field; there is no default value. The name must be touch-tone unique.
- Locked? — Tab over this field. When adding a subscriber, this field always displays an n. See "Unlocking a Subscriber's Mailbox" for more information on this field.
- Extension — Enter the subscriber's extension. A valid entry in this field is a 3- to 10-digit extension that is within range, is not assigned to another local subscriber, and is of valid length on the local Intuity machine (see the Machine Profile screen in *Intuity Platform Administration and Maintenance* (585-310-534).
- Password — Enter a default password the subscriber must use to log into the subscriber's voice terminal. A valid entry in this field is a 0- to 15-digit number. The default is a blank. If you do not enter a password or you enter

a password that is shorter than the required length (as specified on the System-Parameters Features screen), the subscriber will be required to change the password on the first login.

⇒ NOTE:

If a subscriber forgets his/her password, you must reassign a default password for that subscriber. This task can be time-consuming. Therefore, ask subscribers to choose, at first login, passwords that are easy for them to remember (but not easy to decode by others).

- COS — Enter the name or number of the class of service to be assigned to this subscriber. A valid entry in this field is 1 to 8 alphanumeric characters or an integer from 0 to 11. The default is class0.

⇒ NOTE:

To see a list of all valid COS names and numbers, enter the command **list cos**. See "Listing COS Names"

- Miscellaneous — Enter additional information about the subscriber that may be helpful to the administrator. A valid entry in this field is 1 to 11 alphanumeric characters. The default is a blank. Values in this field are not used by the AUDIX system.
- Switch Number — Enter the number of the switch on which this subscriber's extension is administered. A valid entry in this field is an integer from 0 to 20. A 0 in this field means that the subscriber has an AUDIX mailbox but does not have an extension on the switch. Mailboxes for shared extensions should also have a 0 in this field. The default is the administered host switch number from the switch-link screen.

⇒ NOTE:

The message waiting indication (MWI) feature will not work properly unless the switch number on this screen is correct for this subscriber. Normally, there should be no need to use other than the default value on this screen.

- Covering Extension — Enter the number to be used as the default destination for the Transfer Out of AUDIX feature. A valid entry in this field is a blank or a 3- to 10-digit integer. If this field is left blank, the system default covering extension is used (as specified on page 2 of the System Parameters Features screen). The extension entered must be of the correct extension length for the switch.

⇒ NOTE:

The extension entered in this field must be an administered extension on the switch to minimize the possibility of toll fraud.

- Community ID — Enter the community ID to be assigned to this subscriber. A valid entry in this field is a blank or a 1- or 2-digit integer from 1 to 15. If this field is left blank, the system default community ID from the Machine screen for the local machine is used. See the System Parameters Sending Restrictions screen for restrictions on sending messages between communities.
- Broadcast Mailbox — Tab over this field. When adding a subscriber, this field always displays an n. See "Setting Up a Broadcast Mailbox" in Chapter 3 for more information on this field.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change subscriber 32111           Page 2 of 2
SUBSCRIBER CLASS OF SERVICE PARAMETERS

Addressing Format: extension

PERMISSIONS Type: call-answer           Announcement Control? y
Outcalling? n                           Priority Messages? y
Broadcast: none

INCOMING MAILBOX           Order: fifo           Category Order: nuo
Retention Times (days), New: 2           Old: 2           Unopened: 2
OUTGOING MAILBOX           Order: fifo           Category Order: unfda
Retention Times(days), File Cab: 2           Delivered/Nondeliverable: 2

Voice Mail Message (seconds), Maximum Length: 88           Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 88           Minimum Needed: 8
End of Message Warning Time (seconds): 20

Maximum Mailing Lists: 25           Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200           Minimum Guarantee: 0

enter command: change subscriber 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 4-4. Subscriber Screen – Page 2

Subscriber Screen – Page 2

Field Descriptions

Enter subscriber data as described below:

- Addressing Format — Enter the default format (name or extension) this subscriber will use when addressing voice mail messages. Valid entries in this field are either name or extension (default).

- PERMISSIONS, Type — Enter one of the following:

call-answer	The caller will have both call answer and voice mailbox capabilities.
none	The caller will have voice mailbox capability only, and <i>no</i> call answer capability.

The default value is call-answer. Other available options are auto-attendant and bulletin-board. For more information, see Chapter 5, "Automated Attendant and Bulletin Board".

PERMISSIONS, Announcement Control? — Enter **y** to allow the subscriber to record names/system announcements. Enter **n** if you do not want the subscriber to have this capability.

 **WARNING:**

Subscribers with this permission can change announcements heard by users. This capability should be reserved for system administrators.

- PERMISSIONS, Outcalling? — Enter **y** to allow this subscriber to use the Outcalling feature, which alerts a subscriber to new messages by placing a call to that subscriber. Enter **n** if you do not want the subscriber to have this capability.

 **WARNING:**

This capability can enhance the risk of toll fraud. See "System Security and Toll Fraud" at the front of this document.

- PERMISSIONS, Priority Messages? — Enter **y** to allow this subscriber to send priority voice-mail messages to other subscribers. Enter **n** if you do not want the subscriber to have this capability.
- PERMISSIONS, Broadcast — Enter one of the following to specify the types of broadcast messages that this subscriber can create. Valid entries in this field are:.

Entry	Meaning
voice	Broadcast voice message permission only
login	Login announcement permission only
both	Broadcast voice message and login announcement permissions
none	No broadcast message permissions

- INCOMING MAILBOX, Order — Enter the order for retrieving incoming mailbox messages for this subscriber. Valid entries in this field are fifo (first in, first out) or lifo (last in, first out). The initial default value is fifo.
- INCOMING MAILBOX, Category Order — Enter the order for scanning the incoming mailbox message categories for this subscriber. Valid entries in this field are the following three characters in any order:

Entry	Meaning
n	New — neither header nor message body has been read
u	Unopened — header has been read but not message body
o	Old — header and message body have been read

The order **oun** will encourage the subscriber to keep messages stored to a minimum by forcing the subscriber to scan through old messages first. The default order is **nuo**.

- INCOMING MAILBOX, Retention Time, (New, Old, and Unopened) — Enter a number from 0 to 999 to specify the number of days that (new, old, or unopened) messages are retained in the incoming mailbox for this subscriber.

NOTE:

The retention time clock is not reset to zero when a message is moved between the old, unopened, and new categories. For example, if the retention time is 10 days for all three categories, a message is removed after 10 days (not 30 days) regardless of whether or when it is moved from one category to another.

- OUTGOING MAILBOX, Order — Enter the order for retrieving messages from the outgoing mailbox for this subscriber. Valid entries in this field are fifo (first in, first out) or lifo (last in, first out). The initial default value is fifo .
- OUTGOING MAILBOX, Category Order — Enter the order for scanning the outgoing mailbox message categories for this subscriber. Valid entries in this field are the following five characters in any order:

Entry	Meaning
f	File cabinet — saved copies of created messages
u	Undelivered — messages awaiting delivery

Entry	Meaning
n	Nondeliverable — Unsuccessful message deliveries
d	Delivered — Notifications of delivered messages
a	Accessed — Notifications of delivered and accessed messages

The initial default value is unfda.

- **OUTGOING MAILBOX, Retention Times (File Cab and Delivered /Nondeliverable)** — Enter the number of days, from 0 to 999, that (file cabinet or delivered/nondeliverable) messages are retained in the outgoing mailbox for this subscriber.
- **Voice Mail Messages, Maximum Length** — Enter, in seconds, the maximum duration of voice-mail messages that can be created by this subscriber. A valid entry in this field is a number from 0 to 1200. The initial default value is 300 seconds.
- **Voice Mail Messages, Minimum Needed** — Enter, in seconds, the minimum mailbox space that must be available for a subscriber to create a voice-mail message. A valid entry in this field is an integer from 0 to 1200. The initial default value is 32 seconds. If less than 32 seconds remain in this subscriber's mailbox, the subscriber will be told he/she cannot create a new message (or reply).
- **Call Answer Messages, Maximum Length** — Enter, in seconds, the maximum duration of call-answer messages that can be left for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 120 seconds.
- **Call Answer Messages, Minimum Needed** — Enter, in seconds, the minimum mailbox space that must be available to leave a call-answer message for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 8 seconds. If less than 8 seconds remain in this subscriber's mailbox, the caller will hear the "full mailbox" greeting.
- **End of Message Warning Time** — Enter, in seconds, the time when the End of Message Warning recording is played. The system plays a warning message this number of seconds before the maximum recording time has been reached. Valid entries in this field are a blank, the number zero (0), or an integer from 15 to 60. If you enter a zero (0), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System Parameters Features screen.
- **Maximum Mailing Lists** — Enter the maximum number of mailing lists that can be created by this subscriber. A valid entry in this field is an integer from 0 to 999. The initial default value is 25 seconds.

- Total Entries in all Lists — Enter the maximum total number of mailing list entries that can be created for all mailing lists owned by this subscriber. A valid entry in this field is an integer from 0 to 9999.
- Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for this subscriber. A valid entry in this field is a number from 0 to 32767 (just over 9 hours). The initial default value is 1200 seconds (20 min).
- Minimum Guarantee — Enter the number of seconds of mailbox space guaranteed for the subscriber. A valid entry in this field is a number from 0 to 9999. The initial default value is 0 seconds. It is recommended that no space be guaranteed because the reserved space may never be used by some subscribers.

Steps to Add a Subscriber

Use the following steps to add subscribers:

 **NOTE:**

Alternatively, you may use the Intuity AUDIX Administration and Data Acquisition Package (ADAP) to add new subscribers. This is convenient for adding a large number of subscribers since you can enter them as a group instead of individually. Refer to *Administration and Data Acquisition Package*, (585-302-502) for more information about using Intuity ADAP.

1. At the command line, enter **add subscriber**.

 **NOTE:**

A subscriber name must be in quotes if the name contains spaces.

The Subscriber screen (Figure 4-5.) appears.

2. Enter subscriber information in the fields of Page 1 as described below:
3. Press **(NEXTPAGE)** to display Page 2 of the Subscriber screen.

Page 2 appears, containing the values entered for the COS assigned on Page 1.

 **NOTE:**

The default values for fields on Page 2 depend on the class of service assigned to the subscriber. The initial default values specified for some of the fields may change if the class of service is changed.

 **CAUTION:**

If you change the value in any field on Page 2, the subscriber's COS becomes a custom COS. As such, you can change the subscriber's COS

only on the Subscriber screen. When you change values on the COS screen for the COS number assigned on Page 1, those changes will no longer apply to this subscriber. Also, the COS name on page one for this subscriber will be "custom."

4. Change the data in any of the following fields as desired.
5. Press **ENTER** (F3) to add the subscriber.

The cursor returns to the command line, and the message `command successfully completed` appears.

6. Notify the subscriber that AUDIX service is available and, if you have assigned a default password, tell the subscriber what is is.

⇒ NOTE:

To truly complete the task of adding a subscriber, you or the subscriber should record the subscriber's name. Otherwise, a caller or voice mail recipient will hear the extension number, not the name, of the subscriber. See "Creating and Changing Subscriber Name Recordings" later in this chapter.

⇒ NOTE:

If you enter a large number of subscribers, you may want to back up system data, though your exposure to data loss is not so great because the system data filesystem is backed up automatically each night. However, to perform a demand backup of system data, refer to "Backing Up Data" in *Intuity Platform Administration and Maintenance* (585-310-534) for more information about manually backing up data.

Steps to Change Subscriber Data

Subscribers may request that their names be changed in the system directory for a variety of reasons, they may be assigned a different extension, or some other data for a subscriber may need to be changed. Use the Subscriber screen (Figure 4-5. and Figure 4-6.) to change subscriber data.

⇒ NOTE:

Alternatively, you may use ADAP to change subscriber information directly in the Intuity directory database. Refer to *Administration and Data Acquisition Package* (585-302-502) for more information about using ADAP.

You may change a subscriber's name or extension without disrupting mailing lists because a unique subscriber ID, *not* the name or extension, actually links the subscriber's mailbox to lists and personal directories. Lists are automatically updated for name changes. For example, if Jane Doe is on a mailing list and her

name has been changed to Jane Smith, then the list will be updated automatically to reflect the change.



CAUTION:

If you change the value in any field on Page 2 of the Subscriber screen, you must continue to administer this subscriber's class-of-service options on an individual basis. That is, the subscriber's class-of-service options on Page 2 will not automatically change when you change values for the COS assigned on Page 1. Also, the COS name on page one for this subscriber will be "custom."



NOTE:

If you change a subscriber's name, you or the subscriber must record a new name fragment over the subscriber's existing name fragment to reflect this change. Refer to "Creating and Changing Subscriber Name Recordings" later in this chapter for instructions.

To change a subscriber's data, do the following:

1. Enter the **change subscriber** command (see "Commands" earlier in this section).

The Subscriber screen (Figure 4-5. *List Subscriber Screen* and Figure 4-6. *List Extensions Screen*) appears.

2. Overtyping any existing data with new data.
3. Press **ENTER** (F3) to save the subscriber changes.

The cursor returns to the command line, and the message `command successfully completed` appears.

Step to Remove a Subscriber

Removing a subscriber means deleting the subscriber's name and extension from the system directories and the subscriber's name fragment from the names filesystem. You need to remove subscribers any time they leave your company or no longer require AUDIX voice messaging service.

After the subscriber is removed, all records pertaining to the subscriber are deleted automatically by AUDIX audits that are executed every Sunday morning at 1:00 a.m. For more information about audits, see Chapter 7, "Alarms, Logs, and Audits".

To remove a subscriber, do the following:

1. Enter the **remove subscriber** command (see "Commands" earlier in this section).

The Subscriber screen (Figure 4-5. *List Subscriber Screen* and Figure 4-6. *List Extensions Screen*) appears, containing data for that subscriber.

2. Check that this is the subscriber you want to delete.
3. Press `ENTER` (F3) to delete the subscriber.

The cursor returns to the command line, and the message `command successfully completed` appears.

Listing Subscribers by Name

The list Subscribers screen lists, in alphabetical order, the names of local subscribers, along with their extensions, classes of service, and miscellaneous information.

Things to Consider

Add subscribers	You must add a subscriber via the Subscriber screen for that subscriber to be listed on this screen.
Display only	The List Subscribers screen is for display only and cannot be used to change data for a subscriber. To change data for a subscriber, you must use the Subscriber screen.
Screen access	AUDIX administrators, as well as system administrators, can display data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the List Subscribers screen.

Commands

The commands available to access the List Subscriber screen are as follows:

Full Version	Short Version
list subscribers	li s
list subscribers <i>name-characters</i>	li s <i>name-characters</i>

List Subscriber Screen

The List Subscribers screen is shown below.

AUDIX	Active	Alarms: Mm	Logins: 1	
list subscribers			Page 2	
LIST SUBSCRIBERS				
Name	Extension	Class-of-Service	Misc.	
Walters, Rosalyn	32111	custom		
Walton, Barb	32112	class00		
Watson, Claudette	32120	custom		
Webber, Ned	32121	class00		
Webster, Mark	32122	class00		
Wehrer Kelly S.	32123	class00		
Weiche Randy	32124	class00		
Weidermann Mark	32125	class00		
Weidner Midge L.	32126	class00		
Weisheit Dave A.	32127	class00		
Weiss Barry E.	32128	class00		
Weller Barbara W.	32129	class00		
Wellman, Edward	32130	custom		
Wennstrom, mary	32131	custom		
Werbelow, wayne	32132	class00		
Press [NextPage], [PrevPage] or [Cancel]				
enter command: list subscribers				
1Cancel	2Refresh	3Enter	4ClearFld	5Help
6Choices	7NextPage	8PrevPage		

Figure 4-5. List Subscriber Screen

Field Descriptions

A description of each field is provided below.

- Name — The names of the local subscribers. The subscriber names are listed in alphabetic order starting with the first alphabetic name or starting with the characters specified on the command line.
- Extension — The extension numbers of the local subscribers.
- Class-of-Service — The name of the subscriber's assigned class of service.
- Misc.— Additional subscriber information, as specified in the Miscellaneous field on the Subscriber screen.

Listing Subscribers by Extension

The List Extensions screen displays the extensions of local subscribers. The list is in numerical order of extension number starting with either the numerically-lowest extension number or the extension specified in the command line.

Things to Consider

Add subscribers	You must add a subscriber via the Subscriber screen for that subscriber to be listed on this screen.
Display only	The List Extensions screen is for display only and cannot be used to change data for a subscriber. To change data for a subscriber, you must use the Subscriber screen.
Screen access	AUDIX administrators, as well as system administrators, can display data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the List Extensions screen.

Commands

The commands available to access the List Extension screen are as follows:

Full Version	Short Version
list extensions	li e
list extensions <i>extension</i>	li e <i>extension</i>

List Extensions Screen

The List Extensions screen is shown below.

```

AUDIX          Active          Alarms: Mm          Logins: 1
list extensions
LIST EXTENSION

Extension      Name
32104          walker, bart
32105          walker, carol
32106          walker, ramona
32107          wallace, sid
32108          wallace, vickie
32109          wallin, dave
32110          Walters, Judy
32111          Walters, Rosalyn
32112          Walton, Barb
32113          walton, liz
32114          walton, judy
32115          walton, ray
32116          wampach, ken
32117          ward, joan
32118          warner, david

Press [NextPage], [PrevPage] or [Cancel]
enter command: list extensions
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 4-6. List Extensions Screen

Field Descriptions

A description of each display field is provided below.

- Extension — This field displays the extension numbers of the local subscribers. The list begins with the extension specified in the command line, or with the numerically-lowest extension number if an extension is not specified on the command line.
- Name — This field displays the names associated with the listed extensions.

Creating and Changing Subscriber Name Recordings

The subscriber name recording is the spoken name recorded for each AUDIX subscriber. This fragment is spoken by the AUDIX system during call answering, such as "Your call is being answered by the AUDIX system. John Jones is not available." The first fragment ("Your call is being answered by AUDIX.") and the third fragment ("is not available.") are AUDIX system fragments; the second fragment ("John Jones") is the subscriber's recorded name fragment.

You (or the subscriber) must record the subscriber's voiced name fragment. Otherwise, a caller or voice mail recipient will hear the extension number, not the name, of the subscriber.

You have two options for recording subscriber names:

- Record the names yourself from the extension that has announcement control permission.
- **Recommended.** Activate the Name Record by Subscriber feature on the System Parameters Features screen. Then the AUDIX system will ask each subscriber to record a name the first time the subscriber logs in. However, if you record subscriber names before they log in for the first time, they will not be prompted to record their name but will have the option of doing so using the AUDIX subscriber administration voice menu.

Steps to Create and Change Subscriber Name Recordings

To create or change a subscriber's name recording, use the following steps:

1. Dial the AUDIX system extension on your telephone.
2. Enter your extension (the one that has announcement control permission) followed by the pound sign (#) when prompted.
3. Enter your password followed by the pound sign (#) when prompted.
4. Press (9) to perform system administration.
5. Press (4) to record a subscriber's name.
6. Enter the extension of the subscriber whose name you are about to record followed by the pound sign (#) when prompted.
7. Speak the subscriber's name clearly when prompted.
8. Press (#) to signify the end of the recording.
9. When you are finished with this subscriber, choose one of the following:
 - Repeat steps 6 - 8 for each additional subscriber to be added.

- Press ***** **R** to return to the activity menu, or just hang up to exit from the AUDIX system.

Reassigning Subscriber Default Passwords

If a subscriber forgets his/her password, you must reassign, via the Subscriber screen, a default password to allow the subscriber to again log in to the AUDIX system. The subscriber should then change the default password to a unique, personal password.

 **NOTE:**

Reassigning default passwords can be time-consuming. Therefore, ask subscribers to choose passwords that are easy for them to remember (but not easy to decode by others).

Steps to Reassign a Subscriber Default Password

To reassign a password, do the following:

1. At the command line, enter **ch su *name/extension***, where *name/extension* is either the name or the extension of the subscriber. (See "Commands" earlier in this section).

The Subscriber screen appears, containing subscriber data. (See Figure 4-5. *List Subscriber Screen* and Figure 4-6. *List Extensions Screen* earlier in this chapter.)

2. Type a default password into the Password field.

Recommended. Enter a password that is shorter than the required length (as specified on the System Parameters Features screen) so that the subscriber will be required to change the password on the next login.

3. Press **(ENTER)** (F3) to save the change.

The cursor returns to the command line, and the message `command successfully completed` appears.

Unlocking a Subscriber's Mailbox

For security purposes, the Intuity AUDIX system allows only three login retries per subscriber session (call to the AUDIX system) before disconnecting. The Intuity system also monitors the number of unsuccessful consecutive login attempts for a subscriber across multiple calls to the AUDIX system. If this number exceeds the number defined on the System Parameters Features screen, the Intuity AUDIX system *locks out* that subscriber's login ID, thus preventing further system access. The subscriber cannot access the AUDIX system until you unlock the subscriber's login.

Use the Subscriber screen (see Figure 4-3. *Subscriber Screen – Page 1* earlier in this chapter) to unlock a subscriber's mailbox.

Things to Consider

Security/ Toll Fraud

If a subscriber is repeatedly being locked out of the AUDIX system, some unauthorized person may be attempting to tamper with that subscriber's mailbox. Report this to the subscriber's manager or to your company security office before unlocking the login ID.

If the unsuccessful login attempts have been made from an extension other than that of the owner of the mailbox, the Administration Log will contain information about the break-in attempts.

Screen access

AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can access the Subscriber screen and unlock a subscriber's mailbox.

Steps to Unlock a Subscriber Mailbox

To unlock a subscriber's mailbox, do the following:

1. At the command line, enter **ch su *name/extension*** (see "Commands" earlier in this section).

The Subscriber screen appears, with a "y" in the Locked? field. (See Figure 4-3. *Subscriber Screen – Page 1* earlier in this chapter.)

2. Type an **n** in the Locked? field.
3. Press **ENTER** (F3) to save the change.

The cursor returns to the command line, and the message `command successfully completed` appears.

4. Tell the subscriber that the mailbox is again available for logging in.

Automated Attendant and Bulletin Board

5

This chapter describes how to define and administer automated attendants and bulletin boards. The chapter includes examples you can modify to fit your particular requirements.

What is an Automated Attendant

An automated attendant is automatic answering that you set up so that callers hear a menu of options. The callers then select options and transfer to other destinations by pressing touch-tone buttons or dialing extensions.

The menu options that the auto-attendant gives are actually a personal greeting that you record for the auto-attendant's extension. This is convenient because you can easily change the text of the message just as you would any personal greeting, and you can also use the Multiple Personal Greetings feature to provide different menus and options for different types of callers.

Auto-attendant applications can include any of the following:

Main auto-attendant	An extension that plays a single menu of options for selecting a final destination.
Nested auto-attendant	Two or more layers of auto-attendants — a main auto-attendant that contains options leading to one or more secondary (nested) auto-attendants that play additional sub-menus of options. You <i>must</i> create a nested attendant before you specify it in a main or higher-layer attendant.
Non-resident subscriber extensions	A main auto-attendant that contains options leading to nonresident subscribers (subscribers have voice mailboxes and call in for messages but do not have actual phone extensions on the switch).
Shared extensions	A main auto-attendant that contains options leading to the mailboxes of two or more people sharing the same phone.
Auto-attendant with multiple greetings	A main auto-attendant that presents different options menus, depending on call types defined with Multiple Personal Greetings.

For more information on auto-attendant applications, see "Automated Attendant Examples" later in this chapter or "Automated Attendant" in *Intuity AUDIX Feature Descriptions* (585-310-212).

Setting Up an Automated Attendant

Use the Subscriber screen to set up automated attendants. Auto-attendants appear the same as regular subscribers except they are identified as `auto-attendant` in the PERMISSIONS, Type field and Page 3 of the Subscriber screen is filled out.

The actions each attendant performs when a caller presses specific buttons are specified on Page 3 of the Subscriber screen.

Things to Consider

10 options per attendant	The automated attendant can have as many as 10 menu options, corresponding to the buttons 0 through 9 on a touch-tone telephone
auto-attendant extension on the switch	If the auto-attendant extension is to be called directly, administer the attendant's extension at the switch. In this case, you (or the switch administrator) may administer the switch to route all incoming calls to this extension instead of to a receptionist, or to only route calls to this extension after normal business hours or during busy periods when the volume of incoming traffic overwhelms your call-answering resources (the latter requires call vectoring). If the attendant will be reached only as a nested auto-attendant, you administer the extension in the AUDIX system but not on the switch.
Call transfer out of AUDIX	For the Automated Attendant feature to work fully, the Call Transfer Out of AUDIX feature must be activated. This is accomplished via the System Parameters Features screen. Be certain that you have indicated <code>enhanced</code> at the Call transfer out of AUDIX feature field on that screen. (If <code>none</code> is entered instead, you cannot use the <code>transfer</code> treatment type on the Subscriber screen.)
COS for auto-attendants	If you plan to use a number of auto-attendants, you might want to set up a class of service with the PERMISSIONS, Type field already set to <code>auto-attendant</code> for use with auto-attendants. If so, be sure that existing subscribers are not already assigned to that class of service.

*T transfers

***** **(T)** allows callers to transfer from the auto-attendant to a specific extension by entering ***** **(T)** , the extension number, and pound sign **#** . Generally, it is more efficient to have callers enter extension numbers directly. ***** **(T)** is typically used when the attendant's options require use of all the buttons or the switch dial plan precludes use of the button that corresponds to the first digit of internal extension numbers that could be called directly. The Call Transfer Out of AUDIX feature must be turned on before callers can use ***** **(T)** .



CAUTION:

Allowing transfers out of AUDIX increases the risk of toll fraud. Allowing calls to transfer with a 0 press and then go to coverage at the transferred-to extension increases the risk of toll fraud even more. See "System Security and Toll Fraud" at the beginning of this book.

Direct transfers without *T

If you want callers to dial an extension directly from the auto-attendant without using ***** **(T)** , you cannot use any button whose number is the first digit of a real switch extension. For example, if internal extensions begin with 5, the auto-attendant cannot offer an option like "To reach accounting, press 5." In this case, a caller who tried to dial 58333 would instead transfer to accounting as soon as the caller pressed 5. In this example, you would, instead, assign button 5 as extension *e* , which would allow the caller to dial any extension that started with 5.

⇒ NOTE:

For this feature to work properly, Addressing Format must be `extension` on Page 2 of the auto-attendant's Subscriber screen.

Pay particular attention to the switch dial plan when assigning the `e` option. Consider that some extensions within the group may not exist, may not be assigned, may be assigned to special features like hunt groups or vectors, may be assigned to the attendant console, may be assigned to a Distributed Communication System (DCS) node, or may be assigned to the Intuity voice ports. Any of these situations may cause problems when a caller attempts to dial one of them.

coverage to AUDIX

The auto-attendant extension must be redirected to the AUDIX extension either with Call Coverage or Call Forwarding (the recommended option). Calls are then sent to the auto-attendant mailbox where the menu of options is heard.

Auto-attendants must be set up on the switch as well as on the Intuity AUDIX system. Verify that the auto-attendants have been administered properly on the switch.

Subscriber Screen — Page 3

Page 3 of the Subscriber screen appears only if the PERMISSIONS Type field on Page 2 is set to auto-attendant . The screen appears as shown below.

```

drbig1           Active           Alarms:  m           Logins:  2
change subscriber 32000           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? y

  Button  Extension  Treatment  Comment
  1:      32100    guest-greeting  leave message for sales
  2:      32200    call-answer    go to accounting
  3:      32300    call-answer    go to personnel
  4:
  5:      e        transfer       go to ext 5xxxx as requested
  6:
  7:
  8:
  9:      32310    call-answer    repeat this menu
  0:      30000    transfer       go to receptionist
Timeout:  30000    transfer       on time-out, transfer to rece

Length Of Time-Out On Initial Entry : 5

enter command: change subscriber 32000
1Cancel  2Refresh  3Enter  4ClearFld  5Help  6Choices  7NextPage  8PrevPage

```

Figure 5-1. Subscriber Screen — Page 3

Field Descriptions

Enter data in the fields as follows:

- Allow Call Transfer? — Enter **y** to allow callers to transfer out of the AUDIX system via *T when this auto-attendant is reached. Enter **n** to prevent callers from using *T to transfer. The default value is **n**.

⚠ CAUTION:

*To reduce the risk of toll fraud, it is strongly recommended that this field be left at its default setting **n** for most attendants.*

- Extension — For each button number desired, enter a 3- to 10-digit extension or **e**. If you enter an extension, the AUDIX system connects a call to this extension when the caller presses the associated button number. The extension could lead to a nested auto-attendant, ring at a telephone, or connect directly to a voice mailbox. If you enter an **e**, the AUDIX system allows the caller to dial any extension (or name) beginning with this button number. The default is a blank.

If the extension leads to a nested attendant, that attendant must have already been created.

To use the auto-attendant to redirect calls to caller-specified extensions or mailboxes, enter **e** in this field. The associated voice prompt should instruct the caller to enter an extension. If a name is expected, the *Addressing Format* field on Page 2 of the screen must be set to **name**. Also, all extension fields for buttons 2 through 9 should have an **e** in those fields. For a single-button menu, the value in this field should be an extension.

- **Treatment** — For any extension listed, enter one of the following to identify how the AUDIX system handles the call when this button is pressed. Valid entries for this field are:

Entry	Meaning
call-answer	Puts the call directly into the mailbox for the extension and plays the call-answer greeting, attendant menu, or bulletin board message. If it is a mailbox with a PERMISSIONS, Type of call answer, the AUDIX system then provides normal call-answer treatment for the mailbox. If the treatment is call-answer and no personal greeting is recorded or active, the system call answer greeting is played.
guest-greeting	Puts the call into the mailbox for the designated extension (without transferring through the switch) and plays the standard guest greeting ("Please leave a message for <i>name</i> .") and allows the caller to record a message.
transfer	Transfers the call to the extension on the switch.

The default is a blank.

⇒ NOTE:

A blank in the Extension field requires a blank in the Treatment field. A non-blank value in the Extension field requires a non-blank value in the Treatment field.

- **Comment** — This optional field can be used for any comment that may help to identify the extension if you have to modify the attendant's functions or re-record the attendant menu. Valid entries in this field are a blank or from 1 to 29 alphanumeric characters.
- **Timeout, Extension** — This field specifies the extension and treatment to which the caller goes when the timeout period has elapsed. A valid entry in this field is a 3- to 10-digit extension number. If this field is left blank, the caller is disconnected after two timeout periods have elapsed.

- Timeout, Treatment — This field identifies how the AUDIX system handles the call if a timeout occurs and no input is received. Valid entries for this field are the same as those for the Treatment field described above.

 **NOTE:**

A blank in the Timeout, Extension field requires a blank in the Timeout, Treatment field. A non-blank value in the Extension field requires a non-blank value in the Treatment field.

- Timeout, Comment — This optional field can be used for any comment that may help to identify the timeout extension. Valid entries in this field are a blank or from 1 to 29 alphanumeric characters.
- Length of Timeout on Initial Entry — Enter the number of seconds the AUDIX system will wait for a response from the caller. A valid entry in this field is an integer from 0 to 9. The default value is 5 seconds.

Steps to Set Up an Automated Attendant

Perform the following steps to define and administer an auto-attendant on the AUDIX system.

Step One: Fill Out Subscriber Screen

1. At the command line, enter **add subscriber**.

Page 1 of the Subscriber screen appears. (See "Subscriber Screen – Page 1" and "Subscriber Screen – Page 2" in Chapter 4, "Subscriber Administration" for complete descriptions of Pages 1 and 2 of this screen.)

2. Enter data in Page 1 for each of the following fields:
 - Name — Enter the name of the auto-attendant. A valid entry in this field is from 1 to 29 alphabetic characters. This is a mandatory input field; there is no default value. The name must be touch-tone unique.
 - Extension — Enter the extension of the auto-attendant. For a main auto-attendant, the extension will be the extension a caller would dial to access the attendant. For a nested auto-attendant, the extension will be an extension accessed as an option on a main or higher-layer auto-attendant.

 **NOTE:**

A nested attendant must be created before the main or higher-layer attendant that will contain it.

- COS — Enter the class of service name or number you want for this auto-attendant. You may have previously created a COS that identifies the PERMISSIONS, Type as auto-attendant. In this case, by entering that COS's number in this field, you may avoid having to customize Page 2 of the Subscriber screen.

- Switch Number — Enter the number of the switch on which the auto-attendant's extension is administered. A valid entry in this field is an integer from 0 to 20. A 0 in this field means that the attendant has an AUDIX mailbox but does not have an extension on the switch. The default is the administered host switch number from the switch interface administration screen.

⇒ **NOTE:**

The message waiting indication (MWI) feature will not work properly unless the switch number on this screen is the same as the host switch number assigned on the Switch Interface Administration screen. Normally, there should be no need to use other than the default value on this screen.

⇒ **NOTE:**

The extension entered in this field should be an administered extension on the switch to minimize the possibility of toll fraud.

3. Press **(NEXTPAGE)** to access Page 2 of the Subscriber screen.

Page 2 of the Subscriber screen appears.

4. Enter data in Page 2 for each of the following fields:

- Addressing Format — If you want callers to be able to enter names, *not* extensions, to select certain destinations, enter **name**. If callers will be able to enter extension numbers to select destinations, enter **extension**.
- PERMISSIONS, Type — Enter **auto-attendant**.

Press **(NEXTPAGE)** to access Page 3 of the Subscriber screen.

5. Complete all necessary fields. See "Subscriber Screen — Page 3" for information on the fields.
6. Press **(ENTER)**.

Step 2: Record the Attendant Menu(s)

Use your touch-tone telephone to record the auto-attendant menu that will be spoken to callers. You record an attendant menu in the same way you record a personal greeting, except that you record the greeting for the attendant extension, and the greeting describes the option for the attendant. It is a good idea to write down the menus and greeting numbers so that you will have them if you need to re-record them at a later time.

In the menu, you may want to include the following:

- A greeting followed by the menu choices available to the caller
- An instruction on pressing **(*) (T)** to transfer to a specific extension (if this option is active)

- An instruction to wait if a time-out extension is administered
- An instruction on pressing ***** **H** to repeat the menu

⇒ NOTE:

You can also set up a one-button press to repeat the menu by putting the same attendant's extension in the Extension field and call-answer in the treatment field.

To record a single auto-attendant menu (the multiple personal greetings feature is *not* used), follow these steps:

1. Log in as the auto-attendant using the extension and password (if any) you assigned on the Subscriber screen.
2. At the activity menu, press **3** to administer the attendant menu.
3. Press **1** to record the attendant menu.
4. At the tone, speak the menu and then press **1** to stop the recording.
 - Press **1** again to record from where you last stopped.
 - Press **2** or **3** if you want to listen to the recording.
 - Press ***** **D** to delete and re-record.
5. Press **#** to approve.

To record multiple greetings for an auto-attendant, refer to the multiple personal greetings feature in *Intuity AUDIX Feature Descriptions* (585-310-212). With multiple personal greetings, your auto-attendant menu can change according to call type(s) (for example, one menu for out-of-hours calls and another menu for regular hours calls).

⇒ NOTE:

If your system should lose any voice messages, perhaps due to a disk crash, you must check each of the auto-attendant menus to ensure that they were not lost. It would be a good idea to write down the text of the menus and keep them together as a precaution. If an auto-attendant menu is lost, simply rerecord it. If an auto-attendant menu is lost or was never recorded, callers hear a canned announcement indicating that attendant services are not available. The Intuity system also makes an entry in the administrative system log each time a caller calls the auto-attendant extension. You can view these logs by accessing the Administration Log (see Chapter 7).

Step 3: List Automated Attendants

1. At the command line, enter **li at** (for list attendants to see your system's auto-attendants and confirm your entry. See "Listing Attendants" later in this chapter. To start the list at a particular extension, enter **li at extension**.

Automated Attendant Examples

The examples on the following pages describe some of the applications for the Automated Attendant feature. Use these examples as models when defining your own auto-attendants.

Setting Up a Main Attendant

A main attendant is an attendant that can be reached directly by callers who dial its extension number. This attendant can answer your company's main phone, or it can answer a department's main phone. It must be associated with an extension that is administered on the switch. The auto-attendant in this example is set up to answer the company's main phone. It offers callers the option of transferring to the sales, accounting, or personnel departments by pressing a number or dialing any internal extension that begins with 5, or transferring to a receptionist. If the caller does not respond within five seconds (perhaps because the caller has a rotary phone), the call is transferred automatically to the receptionist. If the caller chooses to transfer to accounting or personnel, the caller will immediately hear the call answer greeting active for the mailbox associated with extension 32200 or 32300 rather than being transferred through the switch (because of the call-answer treatment). Finally, to repeat this menu, callers can press **9**.

Switch administration determines the circumstances for routing calls to the main attendant's extension. For example, the switch could be administered to route all incoming calls to this extension instead of to a receptionist, or to only route calls to this extension after normal business hours or during busy periods when the volume of incoming traffic overwhelms the call-answering resources (the latter can be done only through vectoring).

```

drbig1           Active           Alarms:  m           Logins:  2
change subscriber 32000           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? y

  Button  Extension  Treatment  Comment
  1:      32100    guest-greeting  leave message for sales
  2:      32200    call-answer     go to accounting
  3:      32300    call-answer     go to personnel
  4:
  5:      e        transfer        go to ext 5xxxx as requested
  6:
  7:
  8:
  9:      32310    call-answer     repeat this menu
  0:      30000    transfer        go to receptionist
Timeout:  30000    transfer        on time-out, transfer to rece

Length Of Time-Out On Initial Entry : 5

enter command: change subscriber 32000
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Setting Up Nested Attendants

A nested attendant is an attendant that is invoked by another attendant. The nested attendant may also be a main attendant; that is, the extension can be reached directly by internal and external callers who dial the extension number directly.

For example, callers who dial the accounting department's extension directly could hear voice options from a main attendant for that department, as could callers who transferred to the accounting department by pressing 2 at the main menu in the previous example. The accounting department's attendant is said to be nested beneath the company's main menu.

Additional menus could be nested beneath the accounting department's attendant, such as for transferring to the payroll desk or accounts receivable desk.

A simple example of this application is shown in the example below. In this example, pressing (2) at the main menu transfers the caller to the accounting depart-

ment's attendant, and pressing ③ at that attendant transfers the call to the payroll department's extension.

Attendant	Button	Extension	Treatment	Comment
main	2	32200	call-answer	go to accounting attendant
accounting	3	32205	transfer	transfer to payroll extension

To the caller, this nesting is transparent because the nested attendant is invoked immediately by the AUDIX system without transferring the caller through the switch. The caller in this example would hear the main attendant options, press ② to transfer to accounting, hear the accounting department attendant options, and press ③ to transfer to the payroll extension without the delay that is associated with transferring back through the switch.

⇒ NOTE:

A nested attendant must be created *before* the main or higher-layer attendant that will contain it.

Setting Up Shared Extensions

Several subscribers sharing a single phone (shared extensions) require that the AUDIX system provide a simple method for the calling party to leave a message for the called extension (any of the users) or for a specific individual. An auto-attendant can handle this task by providing callers with options to leave a message for the extension or any of the individuals who share it. The attendant extension is administered at the switch. Non-resident subscriber extensions in the AUDIX system (not administered at the switch) are used for each of the sharing subscribers. The auto-attendant can transfer callers directly to these mailboxes to leave messages.

⇒ NOTE:

Because MWIs are associated with individual telephone sets and not with AUDIX mailboxes, the MWI for a shared extension will be activated when a new message is in the mailbox for the extension number that is shared, but not when new messages are in the mailboxes of the individual users only.

In this example, assume that the company has set up an information desk with a single telephone to provide callers with any necessary information or assistance. Two people answer the telephone during the day. They do not have individual phones and can be reached only through the information desk. They are administered as AUDIX subscribers and are associated with extensions in the AUDIX system that are not administered on the switch.

```
drbig1      Active      Alarms: MmwA      Logins: 4
change subscriber 32310      Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? y

Button  Extension      Treatment      Comment
1:      32310      guest-greeting  leave message for info desk
2:      33304      call-answer     leave message George Smith
3:      33304      call-answer     leave message Jane Doe
4:
5:
6:
7:
8:
9:
0:      30000      transfer        go to receptionist
Timeout: 32310      guest-greeting  leave message for info desk

Length Of Time-Out On Initial Entry : 5

enter command: change subscriber 32310
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

If someone calls the information desk and the telephone is not answered or is busy, the call is routed to the AUDIX auto-attendant. The auto-attendant in this example prompts callers to leave a message for the information desk or for one of the individuals who staff the desk.

If the caller selects an individual (button 2 or 3 in this example), the caller goes directly to the subscriber's AUDIX mailbox to hear the individual's call answer greeting and then leaves a message. If the caller does not respond to the auto-attendant prompt within five seconds, the AUDIX system will prompt with the system guest password greeting "Please leave a message for <name> ." The voiced name in this example would be whatever name had been recorded for the subscriber with extension 32100, probably *information desk* since that is the name of the extension.

A message left in the mailbox of the information desk extension will light the extension's MWI in this example, a message left in the mailbox of one of the sharing individuals will not. These individuals must call into the AUDIX system to check for messages or use the Outcalling feature.

Setting Up Non-Resident Subscriber Extensions

Non-resident subscribers are by definition AUDIX subscribers who do not have an extension on a switch that is served by the AUDIX system. Mailbox numbers in the system for these subscribers correspond to AUDIX extensions that are not administered on the switch. (The subscribers with extensions 33304 and 33455 in the previous example are non-resident subscribers.)

WARNING:

Setting up non-resident subscribers with numbers that begin with trunk dial access codes could contribute to toll fraud. Always give non-resident subscribers extensions that will not allow access to any outside lines. For more information about guarding your system against toll fraud, refer to "System Security and Toll Fraud" at the beginning of this book.

Another example of a non-resident subscriber is an outside salesperson who needs to receive messages from clients. To accommodate this type of user, an auto-attendant can be set up to move callers directly to non-resident subscriber mailboxes. The caller would need to know only the number of the auto-attendant and the non-resident subscriber's mailbox number to leave a message. Once in the non-resident subscriber's mailbox, the caller would hear either the system guest greeting or the non-resident subscriber's call answer greeting, depending on the transfer treatment that is specified on the Subscriber screen.

In this example, the extension number for each non-resident subscriber is a five-digit number beginning with 3, and the extension number for the auto-attendant is 30000. The non-resident subscriber would give clients the number of the auto-attendant to call and their own mailbox number. Clients would dial 30000, listen to the auto-attendant menu, enter the non-resident subscriber's mailbox number, listen to the subscriber's personal greeting, and leave a message. If the caller does not begin entering the mailbox number within five seconds, the call would be transferred to a sales clerk.

```
drbig1           Active           Alarms: MmwA           Logins: 4
change subscriber 30000           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? y

  Button  Extension  Treatment           Comment
  1:
  2:
  3:   e           call-answer        leave message for sales rep
  4:
  5:
  6:
  7:
  8:
  9:
  0:
Timeout:   32135      transfer           for time-out, transfer sales

Length Of Time-Out On Initial Entry : 5

enter command: change subscriber 30000
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

If the treatment for calls which go directly to mailboxes was “guest-greeting” instead of “call-answer”, callers would hear the system guest greeting “Please leave a message for <name>” instead of the non-resident subscriber’s personal greeting.

Setting Up Attendant Transfers by Name

An automated attendant can allow callers to transfer to subscribers by spelling out subscriber names. For transfers by name, you must administer the automated attendant to transfer by name in the Addressing Format field on page 2 of the Subscriber screen. In addition, on page 3 of the Subscriber screen, you must allow call transfer and administer buttons 2 through 9 with the **e** option. See the following illustration.

```

drbig1           Active           Alarms:  m A           Logins:  2
change subscriber 32000           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? y

  Button  Extension  Treatment  Comment
  1:      4111     transfer  transfer to company operator
  2:      e       transfer  abc
  3:      e       transfer  def
  4:      e       transfer  ghi
  5:      e       transfer  jkl
  6:      e       transfer  mno
  7:      e       transfer  pqrs
  8:      e       transfer  tuv
  9:      e       transfer  wxyz
  0:      4333     transfer  transfer to dept. secretary
Timeout:  4111     transfer  transfer to company operator

Length Of Time-Out On Initial Entry : 3

enter command: change subscriber 32000
1Cancel  2Refresh  3Enter  4ClearFld  5Help  6Choices  7NextPage  8PrevPage

```

The voiced menu for this type of auto-attendant should tell the caller to dial, last name first, the person's name they want to transfer to. Because callers use only the numbers 2 through 9 to "spell" a name, you can code buttons 1 and 0 to transfer directly to another destination (such as an operator). In this case, the menu should also instruct callers on how to transfer by extension (for example, *To transfer to an extension, type * T followed by a four-digit extension number, and pound sign*).

Using Multiple Greetings for Automated Attendants

The Automated Attendant feature can be quite flexible when used with the multiple personal greetings feature. Since the voiced options menu is the personal greeting for the auto-attendant's extension, administering personal greetings for an auto-attendant is the same as for any subscriber.

The multiple personal greetings feature allows you to specify as many as nine unique personal greetings for the extension, and to specify circumstances for using different greetings, such as for internal and external calls, busy and no-answer calls, and out-of-hours calls. Use the System Parameters Features screen to define the out-of-hours period; calls made outside of prime time as defined on that screen are considered out-of-hours.

If an out-of-hours greeting is selected, it will override internal/external and busy/no-answer identification for all calls received during the designated out-of hours.

Note that multiple greetings can be set up for *either* internal/external or busy/no-answer, but *not for both* internal/external and busy/no-answer at the same time. Only internal, external, and out-of-hours make sense for most auto-attendants.

When used for an auto-attendant, multiple personal greetings allow you to provide not only different greetings, but to voice different options for selected types of callers.

For example, you could define the following greetings for the auto-attendant:

1. For all external calls, the greeting is:

“Thank you for calling Smith and Jones.”

“To transfer to a specific extension, enter that extension.”

“To reach the sales department, press 1.”

“To reach the accounting department, press 2.”

“To reach the personnel department, press 3.”

“To get further assistance, press 0 or wait.”

2. For all internal calls, the greeting is:

“To reach a specific person, enter the extension.”

“To reach sales, press 1.”

“For accounting, press 2.”

“For personnel, press 3.”

“For Security, press 8.”

“To access employee bulletin board information, press 9.”

3. For all out-of-hours callers, the greeting is:

“Thank you for calling Smith and Jones.”

“Our normal office hours are 8 a.m. to 5 p.m. Monday through Friday.”

“To reach a specific person, enter the mailbox number using your touch-tone telephone.”

“If this is an emergency, please press 8.”

This example allows the auto-attendant to voice specific information for different types of callers and to exclude or include options depending on caller type. Note that all options listed on the Subscriber screen are still available to all callers, they are just not listed as options in the greeting.

Listing Attendants

The List Attendants screen displays the auto-attendants by their extension numbers. The list is in numerical order of extension number starting with either the numerically-lowest extension number or the extension specified in the command line.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can change data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the List Attendants screen.

List Attendants Commands

The commands available to access the List Attendants screen are as follows:

Full Version	Short Version
list attendants	li at
list attendants <i>extension</i>	li at <i>extension</i>

Where *extension* specifies the extension number that the list is to begin with.

List Attendants Screen

The List Attendants screen is shown below.

```

AUDIX           Active           Alarms: Mm A           Logins: 1
list attendants                                     Page 1
LIST ATTENDANT

Extension      Name
32130          Wellman, Edward
32131          Wennstrom, mary
32310          test32310

Press [NextPage], [PrevPage] or [Cancel]
enter command: list attendants
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 5-2. List Attendants Screen

Field Descriptions

A description of each display field is provided below.

- Extension — This field lists the extensions of the auto-attendants. The list begins with the extension specified in the command line, or with the numerically-lowest extension number if an extension is not specified on the command line.
- Name — This field displays the names of the auto-attendants associated with the listed extensions.

Setting Up a Bulletin Board

Steps to Set Up a Bulletin Board

Perform the following steps to define and administer a bulletin board on the AUDIX system.

Step 1: Fill Out the Subscriber Screen

1. At the command line, enter **ad su** (for add subscriber). Page 1 of the Subscriber screen appears. (See "Subscriber Screen – Page 1" and "Subscriber Screen – Page 2" in Chapter 4, "Subscriber Administration" for complete descriptions of Pages 1 and 2 of this screen.)
2. Enter data in the following fields:
 - Name — Enter the name of the bulletin board. This name should describe the bulletin board's function.
 - Extension — Enter the bulletin board's extension. Use an extension that is administered on the switch if you want callers to access the bulletin board using the dialed number. Use an extension *not* administered on the switch if you want callers to access the bulletin board via an auto-attendant.
 - COS — Enter the class of service name or number you want for this bulleting board. You may have previously created a COS that identifies the PERMISSIONS, Type as bulletin board. In this case, by entering that COS's number in this field, you may avoid having to customize Page 2 of the Subscriber screen.
 - Switch Number — Enter the number of the switch on which the bulletin board's extension is administered. A valid entry in this field is an integer from 0 to 20. A 0 in this field means that the bulletin board has an AUDIX mailbox but does not have an extension on the switch. The default is the administered host switch number from the Switch Interface Administration screen.
3. Press **(NEXTPAGE)** to access Page 2 of the Subscriber screen.

Page 2 of the Subscriber screen appears.
4. Enter data in Page 2 for each of the following fields (all other fields are irrelevant for a bulletin board):
 - PERMISSIONS, Type — Enter **bulletin board** for bulletin board.
 - Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for the bulletin board. A valid entry is a number from 0 to 32767. Normally, you enter a small number since in most cases, a bulletin board will not receive voice mail, but still needs enough space to record the bulletin board message.
5. Press **(ENTER)**.

The cursor returns to the command line, and the message `command successfully completed` appears.

Step 2: Record the Bulletin Board Message

1. A bulletin board message is actually a personal greeting you record for the bulletin board mailbox. Using your touch-tone telephone, call the AUDIX system and log in using the extension and password of the bulletin board.
2. At the activity menu, press **3** to record the message.
3. Press a numbered button to specify the greeting number (if multiple personal greetings is active).
4. Press **1** to record the attendant menu.
5. At the tone, speak the menu and then press **1** to stop the recording.
 - Press **1** again to record from where you last stopped.
 - Press **2** or **3** if you want to listen to the recording.
 - Press *** 0** to delete and re-record.
6. Press **#** to approve.
7. Press **Y** to activate the recording.

To record multiple greetings for a bulletin board, refer to the multiple personal greetings feature in *Intuity AUDIX Feature Descriptions (585-310-212)*.

With multiple personal greetings, your bulletin board message can change according to call type(s) (for example, one message for internal calls and another message for external calls).

Bulletin Boards with Automated Attendant

An auto-attendant may present multiple choices for listening to bulletin board messages that are set up with the information service Bulletin Board feature. Use the call-answer treatment on the screen for bulletin board extensions to route callers directly into the selected bulletin board's mailbox.

For example, you could set up three different bulletin boards, then set up an auto-attendant with the following options on Page 3 of the Subscriber screen.

```
drbig1           Active           Alarms: MmWA           Logins: 4
change subscriber 32310           Page 3 of 3
SUBSCRIBER AUTOMATED ATTENDANT MENU

Allow Call Transfer? n

  Button  Extension  Treatment  Comment
  1:      32200    call-answer  general info bulletin board
  2:      32201    call-answer  benefits
  3:      32202    call-answer  activities bullentin bd
  4:
  5:
  6:
  7:
  8:
  9:
  0:
Timeout:   32310      guest-greeting  leave message in this mailbox

Length Of Time-Out On Initial Entry : 5

enter command: change subscriber 32310
1Cancel  2Refresh  3Enter  4ClearFld  5Help  6Choices  7NextPage  8PrevPage
```

In this example, the auto-attendant would prompt the caller to press the appropriate button to hear a bulletin board message. Callers are not allowed to use * T call transfer from this attendant since it is denied on the Subscriber screen. In addition, if the caller in this example does nothing for five seconds, s/he is asked to leave a message in this attendant's mailbox.

Bulletin board extensions in this example are AUDIX extensions that are not administered at the switch. These extensions can only be reached by dialing this auto-attendant. Callers who select one of these extensions are transferred directly to the extension's mailbox to hear the message.

This chapter describes how to produce and interpret the Intuity AUDIX traffic reports.

Overview

The AUDIX system collects traffic information that depicts how the system is being used, including data about features, subscribers, communities, data port loads, and remote message traffic. This information is displayed on AUDIX traffic reports.

AUDIX traffic reports serve several purposes:

- They help you determine if your Intuity AUDIX system is performing at peak efficiency by providing actual usage information that you can compare with the type of usage that was initially forecast for your system.
- They help you troubleshoot administration problems that can occur with subscribers and equipment as system usage grows in your company and requirements change.
- If you are using the AMIS Analog Networking feature they provide information about outcalling ports, subscriber, and feature traffic that help you evaluate system efficiency. AMIS analog messages will be included in the following statistics on traffic reports: voice mail sessions, total messages, average storage time, mailbox space used, remote messages sent/received, port usage, outcalling port usage, undeliverable notifications, and community usage.

Additionally, if you run and print AUDIX traffic reports on a regular basis and file them sequentially by date, they can provide an ongoing paper audit and historical reference of your AUDIX system that may be useful for analyzing trends and tracking system performance over a period of time. Since traffic records collected for a specific day, hour, or month are retained only for a limited number of days, hours, or months, it is imperative that you run the reports on a regular schedule to ensure completeness and consistency from one reporting period to the next.

Two of the most important uses for AUDIX traffic reports are determining the grade of service provided subscribers during the busy hour at your site and determining the port usage on the AUDIX system in daily or hourly periods. These applications should be performed periodically to monitor performance and to anticipate your system's needs.

Activating Traffic Collection

Traffic collection must be turned on before the AUDIX system can produce traffic reports. Since reports can be produced for the current day or hour, you can start running traffic reports almost as soon as traffic collection is activated. However, data for the full range of reporting periods (such as 192 hours, eight days, or 13 months, depending on the report) are not available until that many hours, days, or months worth of traffic data has been collected.

Use the System Parameters Features screen to activate traffic collection for the system and to define the prime time hours for collection. See "Defining Basic Features and Parameters" in Chapter 3 for a complete description of this screen.

Data Retention Requirements

When traffic collection is activated, the AUDIX system stores the present collection record and the consecutive previous collection period records. How long each record is retained depends on the report it is collected for:

- Traffic records containing daily information for the feature, load, community, and special features reports are stored for 32 consecutive days.

For example, if it is January 1, the present record is the traffic collected so far today and the previous daily records that are stored are the 31 previous consecutive records starting at December 31 (yesterday) and going back to December 1.

- Traffic records containing daily information for the remote messages and subscriber reports are stored for eight consecutive days.

For example, if it is Monday, the present record is the traffic collected so far today and the previous daily records that are stored are the seven previous consecutive records starting at Sunday (yesterday) and going back to the previous Monday.

- Traffic records containing hourly information for the community, feature, load, and special features reports are stored for 192 consecutive hours, which is eight days of hourly information.

For example, if it is 8:15 a.m., the present record is the traffic collected this hour since 8:00 a.m. and the previous hourly records that are stored are the 191 previous consecutive records starting at the hour counting back from 8:00 a.m.

- Traffic records containing monthly information for the remote messages and subscriber reports are stored for 13 consecutive months.

For example, if it is January, the present record is the traffic collected so far this month. The previous monthly records that are stored are the 12 records for the previous year starting at December (last month) and going back to the previous January.

As each new traffic record is collected, the oldest record is deleted. For example, if eight consecutive daily records are stored, today is the current record and a week ago today is the oldest record. The record for the day before this oldest record was deleted when collection began for today.

What this means is that you must produce traffic reports on a regular and timely basis or lose the information they make available to you. This is especially true if you retain the reports for historical purposes as an AUDIX system performance audit to use for comparative analysis.

Using AUDIX Traffic Reports

To run the traffic reports, you enter the command for the report you want on the AUDIX command line, including the start date or month (and for some screens the starting hour or traffic type), and in a few seconds the report for the starting day, month, or hour appears. Data for the current day, month, or hour is displayed if you do not enter a start date.

Community Daily Traffic Report

The Community Daily Traffic report shows daily measurements of voice mail messages sent and received by each community. The screen shows the total number of messages sent and received by each community and the number of messages that were not sent or received by each community due to sending restrictions during any day in the 32-day period including the current date.

If you use the Sending Restrictions feature, use this report to monitor the feature's effectiveness and to ensure that only the appropriate communities in your organization are restricted. For example, if a community has a large number of calls being blocked by sending restrictions, you may want to investigate further to determine if there is an administration problem (are the right communities being allowed or denied access?) or a subscriber problem (do subscribers know they are restricted and is the restriction appropriate?). Also, depending on how you use the feature, this report can provide security information if you are monitoring call activity involving sensitive communities.

Commands

Commands available to access the Community Daily Traffic report are as follows:

Full Version	Short Version
list measurements community day	li me c d
list measurements community day <i>mm/dd/yy</i>	li me c d <i>mm/dd/yy</i>

The *mm/dd/yy* is the starting date for the report. If you enter a date earlier than the current date, the report displays one page of traffic information for each day from the start date to the current date. If no date is entered, today's traffic information is displayed.

Community Daily Traffic Screen

The Community Daily Traffic screen is shown below.

```

AUDIX Active Alarms: Mm Logins: 1
list measurements community day 10/21/93 Page 1
COMMUNITY DAILY TRAFFIC
Date : 10/21/93 Ending Time : 23:59

Number of Voice Mail Messages
Community ID Sent by Received by Not Sent by Not Received by
1 13 14 0 0
2 0 0 0 0
3 1 0 0 0
4 0 0 0 0
5 0 0 0 0
6 0 0 0 0
7 0 0 0 0
8 0 0 0 0
9 0 0 0 0
10 0 0 0 0
11 0 0 0 0
12 0 0 0 0
13 0 0 0 0
14 0 0 0 0
15 0 0 0 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements community day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-1. Community Daily Traffic Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date for the traffic report. This is the date entered on the command line, or the current date if no date was entered.
- Ending Time — This field displays the time at which collecting ended on the current date.
- Sent by — This field displays the total number of messages sent by each community during the reporting period.
- Received by — This field displays the total number of messages received by each community during the reporting period.
- Not Sent by — This field displays total number of messages that were addressed from each community but failed due to sending restrictions during the reporting period.
- Not Received by — This field displays the total number of messages addressed to members of the indicated community (by members of another community) during the reporting period but not received due to sending restrictions.

Community Hourly Traffic Report

The Community Hourly Traffic report shows hourly measurements of voice mail messages sent and received by each community. The report shows the total number of messages sent and received by each community and the number of messages that were not sent or received by each community due to sending restrictions during any hour in the 192-hour (8-day) period including the current hour.

If you use the Sending Restrictions feature, use this report to monitor the feature's effectiveness and to ensure that only the appropriate communities in your organization are restricted. For example, if a community has a large number of calls being blocked by sending restrictions, you may want to investigate further to determine if there is an administration problem (are the right communities being allowed or denied access?) or a subscriber problem (do subscribers know they are restricted and is the restriction appropriate?). Also, depending on how you use the feature, this report can provide security information if you are monitoring call activity involving sensitive communities.

Commands

Commands available to access the Community Hourly Traffic report are as follows:

Full Version	Short Version
list measurements community hour	li me c h
list measurements community hour <i>mm/dd/yy</i>	li me c h <i>mm/dd/yy</i>
list measurements community hour <i>mm/dd/yy hh</i>	li me c h <i>mm/dd/yy hh</i>

where *mm/dd/yy* is the starting date and *hh* is the starting hour (24-hr clock) to be reported. If no hour is entered, the report starts with the first hour of the date specified. A date specification must precede an hour specification. If no date is entered, the current hour of the current date is used. The report displays one page of traffic information for each hour.

Community Hourly Traffic Screen

The Community Hourly Traffic screen is shown below.

```

AUDIX Active Alarms: Mm Logins: 1
list measurements community hour 10/21/93 11 Page 1
COMMUNITY HOURLY TRAFFIC
Date : 10/21/93 Hour : 11 Ending Time : 11:59

Number of Voice Mail Messages
Community ID Sent by Received by Not Sent by Not Received by
1 7 7 0 0
2 0 0 0 0
3 0 0 0 0
4 0 0 0 0
5 0 0 0 0
6 0 0 0 0
7 0 0 0 0
8 0 0 0 0
9 0 0 0 0
10 0 0 0 0
11 0 0 0 0
12 0 0 0 0
13 0 0 0 0
14 0 0 0 0
15 0 0 0 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements community hour 10/21/93 11
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-2. Community Hourly Traffic Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date for the traffic report. This is the date entered on the command line, or the current date if no date was entered.
- Hour — This field displays the hour for which the measurements are reported in the traffic report. The default value is the current hour.
- Ending Time — This field displays the time at which collecting ended in the specified hour.
- Sent by — This field displays the total number of messages sent by each community during the reporting period.
- Received by — This field displays the total number of messages received by each community during the reporting period.
- Not Sent by — This field displays total number of messages that were addressed from each community but failed due to sending restrictions during the reporting period.

- Not Received by — This field displays the total number of messages addressed to members of the indicated community (by members of another community) during the reporting period but not received due to sending restrictions.

Feature Daily Report

The Feature Daily Traffic report shows traffic information on a feature-by-feature basis. Features are divided into call-answer features and voice-mail features.

Commands

Commands available to access the Feature Daily Traffic report are as follows:

Full Version	Short Version
<code>list measurements feature day</code>	<code>li me f d</code>
<code>list measurements feature day mm/dd/yy</code>	<code>li me f d mm/dd/yy</code>

The *mm/dd/yy* is the starting date for the report. If a date (earlier than the current date) is entered the report displays two pages of traffic information for each day from the start date to the current date. If no date is entered, two pages of traffic information for the current date are displayed.

Feature Daily Traffic Screen

The Feature Daily Traffic screen has two pages as shown below.

```

AUDIX           Active           Alarms: MmwA           Logins:11
list measurements feature day           Page 1
FEATURE DAILY TRAFFIC

Date : 01/11/94           Ending Time : 11:22
Maximum Average Ports in Use: 0.0
SUBSCRIBERS
Local: 0           Remote: 0           Non Administered Remote: 0
VOICE MAIL
Successful Logins, External: 0           Internal: 0
Failed Logins, External: 0           Internal: 0
Session Usage (Seconds) : 0
CALL ANSWER
Completed Calls, External: 0           Internal: 0
Abandoned Calls, External: 0           Internal: 0
Session Usage (Seconds) : 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-3. Feature Daily Traffic Screen — Page 1

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements feature day 10/21/93           Page 2
FEATURE DAILY TRAFFIC

Date : 10/21/93           Ending Time : 23:59

                VOICE MAIL
Total Messages,      Sent: 24           Current: traffic unavailable
Broadcast Messages, Sent: 4           Current: 3
Log-in Announcements, Sent: 1           Current: 0
Priority Messages,   Sent: 2           Current: traffic unavailable
Private Messages,   Sent: 4           Current: traffic unavailable

Avg. Storage Time: 2480   Avg. Connect Time: 52

                CALL ANSWER
Total Messages,      Sent: 2           Current: traffic unavailable
Avg. Storage Time: 11    Avg. Connect Time: 30

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-4. Feature Daily Traffic Screen — Page 2

Field Descriptions

A description of each display field is provided below.

PAGE 1

- **Date** — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- **Ending Time** — This field displays the time at which collecting ended on the specified date.
- **Maximum Average Ports in Use** — This field displays the maximum average number of ports that were in continuous use during the day being reported. On small systems, if this number is greater than half the total number of ports configured, the AUDIX system is probably experiencing call blocking.
- **SUBSCRIBERS, Local** — This field displays the total number of local subscribers administered on the AUDIX system at the end of the day being displayed.
- **SUBSCRIBERS, Remote** — This field displays total number of remote subscribers administered on the AUDIX system at the end of the day being displayed.

- **SUBSCRIBERS, Non Administered Remote** — This field displays the total number of non-administered remote subscribers on the AUDIX system at the end of the day being displayed.
- **VOICE MAIL, Successful Logins, External/Internal** — These fields display the number of successful logins from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch during the day reported.
- **VOICE MAIL, Failed Logins, External/Internal** — These fields display the number of unsuccessful login attempts by subscribers calling from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch. Unsuccessful means that the AUDIX system did not allow the caller access to AUDIX operations. This may have been due to an unrecognizable password, login ID, or both, or the caller hung up before completing the call.
- **VOICE MAIL, Session Usage** — This field displays the total number of seconds (across all ports) that the system was used for voice mail sessions (including voice mail, call message retrieval, change of passwords, and changes of personal greetings) during the day reported.
- **CALL ANSWER, Completed Calls, External/Internal** — These fields display the number of call-answer calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards).
- **CALL ANSWER, Abandoned Calls, External/Internal** — These fields display the number of abandoned calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards). An abandoned call is a call in which the caller hung up after the mailbox greeting started to play and before the beep to leave a message occurred.
- **CALL ANSWER, Session Usage** — This field displays the total number of seconds (across all ports) that the system was used for call-answer sessions during the day being reported.

PAGE 2

- **VOICE MAIL, Total Messages, Sent** — This field displays the total number of voice-mail messages that were sent on the local AUDIX system during the reporting period.
- **VOICE MAIL, Total Messages, Current** — This field displays the total number of voice-mail messages currently residing on the local AUDIX system.
- **VOICE MAIL, Broadcast Messages, Sent** — This field displays the number of messages that were sent on the local AUDIX system during the reporting period that were broadcast messages as defined by the broadcast messages feature.

- VOICE MAIL, Broadcast Messages, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as broadcast messages.
- VOICE MAIL, Login Announcements, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were login announcements as defined by the login announcement feature.
- VOICE MAIL, Login Announcements, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as login announcements. Since only one login announcement can exist at any one time in the broadcast mailbox, this number is always 0 or 1.
- VOICE MAIL, Priority Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for priority delivery.
- VOICE MAIL, Priority Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked as priority messages.
- VOICE MAIL, Private Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for private delivery.
- VOICE MAIL, Private Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked for private delivery.
- VOICE MAIL, Average Storage Time — This field displays the average duration (in minutes), during the day being reported, that voice-mail messages remained in mailboxes before they were deleted.
- VOICE MAIL, Average Connect Time — This field displays the average duration (in seconds) of voice-mail calls that occurred during the reporting period.
- CALL ANSWER, Total Messages, Sent — This field displays the number of call-answer messages recorded by the local machine during the reporting period.
- CALL ANSWER, Total Messages, Current — This field displays the number of call-answer messages currently stored in the local AUDIX system.
- CALL ANSWER, Average Storage Time — This field displays the average duration (in minutes), during the day being reported, that call-answer messages were stored in mailboxes before they were deleted.
- CALL ANSWER, Average Connect Time — This field displays the average duration (in seconds) of call-answer calls that were made during the reporting period.

Feature Hourly Traffic Report

The Feature Hourly Traffic report shows traffic information on a feature-by-feature basis. Features are divided into call-answer features and voice-mail features in the reports.

Commands

Commands available to access the Feature Hourly Traffic report are as follows:

Full Version	Short Version
list measurements feature hour	li me f h
list measurements feature hour mm/dd/yy	li me f h mm/dd/yy
list measurements feature hour mm/dd/yy hh	li me f h mm/dd/yy hh

where *mm/dd/yy* is the starting date and *hh* is the starting hour (24-hr clock) to be reported. If no hour is entered, the report starts with the first hour of the date specified. A date specification must precede an hour specification. If no date is entered, the current hour of the current date is used. The report displays two pages of traffic information for each hour from the starting hour to the current hour.

Feature Hourly Traffic Screen

The Feature Hourly Traffic screen has two pages as shown below.

```

AUDIX           Active           Alarms: MmwA           Logins:11
list measurements feature hour
FEATURE HOURLY TRAFFIC
Date : 01/11/94   Hour : 11               Ending Time : 11:19
Average Ports in Use: 0.0
SUBSCRIBERS
Local: 0         Remote: 0               Non Administered Remote: 0
VOICE MAIL
Successful Logins, External: 0           Internal: 0
Failed Logins,      External: 0           Internal: 0
Session Usage (Seconds) : 0
CALL ANSWER
Completed Calls,   External: 0           Internal: 0
Abandoned Calls,  External: 0           Internal: 0
Session Usage (Seconds) : 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature hour
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-5. Feature Hourly Traffic Screen — Page 1

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements feature hour 10/21/93 11           Page 2
FEATURE HOURLY TRAFFIC

Date : 10/21/93   Hour : 11           Ending Time : 11:59

                               VOICE MAIL
Total Messages,      Sent: 15           Current: traffic unavailable
Broadcast Messages, Sent: 1           Current: 5
Log-in Announcements, Sent: 1           Current: 0
Priority Messages,   Sent: 2           Current: traffic unavailable
Private Messages,    Sent: 4           Current: traffic unavailable

Avg. Storage Time: 3           Avg. Connect Time: 45

                               CALL ANSWER
Total Messages,      Sent: 2           Current: traffic unavailable
Avg. Storage Time: 8           Avg. Connect Time: 8

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature hour 10/21/93 11
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-6. Feature Hourly Traffic Screen — Page 2

Field Descriptions

A description of each display field is provided below.

PAGE 1

- Date — This field displays the date for the traffic report. This is the date entered on the command line, or the current date if no date was entered.
- Hour — This field displays the hour during which traffic collection occurred for the traffic report being displayed.
- Ending Time — This field displays the time at which collecting ended on the specified hour.
- Average Ports in Use — This field displays the average number of ports that were in continuous use during the hour being reported. On small systems, if this number is greater than half the total number of ports configured, the AUDIX system is probably experiencing call blocking.
- SUBSCRIBERS, Local — This field displays the total number of local subscribers administered on the AUDIX system at the end of the hour being displayed.
- SUBSCRIBERS, Remote — This field displays the total number of remote subscribers administered on the AUDIX system at the end of the hour being displayed.

- **SUBSCRIBERS, Non Administered Remote** — This field displays the total number of non-administered remote subscribers on the AUDIX system at the end of the hour being displayed.
- **VOICE MAIL, Successful Logins, External** — This field displays the number of successful logins from telephones not on the host switch (outside calls).
- **VOICE MAIL, Successful Logins, Internal** — This field displays the number of successful logins from telephones configured on the host switch (inside calls).
- **VOICE MAIL, Failed Logins, External** — This field displays the number of unsuccessful login attempts by subscribers calling from telephones not on the host switch.
- **VOICE MAIL, Failed Logins, Internal** — This field displays the number of unsuccessful login attempts by subscribers calling from their telephone administered on the host switch.
- **VOICE MAIL, Session Usage** — This field displays the total number of seconds (across all ports) that the system was used for voice mail sessions (including voice mail, call message retrieval, change of passwords, and changes of personal greetings) during the hour being reported.
- **CALL ANSWER, Completed Calls, External/Internal** — These fields display the number of call-answer calls from telephones not on the host switch (external calls) and from telephones connected to the host switch (internal calls) made to the AUDIX system during the hour being reported (the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards).
- **CALL ANSWER, Abandoned Calls, External/Internal** — These fields display the number of abandoned calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards). An abandoned call is a call in which the caller hung up after the mailbox greeting started to play and before the beep to leave a message occurred.
- **CALL ANSWER, Session Usage** — This field displays the total number of seconds (across all ports) that the system was used for call-answer sessions during the hour being reported.

PAGE 2

- **VOICE MAIL, Total Messages, Sent** — This field displays the total number of voice-mail messages that were sent on the local AUDIX system during the reporting period.
- **VOICE MAIL, Total Messages, Current** — This field displays the total number of voice-mail messages currently residing on the local AUDIX system.

- VOICE MAIL, Broadcast Messages, Sent — This field displays the number of messages that were sent on the local AUDIX system during the reporting period that were broadcast messages as defined by the broadcast messages feature.
- VOICE MAIL, Broadcast Messages, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as broadcast messages.
- VOICE MAIL, Login Announcements, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were login announcements as defined by the login announcement messages feature.
- VOICE MAIL, Login Announcements, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as login announcements. Since only one login announcement can exist at any one time in the broadcast mailbox, this number is always 0 or 1.
- VOICE MAIL, Priority Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for priority delivery.
- VOICE MAIL, Priority Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked as priority messages.
- VOICE MAIL, Private Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for private delivery.
- VOICE MAIL, Private Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked for private delivery.
- VOICE MAIL, Average Storage Time — This field displays the average duration (in minutes), during the hour being reported, that voice-mail messages remained in mailboxes before they were deleted.
- VOICE MAIL, Average Connect Time — This field displays the average duration (in seconds) of voice-mail calls that occurred during the reporting period.
- CALL ANSWER, Total Messages, Sent — This field displays the number of call-answer messages recorded by the local machine during the reporting period.
- CALL ANSWER, Total Messages, Current — This field displays the number of call-answer messages currently stored in the local AUDIX system.
- CALL ANSWER, Average Storage Time — This field displays the average duration (in minutes), during the hour being reported, that call-answer messages were stored in mailboxes before they were deleted.
- CALL ANSWER, Average Connect Time — This field displays the average duration (in seconds) of call-answer calls that were made during the reporting period.

Load Daily Traffic Report

The Load Daily Traffic report shows daily load traffic information for 1 to 32 days. Traffic load refers to the number of calls handled by each active port during the reporting period. Port-usage measurements indicate how the ports are actually being used.

Commands

Commands available to access the Load Daily Traffic report are as follows:

Full Version	Short Version
<code>list measurements load day</code>	<code>li me l d</code>
<code>list measurements load day mm/dd/yy</code>	<code>li me l d mm/dd/yy</code>

The *mm/dd/yy* is the starting date for the report. If a date (earlier than the current date) is entered the report displays two pages of traffic information for each day from the start date to the current date. If no date is entered, two pages of traffic information for the current date are displayed.

Load Daily Traffic Screen

The Load Daily Traffic screen has two pages as shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements load day 10/21/93           Page 1
LOAD DAILY TRAFFIC

Date : 10/21/93           Ending Time: 23:59

TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS
Lists: 0           List Space: 0
Message Space, Lower: 0           Upper: 0
Subscribers Over Threshold: 0

Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 4

Voice Text Used: 24929           Voice Text Free Space: 71

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements load day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-7. Load Daily Traffic Screen — Page 1

AUDIX	Active	Alarms: Mm						Logins: 1
list measurements load day 10/21/93								
Page 2								
LOAD DAILY TRAFFIC								
Port Usage Data (Seconds)								
1- 8:	114	6	24	0	0	0	0	
9-16:	0	0	0	0	0	0	0	
17-24:	0	0	0	0	0	0	0	
25-32:	110	0	0	0	86	125	54	
33-40:	40	0	0	0	130	80	134	
41-48:	0	20	22	103	51	8	20	
49-56:	80	211	15	46	232	98	13	
57-64:	189	13	33	24	33	113	56	
Port Peg Count Data (Number of Calls)								
1- 8:	2	1	1	0	0	0	0	
9-16:	0	0	0	0	0	0	0	
17-24:	0	0	0	0	0	0	0	
25-32:	2	0	0	0	2	4	2	
33-40:	2	0	0	0	6	2	4	
41-48:	0	2	2	1	1	1	1	
49-56:	3	2	1	2	2	2	2	
57-64:	2	2	2	2	2	2	2	
Press [NextPage], [PrevPage] or [Cancel]								
enter command: list measurements load day 10/21/93								
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage								

Figure 6-8. Load Daily Traffic Screen — Page 2

Field Descriptions

This is a display-only screen. There are no data-entry fields. A description of each field is provided below.

PAGE 1

- Date — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- Ending Time — This field displays the time at which collecting ended on the specified date.
- THRESHOLD EXCEPTIONS, Lists — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of mailing lists during the period being reported.
- THRESHOLD EXCEPTIONS, List Space — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of list entries during the period being reported.
- THRESHOLD EXCEPTIONS, Message Space, Lower — This field displays the number of *lower message space* threshold warnings issued to subscribers during the period being reported.

- THRESHOLD EXCEPTIONS, Message Space, Upper — This field displays the number of *upper message space* threshold warnings issued to subscribers during the period being reported.
- THRESHOLD EXCEPTIONS, Subscribers Over Threshold — This field displays the number of subscribers that exceeded one or more of the message-space thresholds during the period being reported.
- Deliveries Rescheduled — This field displays the number of message deliveries that could not be completed and were subsequently rescheduled or canceled.
- Maximum Simultaneous Ports — This field displays the maximum number of ports that were simultaneously in use during the period being reported.
- Voice Text Used — This field displays the maximum number of blocks in use in the voice-text file system during the period being reported.
- Voice Text Free Space — This field displays the amount of free space available at the time the maximum number of blocks were in use in the voice-text file system during the period being reported.

PAGE 2

- Port Usage Data (Seconds) — This field displays the number of seconds that each port was in use during the reporting period. 64 port-usage values are displayed, corresponding to ports 1 to 64.
- Port Peg Count Data (Number of Calls) — This field displays the number of calls that each port handled during the reporting period. 64 port peg-count values are displayed, corresponding to ports 1 to 64.

Load Hourly Traffic Report

The Load Hourly Traffic report shows hourly load traffic information for up to 192 hours (8 days). Traffic load refers to the number of calls handled by each active port during the reporting period. Port-usage measurements indicate how the ports are being used.

Commands

Commands available to access the Load Hourly Traffic report are as follows:

Full Version	Short Version
list measurements load hour	li me l h
list measurements load hour <i>mm/dd/yy</i>	li me l h <i>mm/dd/yy</i>
list measurements load hour <i>mm/dd/yy hh</i>	li me l h <i>mm/dd/yy hh</i>

where *mm/dd/yy* is the starting date and *hh* is the starting hour (24-hr clock) to be reported. If no hour is entered, the report starts with the first hour of the date specified. A date specification must precede an hour specification. If no date is entered, the current hour of the current date is used. The report displays two pages of traffic information for each hour from the starting hour to the current hour.

Load Hourly Traffic Screen

The Load Hourly Traffic screen has two pages as shown below.

```
AUDIX Active Alarms: Mm Logins: 1
list measurements load hour 10/21/93 11 Page 1
LOAD HOURLY TRAFFIC

Date : 10/21/93 Hour: 11 Ending Time: 11:59

TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS
Lists: 0 List Space: 0
Message Space, Lower: 0 Upper: 0
Subscribers Over Threshold: 0

Deliveries Rescheduled: 0
Maximum Simultaneous Ports: 2
Voice Text Used: 15424 Voice Text Free Space: 9576

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements load hour 10/21/93 11
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 6-9. Load Hourly Traffic Screen — Page 1

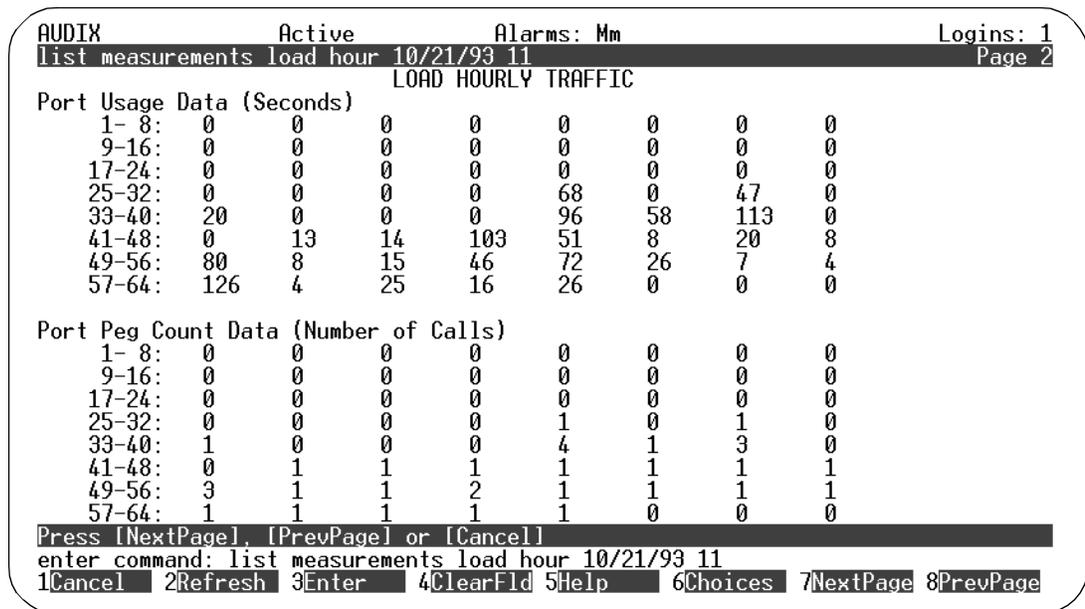


Figure 6-10. Load Hourly Traffic Screen — Page 2

Field Descriptions

A description of each field is provided below.

PAGE 1

- Date — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- Hour — This field displays the hour for the traffic report. The hour displayed is the hour entered on the command line or, if not entered on the command line, the current hour.
- Ending Time — This field displays the time at which collecting ended on the specified hour.
- THRESHOLD EXCEPTIONS, Lists — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of mailing lists during the hour being reported.
- THRESHOLD EXCEPTIONS, List Space — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of list entries during the hour being reported.

- THRESHOLD EXCEPTIONS, Message Space, Lower — This field displays the number of *lower message space* threshold warnings issued to subscribers during the hour being reported.
- THRESHOLD EXCEPTIONS, Message Space, Upper — This field displays the number of *upper message space* threshold warnings issued to subscribers during the hour being reported.
- THRESHOLD EXCEPTIONS, Subscribers Over Threshold — This field displays the number of subscribers that exceeded one or more of the message-space thresholds during the hour being reported.
- Deliveries Rescheduled — This field displays the number of message deliveries that could not be completed and were subsequently rescheduled or canceled during the hour being reported.
- Maximum Simultaneous Ports — This field displays the maximum number of ports that were simultaneously in use during the hour being reported.
- Voice Text Used — This field displays the maximum number of blocks in use in the voice-text file system during the hour being reported.
- Voice Text Free Space — This field displays the amount of free space available at the time the maximum number of blocks were in use in the voice-text file system during the hour being reported.

PAGE 2

- Port Usage Data (Seconds) — This field displays the number of seconds that each port was in use during the reporting period. 64 port-usage values are displayed, corresponding to ports 1 to 64.
- Port Peg Count Data (Number of Calls) — This field displays the number of calls that each port handled during the reporting period. 64 port peg-count values are displayed, corresponding to ports 1 to 64.

Special Features Daily Traffic Report

The Special Features Daily Traffic shows the outcalling traffic information (which includes outcalling, message delivery, and AMIS analog networking) for any day during the most recent 32-day collection period.

Commands

Commands available to access the Special Feature Daily Traffic report are as follows:

Full Version	Short Version
list measurements special-features day	li me sp d
list measurements special-features day <i>mm/dd/yy</i>	li me sp d <i>mm/dd/yy</i>

The *mm/dd/yy* is the starting date for the report. If a date (earlier than the current date) is entered the report displays one page of traffic information for each day from the start date to the current date. If no date is entered, one page of traffic information for the current date is displayed.

Special Features Daily Traffic Screen

The Special Features Daily Traffic screen is shown below.

```
AUDIX           Active           Alarms: Mm           Logins: 1
list measurements special-features day 10/21/93           Page 1

                SPECIAL FEATURES DAILY TRAFFIC

Date: 10/21/93           Ending Time: 23:59

Maximum Simultaneous Outcalls : 1
    Outcalls Attempted : 1
    Outcalls Completed : 1
    Outcalls Rescheduled: 0

Calls Answered Without Connect: 0

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements special-features day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 6-11. Special Features Daily Traffic Screen

Field Descriptions

This is a display-only screen. There are no data-entry fields. A description of each field is provided below.

- **Date** — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- **Ending Time** — This field displays the time at which collecting ended on the specified date.
- **Maximum Simultaneous Outcalls** — This field displays the maximum number of ports that were simultaneously in use for an outcall during the day reported.
- **Outcalls Attempted** — This field displays the number of outcalls attempted during the day reported.
- **Outcalls Completed** — This field displays the number of outcalls completed during the day reported.

- **Outcalls Rescheduled** — This field displays the number of outcalls rescheduled during the day reported. Outcalls can be rescheduled when all ports are busy.
- **Calls Answered Without Connect** — This field displays the number of calls answered without a switch-link *connect* message.

Special Features Hourly Traffic Report

The Special Features Hourly Traffic shows the outcalling traffic information (which includes outcalling, message delivery, and AMIS analog networking) for any hour during the most recent 192-hour (8-day) collection period.

Commands

Commands available to access the Special Features Hourly Traffic report are as follows:

Full Version	Short Version
list measurements special-features hour	li me sp h
list measurements special-features hour <i>mm/dd/yy</i>	li me sp h <i>mm/dd/yy</i>
list measurements special-features hour <i>mm/dd/yy hh</i>	li me sp h <i>mm/dd/yy hh</i>

where *mm/dd/yy* is the starting date and *hh* is the starting hour (24-hr clock) to be reported. If no hour is entered, the report starts with the first hour of the date specified. A date specification must precede an hour specification. If no date is entered, the current hour of the current date is used. The report displays one page of traffic information for each hour from the starting hour to the current hour.

Special Features Hourly Traffic Screen

The Special Features Hourly Traffic screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements special-features hour 10/21/93 13           Page 1

                SPECIAL FEATURES HOURLY TRAFFIC
Date: 10/21/93  Hour: 13           Ending Time: 13:59
Maximum Simultaneous Outcalls : 1
        Outcalls Attempted : 1
        Outcalls Completed : 1
        Outcalls Rescheduled: 0
Calls Answered Without Connect: 0

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements special-features hour 10/21/93 13
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 6-12. Special Features Hourly Traffic Screen

Field Descriptions

A description of each field is provided below.

- **Date** — This field displays the starting date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- **Hour** — This field displays the hour for which the traffic is reported. The hour displayed is the hour entered on the command line or, if not entered on the command line, the current hour.
- **Ending Time** — This field displays the time at which collecting ended.
- **Maximum Simultaneous Outcalls** — This field displays the maximum number of ports that were simultaneously in use for an outcall during the hour reported.
- **Outcalls Attempted** — This field displays the number of outcalls attempted during the hour reported.
- **Outcalls Completed** — This field displays the number of outcalls completed during the hour reported.

- **Outcalls Rescheduled** — This field displays the number of outcalls rescheduled during the hour reported. Outcalls can be rescheduled when all ports are busy.
- **Calls Answered Without Connect** — This field displays the number of calls answered without a switch-link *connect* message during the hour reported.

Subscriber Daily Traffic Report

The Subscriber Daily Traffic report shows traffic information about a specific subscriber for any day within the most recent 8-day collection period.

Use information in this report as follows:

- Use session traffic information to determine a subscriber's call answer and voice mail usage patterns and also to determine if the subscriber has enough mailbox space.
- Use messages received information to determine the number of voice mail and call answer messages sent to the subscriber and the number of undeliverable messages the subscriber has attempted to send (shown as the number of undeliverable message notifications the subscriber received).
- Use messages created information to determine the total number of voice mail messages created by the subscriber (including separate tallies for broadcast messages, log-in announcements, priority messages, and private messages) and also to determine the number of local and remote messages the subscriber sent. Remote messages include those sent to remote AMIS analog systems.

Commands

Commands available to access the Subscriber Daily Traffic report are as follows:

Full Version	Short Version
list measurements subscriber day name	li me su d name
list measurements subscriber day name <i>mm/dd/yy</i>	li me su d name <i>mm/dd/yy</i>
list measurements subscriber day <i>extension</i>	li me s d <i>extension</i>
list measurements subscriber day <i>extension mm/dd/yy</i>	li me s d <i>extension mm/dd/yy</i>

where *name* is the administered AUDIX subscriber name and *extension* is the administered AUDIX subscriber extension. The name can be enclosed in quotes in the command line.

The *mm/dd/yy* is the starting date for the report. If a date (earlier than the current date) is entered the report displays three pages of traffic information for each day from the start date to the current date. If no date is entered, three pages of traffic information for the current date are displayed.

Subscriber Daily Traffic Screen

The Subscriber Daily Traffic screen has three pages as shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements subscriber day 32111           Page 1

SUBSCRIBER DAILY TRAFFIC

Name: Walters, Rosalyn           Extension: 32111
Date: 10/26/93                   Ending time: 21:37

Community ID: 1
Mailbox Space Used: 4           Space Allowed : 1200
Maximum Space Used: 4           Space Guaranteed : 0

SESSION TRAFFIC

CALL ANSWER           VOICE MAIL
Prime Non-Prime           Prime Non-Prime
Sessions : 1 0           11 0
Session Usage : 61 0           262 0

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber day 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-13. Subscriber Daily Traffic Screen — Page 1

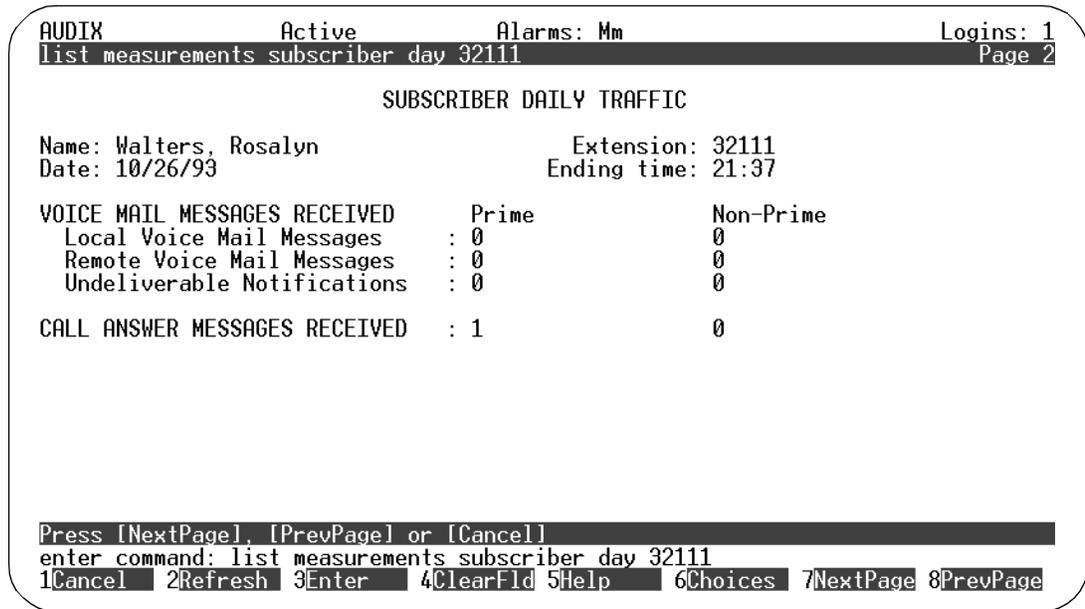


Figure 6-14. Subscriber Daily Traffic Screen — Page 2

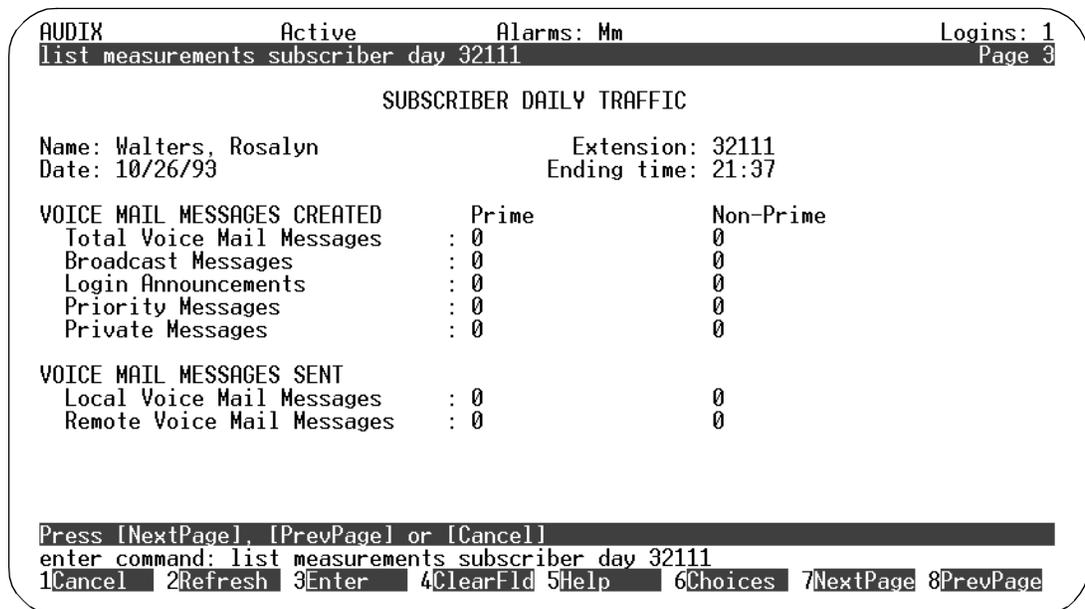


Figure 6-15. Subscriber Daily Traffic Screen — Page 3

Field Descriptions

This is a display-only screen. There are no data-entry fields. A description of each display field is provided below.

PAGE 1

- **Name** — This field displays the name of the subscriber whose traffic information is being reported. This is the name entered on the command line. Either a name or an extension must be included on the command line. If a name is entered, it may be enclosed in quotes.
- **Extension** — This field displays the extension of the subscriber whose traffic information is being reported. This is the extension entered on the command line. Either a name or an extension must be included on the command line.
- **Date** — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.
- **Ending Time** — This field displays the time at which collecting ended on the specified date.
- **Community ID** — This field displays the ID of the community to which the subscriber belongs.
- **Mailbox Space Used** — This field displays the amount of message space (in seconds) in use by the subscriber during the day reported.
- **Mailbox Space Allowed** — This field displays the maximum allowable size (in seconds) of the subscriber's mailbox.
- **Maximum Space Used** — This field displays the maximum amount of message space (in seconds) in use by the subscriber at any time during the day reported.
- **Space Guaranteed** — This field displays the amount of message space (in seconds) guaranteed for the subscriber's mailbox.
- **CALL ANSWER Sessions, Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during prime hours of the day being reported.
- **CALL ANSWER Sessions, Non-Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during non-prime hours of the day being reported.
- **VOICE MAIL Sessions, Prime** — This field displays the number of times the subscriber successfully logged-in during prime hours of the day being reported.
- **VOICE MAIL Sessions, Non-Prime** — This field displays the number of times the subscriber successfully logged-in during non-prime hours of the day being reported.

- CALL ANSWER Session Usage, Prime — This field displays the total duration (in seconds) of calls to the subscriber during prime hours of the day being reported.
- CALL ANSWER Session Usage, Non-Prime — This field displays the total duration (in seconds) of calls to the subscriber during non-prime hours of the day being reported.
- VOICE MAIL Session Usage, Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during prime hours of the day being reported.
- VOICE MAIL Session Usage, Non-Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during non-prime hours of the day being reported.

PAGE 2

- Local Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber during prime hours of the day being reported.
- Local Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber during non-prime hours of the day being reported.
- Remote Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during prime hours of the day being reported.
- Remote Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during non-prime hours of the day being reported.
- Undeliverable Notifications, Prime — This field displays the number of undeliverable notifications received by the subscriber during prime hours of the day being reported.
- Undeliverable Notifications, Non-Prime — This field displays the number of undeliverable notifications received by the subscriber during non-prime hours of the day being reported.
- CALL ANSWER MESSAGES RECEIVED, Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during prime hours of the day being reported.
- CALL ANSWER MESSAGES RECEIVED, Non-Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during non-prime hours of the day being reported.

PAGE 3

- Total Voice-Mail Messages, Prime — This field displays the total number of voice-mail messages created by the subscriber during prime hours of the day being reported.

- Total Voice-Mail Messages, Non-Prime — This field displays the total number of voice-mail messages created by the subscriber during non-prime hours of the day being reported.
- Voice-Mail, Broadcast Messages, Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during prime hours of the day being reported.
- Voice-Mail, Broadcast Messages, Non-Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during non-prime hours of the day being reported.
- Voice-Mail, Login Announcements, Prime — This field displays the number of voice-mail login announcements created by the subscriber during prime hours of the day being reported.
- Voice-Mail, Login Announcements, Non-Prime — This field displays the number of voice-mail login announcements created by the subscriber during non-prime hours of the day being reported.
- Voice-Mail, Priority Messages, Prime — This field displays the number of voice-mail priority messages created by the subscriber during prime hours of the day being reported.
- Voice-Mail, Priority Messages, Non-Prime — This field displays the number of voice-mail priority messages created by the subscriber during non-prime hours of the day being reported.
- Voice-Mail, Private Messages, Prime — This field displays the number of voice-mail private messages created by the subscriber during prime hours of the day being reported.
- Voice-Mail, Private Messages, Non-Prime — This field displays the number of voice-mail private messages created by the subscriber during non-prime hours of the day being reported.
- Local Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during prime hours of the day being reported.
- Local Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during non-prime hours of the day being reported.
- Remote Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during prime hours of the day being reported.
- Remote Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during non-prime hours of the day being reported.

Subscriber Monthly Traffic Report

The Subscriber Monthly Traffic report shows traffic information about a specific subscriber for any month within the most recent 12-month collection period.

Use information in this report as follows:

- Use session traffic information to determine a subscriber's call answer and voice mail usage patterns and also to determine if the subscriber has enough mailbox space.
- Use messages received information to determine the number of voice mail and call answer messages sent to the subscriber and the number of undeliverable messages the subscriber has attempted to send (shown as the number of undeliverable message notifications the subscriber received).
- Use messages created information to determine the total number of voice mail messages created by the subscriber (including separate tallies for broadcast messages, log-in announcements, priority messages, and private messages) and also to determine the number of local and remote messages the subscriber sent. Remote messages include those sent to remote AMIS analog systems.

Commands

Commands available to access the Subscriber Monthly Traffic report are as follows:

Full Version	Short Version
list measurements subscriber month <i>name</i>	li me su m <i>name</i>
list measurements subscriber month <i>name mm/yy</i>	li me su m <i>name mm/yy</i>
list measurements subscriber month <i>extension</i>	li me su m <i>extension</i>
list measurements subscriber month <i>extension mm/yy</i>	li me su m <i>extension mm/yy</i>

where *name* is the administered AUDIX subscriber name and *extension* is the administered AUDIX subscriber extension. The name can be enclosed in quotes in the command line.

The *mm/dd* is the starting month for the report. If a month (earlier than the current month) is entered the report displays three pages of traffic information for each month from the start month to the current month. If no month is entered, three pages of traffic information for the current month are displayed.

Subscriber Monthly Traffic Screen

The Subscriber Monthly Traffic screen has three pages as shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements subscriber month 32111           Page 1

SUBSCRIBER MONTHLY TRAFFIC

Name: Walters, Rosalyn           Extension: 32111
Date: 10/93           Ending Date: 10/26/93

Community ID: 1
Mailbox Space Used: 4           Space Allowed : 1200
Maximum Space Used: 94           Space Guaranteed : 0

SESSION TRAFFIC

CALL ANSWER           VOICE MAIL
Prime           Non-Prime           Prime           Non-Prime
Sessions           : 4           3           51           28
Session Usage           : 101           78           2917           1389

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber month 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-16. Subscriber Monthly Traffic Screen — Page 1

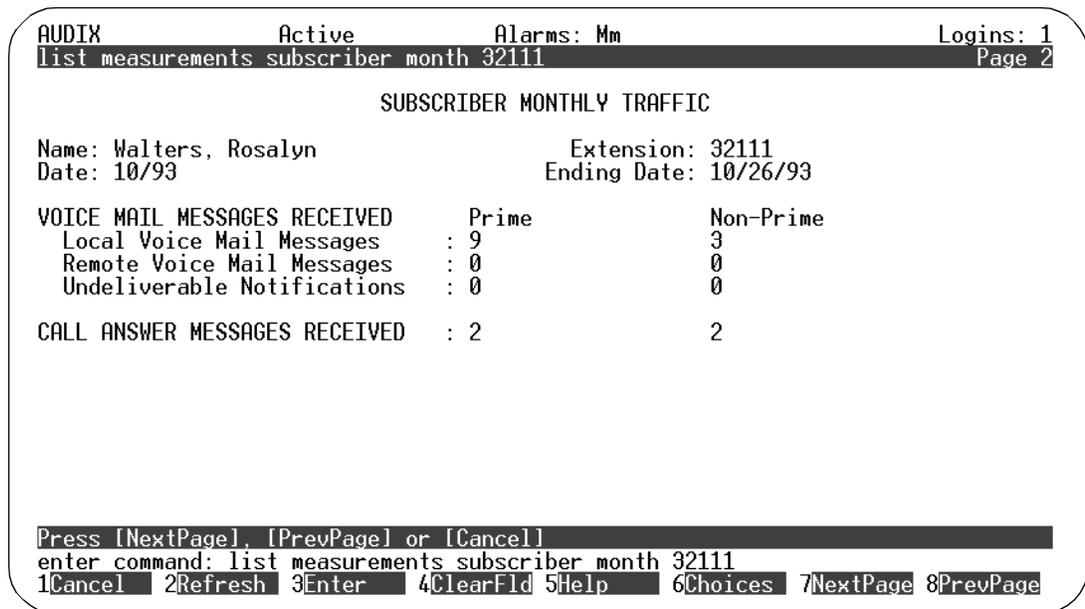


Figure 6-17. Subscriber Monthly Traffic Screen — Page 2

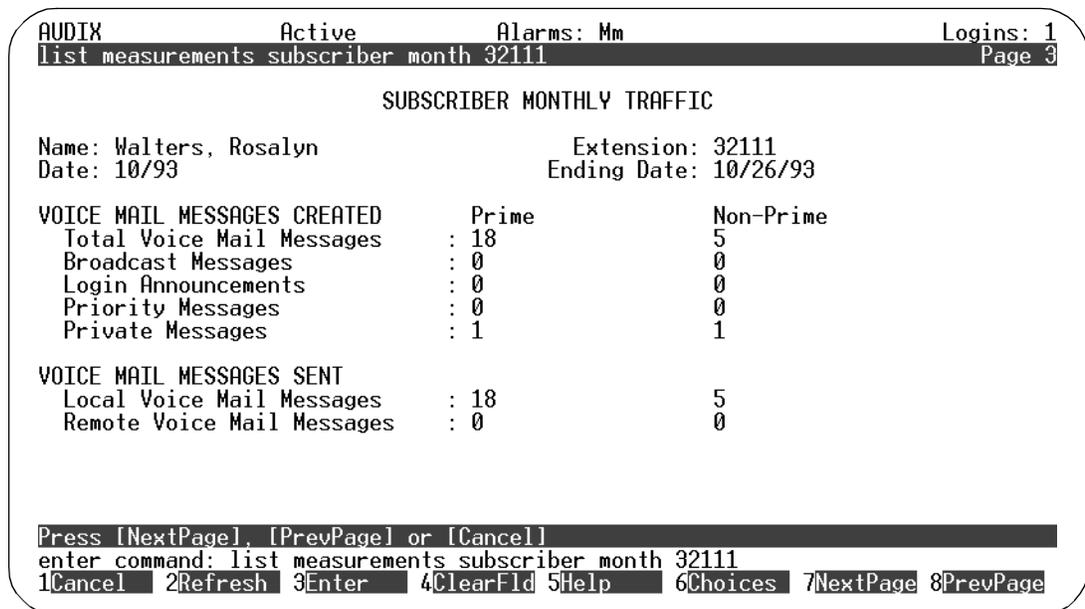


Figure 6-18. Subscriber Monthly Traffic Screen — Page 3

Field Descriptions

This is a display-only screen. There are no data-entry fields. A description of each display field is provided below.

PAGE 1

- **Name** — This field displays the name of the subscriber whose traffic information is being reported. This is the name entered on the command line. Either a name or an extension must be included on the command line. If a name is entered, it may be enclosed in quotes.
- **Extension** — This field displays the extension of the subscriber whose traffic information is being reported. This is the extension entered on the command line. Either a name or an extension must be included on the command line.
- **Date** — This field displays the starting month and year of the traffic report as specified on the command line. If no date is entered on the command line, the current month is used.
- **Ending Date** — This field displays the date on which collecting ended during the specified month.
- **Community ID** — This field displays the ID of the community to which the subscriber belongs.
- **Mailbox Space Used** — This field displays the amount of message space (in seconds) in use by the subscriber during the month reported.
- **Mailbox Space Allowed** — This field displays the maximum allowable size (in seconds) of the subscriber's mailbox.
- **Maximum Space Used** — This field displays the maximum amount of message space (in seconds) in use by the subscriber at any time during the month reported.
- **Space Guaranteed** — This field displays the amount of message space (in seconds) guaranteed for the subscriber's mailbox.
- **CALL ANSWER Sessions, Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during prime hours of the month reported.
- **CALL ANSWER Sessions, Non-Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during non-prime hours of the month reported.
- **VOICE MAIL Sessions, Prime** — This field displays the number of times the subscriber successfully logged-in during prime hours of the month reported.

- VOICE MAIL Sessions, Non-Prime — This field displays the number of times the subscriber successfully logged-in during non-prime hours of the month reported.
- CALL ANSWER Session Usage, Prime — This field displays the total duration (in seconds) of calls to the subscriber during prime hours of the month reported.
- CALL ANSWER Session Usage, Non-Prime — This field displays the total duration (in seconds) of messages received by the subscriber during non-prime hours of the month reported.
- VOICE MAIL Session Usage, Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during prime hours of the month reported.
- VOICE MAIL Session Usage, Non-Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during non-prime hours of the month reported.

PAGE 2

- Local Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber during prime hours of the month reported.
- Local Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber during non-prime hours of the month reported.
- Remote Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during prime hours of the month reported.
- Remote Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during non-prime hours of the month reported.
- Undeliverable Notifications, Prime — This field displays the number of undeliverable notifications received by the subscriber during prime hours of the month reported.
- Undeliverable Notifications, Non-Prime — This field displays the number of undeliverable notifications received by the subscriber during non-prime hours of the month reported.
- CALL ANSWER MESSAGES RECEIVED, Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during prime hours of the month reported.
- CALL ANSWER MESSAGES RECEIVED, Non-Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during non-prime hours of the month reported.

PAGE 3

- Total Voice-Mail Messages, Prime — This field displays the total number of voice-mail messages created by the subscriber during prime hours of the month reported.
- Total Voice-Mail Messages, Non-Prime — This field displays the total number of voice-mail messages created by the subscriber during non-prime hours of the month reported.
- Voice-Mail, Broadcast Messages, Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during prime hours of the month reported.
- Voice-Mail, Broadcast Messages, Non-Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during non-prime hours of the month reported.
- Voice-Mail, Login Announcements, Prime — This field displays the number of voice-mail login announcements created by the subscriber during prime hours of the month reported.
- Voice-Mail, Login Announcements, Non-Prime — This field displays the number of voice-mail login announcements created by the subscriber during non-prime hours of the month reported.
- Voice-Mail, Priority Messages, Prime — This field displays the number of voice-mail priority messages created by the subscriber during prime hours of the month reported.
- Voice-Mail, Priority Messages, Non-Prime — This field displays the number of voice-mail priority messages created by the subscriber during non-prime hours of the month reported.
- Voice-Mail, Private Messages, Prime — This field displays the number of voice-mail private messages created by the subscriber during prime hours of the month reported.
- Voice-Mail, Private Messages, Non-Prime — This field displays the number of voice-mail private messages created by the subscriber during non-prime hours of the month reported.
- Local Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during prime hours of the month reported.
- Local Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during non-prime hours of the month reported.
- Remote Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during prime hours of the month reported.
- Remote Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during non-prime hours of the month reported.

Interpreting the Feature Reports

The Feature Daily Traffic and Feature Hourly Traffic reports each display two separate reports listing session traffic or message traffic information for up to 32 consecutive days or 192 consecutive hours.

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements feature day 10/21/93           Page 1
FEATURE DAILY TRAFFIC

Date : 10/21/93           Ending Time : 23:59
Maximum Average Ports in Use: 0.2
SUBSCRIBERS
Local: 126           Remote: 11           Non Administered Remote: 13

VOICE MAIL
Successful Logins, External: 40           Internal: 2
Failed Logins, External: 13           Internal: 1
Session Usage (Seconds) : 2203

CALL ANSWER
Completed Calls, External: 8           Internal: 2
Session Usage (Seconds) : 301
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-19. Sample Feature Daily Session Report

```

AUDIX           Active           Alarms: Mm           Logins: 1
list measurements feature day 10/21/93           Page 2
FEATURE DAILY TRAFFIC

Date : 10/21/93           Ending Time : 23:59

VOICE MAIL
Total Messages,           Sent: 24           Current: traffic unavailable
Broadcast Messages,       Sent: 4           Current: 3
Log-in Announcements,     Sent: 1           Current: 0
Priority Messages,         Sent: 2           Current: traffic unavailable
Private Messages,         Sent: 4           Current: traffic unavailable

Avg. Storage Time: 2480           Avg. Connect Time: 52

CALL ANSWER
Total Messages,           Sent: 2           Current: traffic unavailable
Avg. Storage Time: 11           Avg. Connect Time: 30

Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-20. Sample Feature Daily Message Report

These reports play an important role in determining the grade of service (GOS). Port requirements on the AUDIX system are based on the use of ports for all applications including call answer, voice mail, automated attendant, outcalling, AMIS Analog Networking and Message Delivery. GOS is also used in determining port requirements.

GOS is a parameter that describes the delays in accessing a port on the AUDIX system for the applications mentioned above. Ideally, enough ports should be provided so that there is always a port available. However, this is not necessary since calls are queued in an ACD or hunt group until a port is available. This is acceptable to users as long as the delays are not too long.

The GOS is defined as what fraction of calls are queued longer than 10% of the average holding time on the ports. For example, if the average holding time on a Intuity port is 100 seconds, then a .05 GOS means that 5% of the calls will experience queuing delays of greater than 10 seconds. A .05 or lower GOS is generally recommended for the Intuity AUDIX system.

To determine the present GOS on an installed Intuity AUDIX system, the average ports used during the busy hour needs to be retrieved from the system traffic data. This can be done by reading the Maximum Average Ports in Use field on the Feature Daily Traffic screen. This value is the average ports used during the busiest hour of the day. This number, along with the Intuity port capacity table (following), can be used to determine the present GOS. You should look across a

number of days to determine the average of this value since one day may not be a good indicator.

Look at the row on the table for the number of ports presently in the system and look across until you find the number equal to or just larger than your *Maximum Average Ports in Use* value. The value at the top of the column gives the GOS during the busy hour.

Table 6-1. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS

Intuity AUDIX Port Capacities								
Ports	.01	.02	.03	.04	.05	.06	.08	.10
2	0.16	0.23	0.29	0.33	0.38	0.41	0.48	0.54
3	0.47	0.61	0.71	0.79	0.86	0.92	1.03	1.12
4	0.89	1.09	1.22	1.34	1.43	1.51	1.65	1.78
5	1.38	1.64	1.81	1.94	2.07	2.17	2.35	2.49
6	1.92	2.24	2.44	2.60	2.74	2.86	3.06	3.22
7	2.51	2.86	3.11	3.31	3.44	3.58	3.81	4.00
8	3.14	3.53	3.81	4.00	4.17	4.33	4.58	4.78
9	3.78	4.22	4.53	4.75	4.94	5.08	5.36	5.58
10	4.44	4.92	5.25	5.50	5.69	5.89	6.17	6.42
11	5.14	5.67	6.00	6.28	6.50	6.67	6.97	7.25
12	5.83	6.39	6.78	7.06	7.28	7.47	7.81	8.08
13	6.56	7.17	7.56	7.83	8.08	8.31	8.64	8.92
14	7.31	7.92	8.33	8.64	8.92	9.14	9.50	9.78
15	8.03	8.69	9.14	9.47	9.72	9.97	10.33	10.64
16	8.81	9.50	9.94	10.28	10.56	10.81	11.19	11.53
17	9.56	10.29	10.76	11.12	11.41	11.65	12.06	12.39
18	10.34	11.09	11.58	11.95	12.25	12.51	12.93	13.27
19	11.12	11.91	12.41	12.79	13.10	13.37	13.80	14.16
20	11.91	12.72	13.25	13.64	13.96	14.23	14.68	15.05
21	12.71	13.55	14.09	14.49	14.82	15.10	15.56	15.94

Table 6-1. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — *Continued*

Intuity AUDIX Port Capacities								
Ports	.01	.02	.03	.04	.05	.06	.08	.10
22	13.51	14.38	14.93	15.35	15.69	15.98	16.45	16.84
23	14.32	15.21	15.78	16.21	16.56	16.85	17.34	17.73
24	15.14	16.05	16.64	17.08	17.44	17.74	18.23	18.64
25	15.96	16.90	17.50	17.95	18.31	18.62	19.13	19.54
26	16.78	17.75	18.36	18.82	19.20	19.51	20.03	20.45
27	17.61	18.60	19.23	19.70	20.08	20.40	20.93	21.36
28	18.44	19.46	20.10	20.58	20.97	21.30	21.84	22.28
29	19.28	20.32	20.97	21.46	21.86	22.20	22.75	23.19
30	20.12	21.18	21.85	22.35	22.76	23.10	23.66	24.11
31	20.97	22.05	22.73	23.24	23.65	24.00	24.57	25.03
32	21.82	22.92	23.61	24.13	24.55	24.90	25.48	25.95
33	22.67	23.79	24.50	25.02	25.45	25.81	26.40	26.87
34	23.53	24.66	25.38	25.92	26.35	26.72	27.32	27.80
35	24.38	25.54	26.27	26.82	27.26	27.63	28.24	28.72
36	25.25	26.42	27.17	27.72	28.17	28.54	29.16	29.66
37	26.11	27.31	28.06	28.63	29.08	29.46	30.08	30.59
38	26.98	28.19	28.96	29.53	29.99	30.38	31.01	31.52
39	27.84	29.08	29.86	30.44	30.90	31.29	31.93	32.45
40	28.72	29.97	30.76	31.34	31.82	32.21	32.86	33.38
41	29.59	30.86	31.66	32.26	32.73	33.13	33.79	34.32
42	30.47	31.76	32.57	33.16	33.65	34.06	34.72	35.25
43	31.35	32.65	33.47	34.08	34.57	34.98	35.65	36.19
44	32.23	33.55	34.38	34.99	35.49	35.91	36.59	37.13
45	33.11	34.45	35.29	35.91	36.41	36.83	37.52	38.07
46	33.99	35.35	36.20	36.83	37.33	37.76	38.45	39.01

Table 6-1. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS — *Continued*

Intuity AUDIX Port Capacities								
Ports	.01	.02	.03	.04	.05	.06	.08	.10
47	34.88	36.25	37.11	37.75	38.26	38.69	39.39	39.96
48	35.77	37.16	38.02	38.67	39.19	39.62	40.33	40.90
49	36.66	38.06	38.94	39.59	40.11	40.55	41.27	41.84
50	37.55	38.97	39.85	40.51	41.04	41.48	42.21	42.79
51	38.44	39.88	40.77	41.44	41.97	42.42	43.15	43.73
52	39.33	40.79	41.69	42.36	42.90	43.35	44.09	44.68
53	40.23	41.70	42.61	43.29	43.83	44.29	45.03	45.63
54	41.13	42.61	43.53	44.22	44.77	45.23	45.98	46.58
55	42.03	43.52	44.45	45.15	45.70	46.17	46.92	47.53
56	42.93	44.44	45.38	46.08	46.64	47.10	47.86	48.48
57	43.83	45.35	46.30	47.01	47.57	48.04	48.81	49.43
58	44.73	46.27	47.23	47.94	48.51	48.98	49.76	50.38
59	45.64	47.19	48.16	48.87	49.44	49.92	50.70	51.33
60	46.54	48.11	49.09	49.81	50.38	50.86	51.65	52.28
61	47.45	49.03	50.01	50.74	51.32	51.81	52.60	53.24
62	48.36	49.95	50.94	51.67	52.26	52.75	53.55	54.19
63	49.27	50.87	51.87	52.61	53.20	53.70	54.50	55.15
64	50.18	51.79	52.80	53.55	54.14	54.64	55.45	56.10

You can also determine from the table the number of ports required for a system under the present load. If a .03 GOS is desired, look under the column of .03 GOS. Find the number equal to or just larger than the *Maximum Average Ports in Use* field from the *Feature Daily Traffic* screen. The number on the left of that row is the number of ports required for a .03 GOS. Note that ports are always sold in increments of two, so if you get an odd number, round it up by one.

It is recommended that port usage be monitored regularly and plotted over time in order to anticipate traffic needs. It is recommended that you observe port capacities on a weekly basis on new systems or when you are adding new subscribers, and on a monthly basis on older systems.

In addition to helping determine GOS and port usage, the Feature reports provide statistical information that is useful for spotting potential problems and for evaluating how your AUDIX system is actually used by callers and subscribers. This information includes the number of subscribers administered in the AUDIX system, the total call answer and voice session usage time, the number of login attempts and abandoned calls, the number of voice mail, call answer, broadcast, log-in, priority, and private messages sent, and the average length of voice mail and call answer calls.

Note that voice mail statistics in these reports include subscribers who call the AUDIX system to get messages but do not include broadcast messages.

Interpreting the Load Reports

The Load Daily Traffic and Load Hourly Traffic reports display information about the number of calls handled by each active port for up to 32 consecutive days or 192 consecutive hours.

```

AUDIX Active Alarms: Mm Logins: 1
list measurements load day 10/21/93 Page 1
LOAD DAILY TRAFFIC
Date : 10/21/93 Ending Time: 23:59
TOTAL SUBSCRIBER THRESHOLD EXCEPTIONS
Lists: 0 List Space: 0
Message Space, Lower: 0 Upper: 0
Subscribers Over Threshold: 0
Deliveries Rescheduled: 0
Maximum Simultaneous Ports: 4
Voice Text Used: 24929 Voice Text Free Space: 71
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements load day 10/21/93
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 6-21. Sample Load Daily Traffic Report — Page 1

AUDIX	Active	Alarms: Mm							Logins: 1
list measurements load day 10/21/93									Page 2
LOAD DAILY TRAFFIC									
Port Usage Data (Seconds)									
1- 8:	114	6	24	0	0	0	0	0	0
9-16:	0	0	0	0	0	0	0	0	0
17-24:	0	0	0	0	0	0	0	0	0
25-32:	110	0	0	0	86	125	54	0	0
33-40:	40	0	0	0	130	80	134	0	0
41-48:	0	20	22	103	51	8	20	8	0
49-56:	80	211	15	46	232	98	13	48	0
57-64:	189	13	33	24	33	113	56	165	0
Port Peg Count Data (Number of Calls)									
1- 8:	2	1	1	0	0	0	0	0	0
9-16:	0	0	0	0	0	0	0	0	0
17-24:	0	0	0	0	0	0	0	0	0
25-32:	2	0	0	0	2	4	2	0	0
33-40:	2	0	0	0	6	2	4	0	0
41-48:	0	2	2	1	1	1	1	1	1
49-56:	3	2	1	2	2	2	2	2	2
57-64:	2	2	2	2	2	2	2	2	2
Press [NextPage], [PrevPage] or [Cancel]									
enter command: list measurements load day 10/21/93									
1Cancel	2Refresh	3Enter	4ClearFld	5Help	6Choices	7NextPage	8PrevPage		

Figure 6-22. Sample Load Daily Traffic Report — Page 2

Notice the average number and duration of the calls that are made to the AUDIX system during the period that is being reported. These numbers may indicate a problem at the switch with either port coverage or distribution if one port is overloaded and other ports are underloaded.

Threshold exceptions indicate that subscribers tried to use more message or list space than is available and that warnings have been issued. These exceptions may be the first indication that you need to change certain information contained within other screens.

If you notice that a large number of threshold exceptions for lists are being reported, it may mean that you initially miscalculated the maximum number of lists per subscriber. Subscribers may actually need more lists than you thought they would. You may increase the number of lists assigned each subscriber through both the System-parameters Limits and COS screens, but you should do so with care, keeping in mind that filesystem sizes are fixed. An alternative is asking subscribers to delete old or unnecessary lists.

Lower and upper subscriber message space thresholds are shown on the screen. There are a number of things you may do if upper and lower message space thresholds are consistently exceeded. First, you may decrease message retention times on both the Subscriber and COS screens. This will limit the length of time that the AUDIX system retains messages within subscribers' mailboxes and will cause messages to be thrown away more frequently. Secondly, you

might issue a notice (broadcast a message) to subscribers asking them to delete messages immediately after listening to them or that they regularly clean both their incoming and outgoing mailboxes. Finally, you may interpret a large number of threshold exceptions as an indication that the thresholds were originally set too low. If you find this to be the case, you may raise the thresholds through the System-parameters Thresholds screen.

Call Management System Reports

The Release 3 Call Management System (R3 CMS) is a software product used with the Automatic Call Distribution (ACD) feature of an AT&T switch. The R3 CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature. R3 CMS also collects data on and provides an administrative interface to the Call Vectoring feature, which is available with the ACD feature on many AT&T switches.

If your company has R3 CMS connected to your switch *and* you are using the Call Vectoring feature to route calls to the Intuity AUDIX system, you have the option of using R3 CMS reports to view AUDIX traffic data. Using R3 CMS reports is possible in these circumstances because calls routed to the AUDIX system via call vectoring are carried on a Vector Directory Number (VDN), which is an extension defined in switch software. R3 CMS collects data on VDNs and can generate reports on VDNs. Thus, R3 CMS reports on the VDN that carries calls to the AUDIX system will contain traffic data on the system.

AUDIX Data CMS Collects

The following are examples of AUDIX data that CMS VDN reports can give you:

- The total number of calls to the AUDIX system
- Average time calls waited before being answered by the AUDIX system
- The average length of a call (average talk time) to the AUDIX system
- The number of calls that transferred out of the AUDIX system
- The busiest hour of the day

For more information about R3 CMS and the data you can collect, see *Call Management System Administration* (585-215-511).



CAUTION:

*R3 CMS can also collect data about the AUDIX system by identifying the AUDIX system as a measured ACD split/hunt group. However, measuring an AUDIX split with CMS is **not** recommended because AUDIX split activity can significantly deteriorate the performance of R3 CMS and AUDIX split and agent data can quickly fill R3 CMS disk space.*

In addition, CMS VDN data about the AUDIX system may not match the data collected in AUDIX traffic reports or ADAP. A major reason for this difference is calls may spend time in vector processing before actually connecting to the AUDIX split. CMS collects VDN data on calls during this time, but AUDIX does not. Additional discrepancies may exist for various reasons, including differing points at which CMS and the AUDIX system peg answered and abandoned calls and the way calls are tracked while being rerouted through the switch.

This chapter describes alarms and logs that are generated by the Intuity system and are available to the AUDIX voice messaging and Intuity system administrators. It also describes the various audits that can be performed on demand as required to update and synchronize filesystems and identify and correct problems in the system.

Overview

Intuity software monitors system activity by continuously-running background self-tests. System activities and/or errors are recorded in logs that are stored as disk files on the hard disk. Many errors are corrected automatically by system audits that run automatically each night to update and synchronize Intuity filesystems. Significant errors, designated as faults, are flagged as alarms on the status line of the terminal screen and may require administrative action by you or maintenance by service personnel.

Logs and Alarms

The Intuity system runs self-tests to find software errors. The Intuity system collects error from the self-tests, sorts them by type, puts them in the error log (available to AT&T services personnel only), and monitors their frequency against a threshold number. If an error is sufficiently severe or if enough similar errors occur to violate the error threshold, the system automatically runs maintenance checks and may then send a fault to the alarm log. When a fault is sent to the alarm log, it simultaneously triggers an alarm that appears on the terminal screen's status line. Faults that have been corrected either automatically or through a service procedure are recorded in the resolved alarm log.

Alarms are noted on the `STATUS` line of the terminal screen as follows:

- alarms: M — Major alarms indicating problems that may affect key system components. Major alarms are sent automatically to the AT&T Technical Service Center (TSC) by your Intuity system if you have a maintenance service contract and alarm origination is active. TSC personnel perform remote maintenance on your machine to correct these problems.
- alarms: m — Minor alarms indicating problems that are not critical to system operation but that could possibly affect full service. Minor alarms are also sent automatically to the TSC if you have a maintenance service contract and alarm origination is active.
- alarms: w — Warning alarms indicating problems that may have a potential effect on system service. Warning alarms are not sent to the TSC.
- alarms: A — Administration alarms indicating subscriber or filesystem status or problems. Problems identified by administration alarms must be corrected by you, the Intuity system administrator.

The Alarm Report is the starting point for service personnel diagnosing problems. Service personnel use this report to check that alarms are cleared after service procedures are performed, and also for troubleshooting intermittent problems that resolve themselves and then recur.

Activity Log

The Activity Log, rather than serving as an error/alarm collection tool, is simply a list of subscriber events. The Activity Log, however, can help you to diagnose problems because it shows you exactly what activities a subscriber performed right up to the point where the subscriber ran into a problem.

Demand and Periodic Audits

There are two major types of audits: periodic (or automatic) audits and demand audits. Audits are software programs designed to update internal Intuity filesystems and synchronize them with each other, and to recognize and resolve problems that may occur within filesystems. Some audits run automatically each night, others run once each week, and still others are run only on demand (typically by the TSC during a remote operation) as part of a recovery procedure or in response to a specific problem while troubleshooting the system. The Intuity system may also run audits automatically in response to system faults that cause alarms.

Periodic or automatic audits run at night so as not to compete for system time with call processing. The audits normally complete in several hours. It is important that you become familiar with audits and their operation since you must continually monitor system performance.

The audits described in this chapter are demand audits.

Steps to Run an Audit

To perform a demand audit, do the following:

1. Type the appropriate audit command (see the following sections) and press **ENTER** (F3).
2. Press **ENTER** (F3) to execute the audit or press **CANCEL** (F1) to exit the screen without executing the audit.
3. The audit name and `Result Code R`, indicating that the audit is running, are displayed on the screen. You can wait for the audit to finish or you can take one of the following steps:
 - a. While the audit is running, press **CANCEL** (F1) to abort the audit and exit the screen.
 - b. While the audit is running, press **ENTER** (F3) to put the audit in background mode and return to the command line. Type `status audit` to reconnect to the screen.

If the Audit Fails

If the audit fails, take the following steps (in the order shown) to correct the problem:

1. Resolve any active alarms and rerun the audit.
2. If the audit fails again, contact the TSC.
3. If the TSC is unavailable and the system is not providing service, restart the system using the System Restart screen and try the audit again. If data files are missing the restart will rebuild them, or the system will request a generic restore if files needed by the audit do not exist. Rerun the audit when the restart has completed.

Displaying the Alarm Report

The Alarm Report screen lists active or resolved Intuity system alarms. The most severe alarms are always listed first since these are most often the cause of the problem.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Alarm Report screen.

Commands

Commands available to access the Alarm Report are as follows:

Full Version	Short Version
display alarms	di al

Alarm Report Screen

The Alarm Report screen has two pages as shown below. The first page of the screen is used to select which alarms are to be displayed in the report.

```
AUDIX          Active          Alarms: Mm          Logins: 1
display alarms                                     Page 1 of 1
                                     ALARM REPORT

The following options control which alarms will be displayed.

Alarm Type: active

Alarm Level:
  Major? y          Minor? y          Warning? y

Start Date: 10/21/93      Time: 11:00      Application: vm

Resource Type: DISK      Location:          Alarm code:

-----
enter command: display alarms
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 7-1. Alarm Report Screen — Page 1

The second page displays the requested alarm information.

```

AUDIX           Active           Alarms: Mm           Logins: 1
display alarms                                     Page 1
                                     ALARM REPORT
App Resource   Location   Alarm Alm Ack   Date/Time   Date/Time   Resolve
Type                                     Code  Lvl         Alarmed     Resolved    Reason
NW MSG_XMIT    NP  CA 1    2000 MAJ     10/26/93 16:31
VP SOFTWARE    4        MIN     10/26/93 16:30
VM SOFTWARE    602     MIN     10/26/93 16:30
VP SOFTWARE    4        MIN     10/26/93 16:40

Press [NextPage], [PrevPage] or [Cancel] to abort
enter command: display alarms
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-2. Alarm Report Screen — Page 2

Field Descriptions

A description of each field is provided below.

SELECTION PAGE

⇒ NOTE:

The first time this screen is used after a restart or reboot, the fields on the selection page of the screen are blank. Subsequently, each field on the selection page of the screen is populated with the value entered the last time the screen was used.

- Alarm Type: — Enter either **active** for an **resolved**.
- Alarm Level: Major? — Enter **y** to display major alarms in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Enter **n** to not display major alarms.
- Alarm Level: Minor? — This field is used to specify whether minor alarms are to be displayed in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Valid entries in this field are **y** to display minor alarms and **n** to not display minor alarms.

- **Alarm Level: Warning?** — Enter *y* to display warnings in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Enter *n* to not display warnings.
- **Start Date** — Enter the beginning date for the alarm report. in the *mm/dd/yy* format. Valid entries in this field are a blank, 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. If left blank, all active or resolved alarms on the system are displayed.
- **Time** — Enter the beginning hour and minute of the given day for the alarm report. Use the *hh:mm* format. Valid entries in this field are a blank or an hour-minute pair 0 through 23 for the hour and 0 through 59 for the minute. The **Start Date** field must have valid entries before this field can be used. If left blank, all alarms for the specified **Start Date** are displayed.
- **Application** — Enter the code for the application you want covered in the report.

(blank)	All applications
NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

- **Resource Type** — Enter a specific type of alarmed resource for the alarm report. Valid entries in this field are any resource type defined in *Intuity Platform Administration and Maintenance* (585-310-138). If this field contains a resource type, only alarms related to the specified resource type are displayed.
- **Location** — Enter an Intuity system location to display alarms for a particular piece of hardware in a physical location. The location consists of three parts: equipment name, type, and number. For each part, you can enter values as shown below:

Equipment Name	Equipment Type	Equipment Number
TR (for IVC6 cards)	ca (card) or ch (channel)	0-10 0-63
NB (for ACCX cards)	ca (card) or ch (channel)	1-3 1-12
DC (for DCIU card)	ca (card) or ch (channel)	1 1-64

If this field contains a location, the Resource Type field must contain a value. Only alarms related to the specified resource type and location are displayed.

- Alarm Code — Enter an alarm code for the given resource type.

 **NOTE:**

Each resource type has its own set of fault codes. Therefore, specifying a fault code without a resource type name can display multiple resource types with the same fault code.

A valid entry in this field is an integer between 0 and 9999. If this field contains a fault code, only alarms with this fault code are displayed.

DISPLAY PAGE

The second page of the screen displays the requested alarm information. This page has display-only fields.

- App — This field displays the code for the application that generated the alarm.

NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

- Resource Type — This field displays a specific type of alarmed resource. Possible values in this field are any resource type defined in *Intuity Platform Administration and Maintenance* (585-310-138).
- Location — This field displays a 6-character location for the fault resource type.
- Alarm Code — This field displays the fault code for a specific alarm for the given resource type. Each resource type has its own set of fault codes. Possible values in this field are integers between 0 and 9999.
- Alm Lvl — This field displays the alarm severity level. Possible values are MAJ (major), MIN (minor), WRN (warning).
- Ack — This field indicates whether the alarm was present during the last alarm origination call. In general, this means the alarm has been reported to the services organization. However, alarms may not have been sent if

there were a significant number of higher priority alarms. Possible values are y (alarm was present during the last referral call) and n (alarm was not present during the last referral call).

- **Date/Time Alarmed** — These two fields display the date (month, day, and year) and the time (hour and minute) the alarm was raised against the given resource. If the Date/Time Resolved fields are blank, the alarm is currently active. These fields should always have a value.
- **Date/Time Resolved** — These two fields display the date (month, day, and year) and the time (hour and minute) the alarm was resolved. If these fields are blank, the alarm is currently active. If only active alarms are displayed, these fields should always be blank. If only resolved alarms are displayed, this field should always have a value.
- **Resolve Reason** — This field displays the cause of the alarm resolution. This field is blank for active alarms. Alarm resolutions are:

Maint	Alarm resolved by maintenance. The resource recovered.
Reboot	The system was rebooted. All active alarms are resolved.
Remove	The alarm was resolved by removing the resource.

Displaying the Administrator's Log

Problems that require your attention appear in the administrator's log. These administration errors (including notification of full mailboxes, break-in attempts to subscriber mailboxes, nondeliverable messages, extensions without recorded names) should be corrected to optimize Intuity system operation or security.

The system displays an alarm message (alarms: A) on the Intuity status line when it logs administration errors.

The Administrator's Log screen displays problems that can be solved by the administrator.

⇒ NOTE:

You should monitor this log on a regular basis and correct the problems promptly. See Appendix A for a list of possible administration-log entries and suggested remedial actions.

Things to Consider

Administrator's Log entries	Appendix A contains a list of possible administrator's log entries and suggested remedial actions.
Daily checks	You should check the Administrator's Log each morning. You can correct subscriber problems identified on the Administrator's Log using regular administrative procedures (such as recording a name, or notifying a subscriber of a delayed delivery, undeliverable message, or apparent break-in attempts).
Clearing the Status line.	Note that the administration alarm on the <i>STATUS</i> line is cleared when you access the administration log, even if you do not correct the problem.
Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Administration Log screen.

Commands

Commands available to access the Administrator's Log are as follows:

Full Version	Short Version
display administration-log	di ad

Administrator's Log Screen

The Administrator's Log screen has two pages as shown below. The first page of the screen is used to select the administration entries to be displayed in the report.

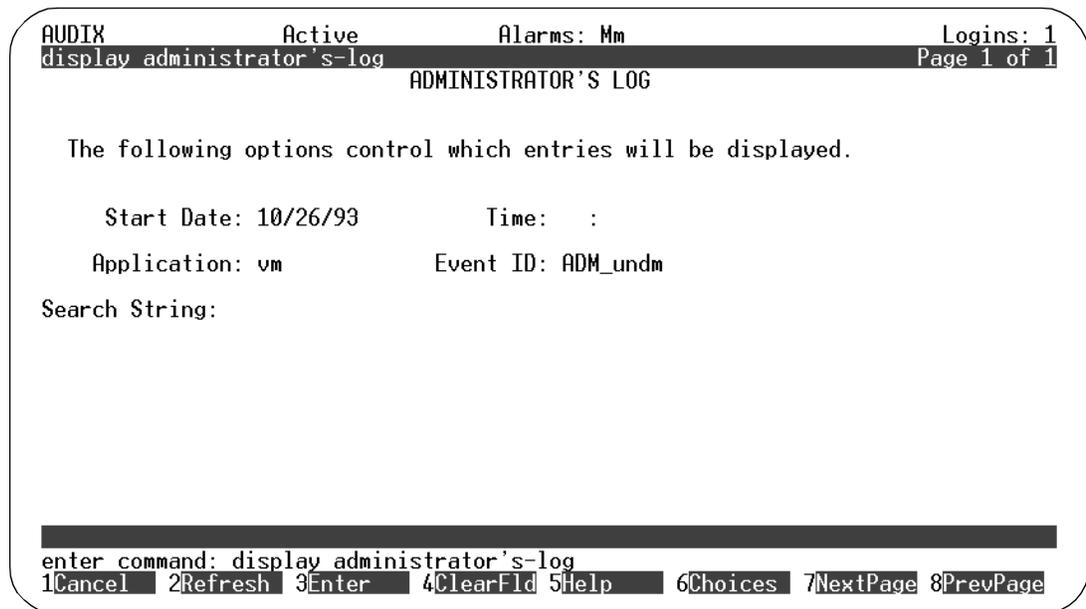


Figure 7-3. Administration Log Screen — Page 1

The second page displays the selected alarms. (Additional display pages are used if needed.)

AUDIX		Active		Alarms: Mm		Logins: 1	
display administrator's-log				Page 8			
ADMINISTRATOR'S LOG							
Date	Time	App	Event ID	Cnt	Message		
10/21/93	13:33	VM	ADM_lnr		Name not recorded for <testamis> extension <2405>.		
10/21/93	13:33	VM	ADM_lnr		Name not recorded for <tiny x2001> extension <2001>.		
10/21/93	13:33	VM	ADM_lnr		Name not recorded for <blake> extension <31100>.		
10/21/93	15:28	VP	SM201		subscriber 32150 switch id 1 not found		
10/21/93	15:29	VP	SM201		subscriber 34999 switch id 1 not found		
10/22/93	11:20	VP	AD201		TR CH 1 application AUDIX, ad timed out waiting for application to start up		
10/24/93	01:02	VM	ADM_aanb		No buttons for attendant, sub=<Wennstrom, mary> ext=<32131>.		
10/24/93	01:02	VM	ADM_lnr		Name not recorded for <TEST sub B> extension <32301>.		
Press [NextPage], [PrevPage] or [Cancel] to abort							
enter command: display administrator's-log							
1Cancel		2Refresh		3Enter		4ClearFld	
5Help		6Choices		7NextPage		8PrevPage	

Figure 7-4. Administration Log Screen — Page 2

Field Descriptions

A description of each field is provided below.

SELECTION PAGE

⇒ NOTE:

- The first time this screen is used after installation, the fields on the selection page of the screen are blank.
- **Start Date** — Enter the beginning date for the log report. Valid entries in this field are a blank, or a date in the *mm/dd/yy* format with 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. Any year value below 70 is assumed to be the 21st century. The default value is the date that this screen was last used. (Note that this screen-last-used date is preserved across restarts.) If left blank, all qualifying alarms are displayed.
 - **Time** — Enter the beginning hour and minute of the given day for the log report. Valid entries in this field are a blank or an hour-minute pair in the *hh:mm* format with 0 through 23 for the hour and 0 through 59 for the minute. The default value is the time that this screen was last used. (Note

that this screen-last-used time is preserved across restarts.) If left blank, all alarms for the specified Start Date are displayed. The Start Date field must have valid entries before this field can be used.

- Application — Enter one of the following codes to identify the application you want alarm information for:

(blank)	All applications
NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

The default is a blank.

- Event ID — Enter the event ID for a specific event you want information about. The event ID contains up to 14 alphanumeric characters. If left blank, all event types are reported. Refer to Appendix A for valid administration event IDs.
- Enter a text string of up to 78 characters with which to search the administrator's log for log entries. The string you enter is used to search the Message field of the Administrator's Log.

DISPLAY PAGE

The following fields are displayed on the Administration Log Report for each alarm:

- Date — This field displays the date the administration alarm was logged.
- Time — This field displays the time on the given date the administration alarm was logged.
- App — This field displays the two-character application code of the administration log entry.
- Event ID — This field displays the code representing the administration event type. Administrator's Log event types are described in Appendix A.
- Cnt — This field displays the count or the number of times the associated message has been sent to the administrator's log within a minute.
- Message — This field displays a text description of the administration event. Two lines are used for each event.

Setting Up the Activity Log

The Activity Log is an administrative tool useful for investigating reported problems with message delivery and the operation of the message waiting indicator (MWI). It maintains a history of the activity in the Intuity system. Since you can then track activity by subscriber extension and a specific time, you will often be able to resolve reported problems by observing the Activity Log before filing a trouble report with AT&T.

Use the System Parameters Activity Log screen to set up the Activity Log. This screen allows you to:

- Enable/disable the Activity Log.
- Instruct the Activity Log to record MWI updates.
- Set a maximum number of Activity Log entries.
- Clear all entries in the Activity Log.

⇒ NOTE:

To actually run the Activity Log, you use the `display activity-log` command. See the following section, "Displaying the Activity Log".

⇒ NOTE:

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

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the System Parameters Activity Log screen.

Commands

Commands available to access the System Parameters Activity Log are as follows:

Full Version	Short Version
change system-parameters activity-log	ch s ac
display system-parameters activity-log	di s ac

System Parameters Activity Log Screen

The System Parameters Activity Log screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
change system-parameters activity-log           Page 1 of 1

                SYSTEM-PARAMETERS ACTIVITY-LOG

                Activity Log Enabled? y
                Record MWI Updates? n

Maximum Number of Activity Log Entries: 10000

                Clear All Entries in Activity Log? n

enter command: change system-parameters activity-log
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 7-5. System Parameters Activity Log Screen

Field Descriptions

A description of each field is provided below.

- Activity Log Enabled — Enter *y* to enable activity-log data collection. Enter *n* (activity-log data collection is halted). The default value is *n*.
- Record MWI Updates — Enter *y* to enable recording of Message Waiting Indicator (MWI) updates that are sent from the Intuity system to the switch. MWI update records are written to the activity log file only if both the Activity Log feature and the recording of MWI updates are enabled. Enter *n* to stop recording of MWI updates. The default value is *n*.

NOTE:

Enabling this feature significantly increases the number of records written to the activity log. It may also cause a small degradation in the Intuity system performance.

- Maximum Number of Activity Log Entries — Enter the maximum number of records in the activity log file. A valid entry in this field is an integer from 1 to 99999. The default value is 10000.

NOTE:

If this number is reduced to a number less than the number of records currently in the log, the log will be cleared. In this case the user will be notified and prompted to confirm.

- Clear All Entries in Activity Log — Enter *y* to reset entries in the activity log. Enter *n* if you do not want to reset log entries. The default value is *n*.

Displaying the Activity Log

The Activity Log shows activity information for the selected subscriber. Events are listed in chronological order (oldest first) beginning with the specified date and time.

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

- Voice mail (VM)
- Priority voice mail
- Call Answer (CA)
- Leave Word Calling (LWC)
- Broadcast voice mail message
- Log-in announcement
- AMIS analog networking message
- Undeliverable message notification

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

- Voice mail
- Priority voice mail
- Call Answer

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

- If both the calling party and the called party are local subscribers, the display will show that the calling party scheduled the message for the called party.
- If the calling party is not a local subscriber, the activity will not be recorded.
- If the called party is not a local subscriber, the local Intuity system will have no knowledge of the call and the activity will not be recorded.

- Broadcast voice mail message
- Log-in announcement

It is recommended that you enable the Activity Log so that you have the benefit of the information at the time problems are reported. The Activity Log will help you diagnose user-perceived problems, MWI delays, rescheduled deliveries due to full mailboxes, and the like.

Things to Consider

Time to execute	This screen may take several minutes to execute depending on the system load and the size of the log file.
Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Activity Log screen.

Commands

Commands available to access the Activity Log are as follows:

Full Version	Short Version
<i>display activity-log extension</i>	<i>di ac extension</i>

Where *extension* is the 3- to 10-digit extension of the local subscriber whose activity log is to be displayed.

Activity Log Screen

The Activity Log screen has two pages as shown below. The first page is a selection screen. It displays the extension entered on the command line and the corresponding subscriber name, and enables you to specify the date and time for the start of the activity-log entries.

```
AUDIX           Active           Alarms: Mm           Logins: 1
display activity-log 32111           Page 1 of 1
                ACTIVITY-LOG REPORT

Subscriber Extension: 32111
Subscriber Name: Walters, Rosalyn

SELECTION CRITERIA
Starting Date: 10/21/93   Time:  :
Ending   Date: 10/21/93   Time:  :

enter command: display activity-log 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
```

Figure 7-6. Activity Log Screen — Page 1

The second page displays the activity-log entries. It may actually contain many pages of data.

```

AUDIX           Active           Alarms: Mm           Logins: 1
display activity-log 32111           Page 1
ACTIVITY-LOG REPORT
Subscriber Name: Walters, Rosalyn           Extension: 32111
DATE    TIME  ACTIVITY  DESCRIPTION
10/23/93 01:01 mwi-off
10/23/93 01:02 mwi-on
10/24/93 01:02 mwi-off
10/26/93 11:24 log-in      message counts: new=0, unopened=0, old=0
10/26/93 11:24 received  broadcast message from 34999
                                message counts: new=0, unopened=1, old=0
10/26/93 11:24 status    changed from unopened to deleted
                                for message received 10/26/93 at 11:23
10/26/93 11:25 log-off  message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-in  message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-off message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-in  message counts: new=0, unopened=0, old=0
10/26/93 11:27 log-off message counts: new=0, unopened=0, old=0
10/26/93 11:30 log-in  message counts: new=0, unopened=0, old=0
10/26/93 11:31 log-off message counts: new=0, unopened=0, old=0

Press [NextPage], [PrevPage] or [Cancel] to abort
enter command: display activity-log 32111
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-7. Activity Log Screen — Page 2

Field Descriptions

A description of each field is provided below.

PAGE 1

- Subscriber Extension — This field displays the subscriber extension entered on the command line.
- Subscriber Name — This field displays the name of the subscriber corresponding to the extension entered on the command line.
- Starting Date - Month — Enter the starting month for the activity log report. A valid entry in this field is a blank or a 1- or 2-digit month number from 1 to 12. The default value is the month specified the last time the screen was used or a blank.

⇒ NOTE:

If the starting month is left blank, all other starting date and time fields must be blank. In this case, the earliest available data for this subscriber is displayed. If the starting month is non-blank, the day and year fields must be non-blank.

- **Starting Date - Day** — Enter the day of the given month the activity log report should begin. A valid entry in this field is a blank or a 1- or 2-digit day number from 1 to 31. If the month field is non-blank, this field must be non-blank. The default value is the day specified the last time the screen was used or a blank.
- **Starting Date - Year** — Enter the year the activity log report should begin. A valid entry in this field is a blank or a 1- or 2-digit year number from 1 to 99. If the month field is non-blank, this field must be non-blank. A year number less than 90 is assumed to be in the 21st century. The default value is the year specified the last time the screen was used or a blank.
- **Starting Time - Hour** — Enter the starting hour of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit hour number from 0 to 23. The default value is the hour specified the last time the screen was used or a blank.
- **Starting Time - Minute** — Enter the starting minute of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit minute number from 0 to 59. If the hour field is non-blank, this field must be non-blank. The default value is the minute specified the last time the screen was used or a blank.
- **Ending Date - Month** — Enter the ending month for the activity log report. A valid entry in this field is a blank or a 1- or 2-digit month number from 1 to 12. The default value is the current month.

 **NOTE:**

If the ending month is left blank, all other ending date and time fields must be blank. In this case, the ending date and time are the current date and time. If the ending month is non-blank, the day and year fields must be non-blank.

- **Ending Date - Day** — Enter the day of the given month the activity log report should end. A valid entry in this field is a blank or a 1- or 2-digit day number from 1 to 31. If the ending month field is non-blank, this field must be non-blank. The default value is the current day.
- **Ending Date - Year** — Enter the year the activity log report should end. A valid entry in this field is a blank or a 1- or 2-digit year number from 0 to 37 or from 90 to 99. A year number less than 38 is assumed to be in the 21st century. If the month field is non-blank, this field must be non-blank. The default value is the current year.
- **Ending Time - Hour** — Enter the ending hour of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit hour number from 0 to 23. The default value is the current hour.

- **Ending Time - Minute** — Enter the ending minute of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit minute number from 0 to 59. If the ending hour field is non-blank, this field must be non-blank. The default value is the current minute.

PAGE 2

All fields on page 2 of this screen are display-only fields.

- **DATE** — This field displays the date that the activity was logged.
- **TIME** — This field displays the time that the activity was logged.
- **ACTIVITY** — This field displays an activity identifier for each activity-log entry. The activity identifier is a 5- to 9-character string indicating the activity. Possible values are log-in, log-off, received, scheduled, canceled, status, mwi-on, mwi-off, or reset.
- **DESCRIPTION** — This field displays a description of the activity-log entry.

Auditing Mailboxes

The Audit Mailboxes screen initiates a demand audit on each subscriber's mailbox and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Mailboxes screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit mailboxes are as follows:

Full Version	Short Version
audit mailboxes	au mailb

After you type the command and press **ENTER** , you must press **ENTER** (F3) to actually run the audit.

Audit Mailboxes Screen

The Audit Mailboxes screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
audit mailboxes
                AUDIT RESULTS           Date: 10/26/93 22:50
                Audit Name           Result
                Audit Mailboxes      P Passed
                Audit Mailbox Data    P Passed

Command Successfully Completed
enter command:
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-8. Audit Mailbox Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Mailing Lists

The Audit Mailing Lists screen initiates a demand audit on each subscriber's mailing lists and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Mailing Lists screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit mailing lists are as follows:

Full Version	Short Version
audit mailing-lists	au maili

After you type the command and press **ENTER** , you must press **ENTER** (F3) to actually run the audit.

Audit Mailing Lists Screen

The Audit Mailing Lists screen is shown below.

```

AUDIX           Active           Alarms: Mm           Logins: 1
audit mailing-lists
                AUDIT RESULTS           Date: 10/26/93 22:48
                Audit Name           Result
                Audit Mail Lists     P Passed
                Audit Delivery Data   P Passed

Command Successfully Completed
enter command:
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-9. Audit Mailing Lists Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Names

The Audit Names screen initiates a demand audit on subscriber names and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Names screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit names are as follows:

Full Version	Short Version
audit names	au na

After you type the command and press **ENTER** , you must press **ENTER** (F3) to actually run the audit.

Audit Names Screen

The Audit Names screen is shown below.

```

AUDIX          Active          Alarms: Mm A          Logins: 1
audit names
                AUDIT RESULTS          Date: 10/26/93 22:52
                Audit Name          Result
                Audit Voice Names    P Passed

Command Successfully Completed
enter command:
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-10. Audit Names Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Network Data

The Audit Network Data screen initiates a demand audit on network data and displays the results of the audit.

⇒ NOTE:

This screen is available only if your system has Digital or AMIS Analog Networking. For more information on networking, see *AMIS Analog Networking* (585-310-512) or *Intuity AUDIX Digital Networking Administration* (585-310-533).

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Network Data screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit network data are as follows:

Full Version	Short Version
audit network-data	au ne

After you type the command and press **ENTER**, you must press **ENTER** (F3) to actually run the audit.

Audit Network Data Screen

The Audit Network Data screen is shown below.

```

AUDIX          Active          Alarms: Mm A          Logins: 1
audit network-data          Please Wait
          AUDIT RESULTS          Date: 10/26/93 22:53

          Audit Name          Result
          Audit Machine Xlatn  P Passed
          Audit Net Translatns R Running

Press [Cancel] to abort, [Enter] to continue in background
enter command: audit network-data
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-11. Audit Network Data Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Personal Directories

The Audit Personal Directories screen initiates a demand audit on subscribers' personal directories and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Personal Directories screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit personal directories are as follows:

Full Version	Short Version
audit personal-directories	au p

After you type the command and press **ENTER**, you must press **ENTER** (F3) to actually run the audit.

Audit Personal Directories Screen

The Audit Personal Directories screen is shown below.

```

AUDIX          Active          Alarms: Mm A          Logins: 1
audit personal-directories
                AUDIT RESULTS          Date: 10/26/93 22:55
                Audit Name          Result
                Audit Personal Dirs  P Passed

Command Successfully Completed
enter command:
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage

```

Figure 7-12. Audit Network Personal Directories Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Subscriber Data

The Audit Subscriber Data screen initiates a demand audit on each subscriber's profile and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Subscriber Data screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit subscriber data are as follows:

Full Version	Short Version
audit subscriber-data	au su

After you type the command and press **ENTER** , you must press **ENTER** (F3) to actually run the audit.

Audit Subscriber Data Screen

The Audit Subscriber Data screen is shown below.

```

AUDIX          Active          Alarms: Mm A          Logins: 1
audit subscriber-data          Date: 10/26/93 22:57
                                AUDIT RESULTS
                                Audit Name          Result
                                Audit Subscribers      P Passed
                                Audit Delivery Data      P Passed

Command Successfully Completed
enter command: audit subscriber-data
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 7-13. Audit Subscriber Data Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Voice Files

The Audit Voice Files screen initiates a demand audit on voice-files and displays the results of the audit. This audit insures that each voice-message file is associated with a subscriber's mailbox.

Things to Consider

Screen access	AUDIX administrators using the <i>vm</i> login, as well as system administrators using the <i>sa</i> login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Voice Files screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command status audit on the command line.

Commands

Commands available to audit voice files are as follows:

Full Version	Short Version
audit voice-files	au v

After you type the command and press **ENTER** , you must press **ENTER** (F3) to actually run the audit.

Audit Voice Files Screen

The Audit Voice Files screen is shown below.

```

AUDIX          Active          Alarms: Mm A          Logins: 1
audit voice-files          Please Wait
          AUDIT RESULTS          Date: 10/26/93 22:58

          Audit Name          Result
          Audit Voice Files          R Running

Press [Cancel] to abort, [Enter] to continue in background
enter command: audit voice-files
1Cancel 2Refresh 3Enter 4ClearFld 5Help 6Choices 7NextPage 8PrevPage
    
```

Figure 7-14. Audit Voice Files Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.
- Audit Name — This field displays the name of the audit being run.
- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Communicating with Subscribers



This appendix contains:

- A list of available subscriber documents and recommended distribution strategies for the documents.
- A template letter for AMIS Analog Networking that you may copy and distribute to users of the AMIS Analog Networking and Message Delivery features.
- A Voice Messaging Tips and Highlights handout, which summarizes and highlights many of the capabilities and shortcuts the Intuity AUDIX system offers subscribers.

Subscriber Documents and Their Distribution

You can order the following subscriber documents from the Customer Information Center (CIC) by calling 1-800-432-6600 or, in Canada, 1-800-255-1242:

- *A Portable Guide to Voice Messaging (585-300-701)*

This pocket-sized guide provides the subscriber with concise yet comprehensive task-oriented information for effectively using the voice mail and call answer Intuity AUDIX features. This guide **does not** include information about outcalling and AMIS networking, but **does** include information on multiple personal greetings.
- *Voice Messaging Quick Reference (585-300-702)*

This two-sided trifold quick reference card summarizes the most commonly used AUDIX subscriber features.
- *Multiple Personal Greetings Quick Reference (585-300-705)*

This two-sided trifold quick reference card summarizes the multiple personal greetings feature.
- *Voice Messaging Wallet Card (585-300-704)*

This 2-inch by 3-inch sized card contains a list of commands and the activity menu options.
- *Outcalling Quick Reference (585-310-721)*

This two-sided trifold quick reference card summarizes the outcalling feature.
- *Voice Messaging Business Card Stickers (585-304-705)*

A business card sticker can be attached to the back of a subscriber's business card. Clients and customers can then use the sticker as an aid to leaving the subscriber messages.

In addition, your Voice Messaging Subscriber Artwork Package and this appendix contain two other important handouts:

- Voice Messaging Tips and Highlights
- Template Letter for AMIS Analog Networking

You must photocopy these last two handouts since they are not available as individual items at the CIC.

Recommended Distribution of Documents

The following list of documents will provide subscribers with the most comprehensive information, yet also offer the most concise introductory and refresher information for those who do not like to read:

- A Portable Guide to Voice Messaging
- Voice Messaging Wallet Card
- Voice Messaging Tips and Highlights (also contained in the Portable Guide)
- Outcalling Quick Reference (if outcalling is turned on)
- Template Letter for AMIS Analog Networking (if AMIS is available)

Second Best Distribution of Documents

The following list of documents will provide a cheaper means of providing subscribers with information since the list does not include the Portable Guide. However, only the Portable Guide contains a detailed discussion of outgoing/ filed messages, call answer messages, mailing lists, and password/record name options.

- Voice Messaging Quick Reference
- Voice Messaging Wallet Card
- Voice Messaging Tips and Highlights
- Multiple Personal Greetings Quick Reference (if MPG is turned on)
- Outcalling Quick Reference (if outcalling is turned on)
- Template Letter for AMIS Analog Networking (if AMIS is available)

Third Best Distribution of Documents

The third best distribution is a compilation of photocopied handouts from your artwork package. These should include at a minimum:

- Voice Messaging Quick Reference
- Voice Messaging Tips and Highlights
- Multiple Personal Greetings Quick Reference (if MPG is turned on)
- Outcalling Quick Reference (if outcalling is turned on)
- Template Letter for AMIS Analog Networking (if AMIS is available)

Using the AMIS Analog Networking and Message Delivery Features

In addition to the features described in your voice mail subscriber information, your AT&T voice messaging system provides the following features for sending voice mail messages to additional telephone numbers or locations:

- **AMIS Analog Networking** enables you to send voice mail messages to administered remote voice mail systems.
- **Message Delivery** enables you to send voice mail messages to administered touch-tone telephones or a range of telephone numbers.

Using the procedures in this letter, you can address a voice mail message to either a remote voice mail system using analog networking or to administered touch-tone telephones.

⇒ NOTE:

Messages designated as *private* will not be delivered. Messages designated as *priority* will be delivered, but appear as regular voice mail messages to the recipient.

AMIS Analog Networking

The Audio Messaging Interchange Specification (AMIS) Analog Networking feature enables you to exchange voice mail messages with other AT&T or non-AT&T voice mail systems anywhere in the world, provided those systems also have AMIS analog capabilities. You can use one-step (*pre-administered*) addressing or two-step (*casual*) addressing, depending on how your system administrator has set up the connection to the remote voice mail system you are trying to reach.

After you address an AMIS message, your local AT&T voice mail system attempts to deliver the message during the interval(s) defined by your system administrator. The system makes three attempts to deliver the message. If all attempts fail, the system sends you a new voice mail message informing you that the message was undeliverable. The message is saved in your outgoing mailbox so you can attempt to send it again if you wish.

Using AMIS Analog One-Step Addressing

You can use one-step (*pre-administered*) addressing to exchange voice mail messages with the following remote voice mail systems:

[list the specific remote voice mail systems that have been administered for one-step addressing on your local system]

Use the following procedure to send a voice mail message to one of the remote voice mail systems listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.
2. When prompted for the recipient's extension, enter the following:
 - a. [AMIS prefix and/or address prefix for this machine, if defined]

- b. mailbox ID (usually the extension) of the recipient on the remote voice mail system
- c.

⇒ NOTE:

Administered remote subscribers may alternatively be addressed by name (last-name-first). All recipients on remote systems administered for one-step addressing may be included in mailing lists or personal directories if they are addressed by extension number.

3. Add any other local or remote extensions if you wish, then complete (approve) addressing as described in your quick reference card.

⇒ NOTE:

As an option, you can specify a time when you want the message delivered. At the specified time, the local system delivers the message to the AMIS transmission queue, but the message may not be transmitted until the next administered outcalling period.

Using AMIS Analog Two-Step Addressing

You can use two-step (*casual*) addressing to exchange voice mail messages with the following remote voice mail systems:

[list the specific remote voice mail systems or the range(s) of telephone numbers that have been administered for two-step addressing on your local system]

Use the following procedure to send a voice mail message to a remote voice mail system in the range of telephone numbers above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.
2. When prompted for the recipient's extension, enter the following:
 - a. [AMIS prefix and/or address prefix for this machine or range, if defined]
 - b. The telephone number of the remote voice mail system (an area code or country code plus area code may be required)
 - c.
 - d. When prompted, enter the mailbox ID (usually the extension) of the recipient on the remote voice mail system
 - e.
3. Add any other local or remote extensions if you wish, then complete (approve) addressing as described in your quick reference card.

⇒ NOTE:

As an option, you can specify a time when you want the message delivered. At the specified time, the local system delivers the message to the AMIS transmission queue, but the message may not be transmitted until the next administered outcalling period.

Message Delivery

The Message Delivery feature permits you to send voice mail messages to any touch-tone telephone anywhere in the world (including someone's home), as long as that telephone number is in the range of allowable numbers defined by your system administrator.

After you address a Message Delivery message, the local system places the message in the outcalling queue for delivery during the interval(s) defined by your system administrator. The system makes a total of six attempts to deliver the message. If the recipient doesn't answer by the sixth attempt, the system sends you a new voice mail message informing you that the message was undeliverable. The message is saved in your outgoing mailbox so you can attempt to send it again if you wish.

When the system makes a Message Delivery call to the designated number and the phone is answered, a recording states that a message is waiting and that the intended recipient should press **[0]** to hear it. When the listener presses **[0]**, the local system plays the message.

NOTE:

If you send a Message Delivery message to a remote recipient and a non-AT&T voice mail system or an answering machine picks up the call, the recipient's machine may record the message header. (A remote AT&T voice mail system does *not* record the header.) The remote machine is not able to record the message body because it cannot press **[0]** to have the local system play out the message. However, from the header, recipients will hear either the name or number of the person who sent the message when they next pick up their messages. Meanwhile, the local system continues trying to deliver the message (up to a total of six attempts) because it did not detect a touch-tone indicating the message was received.

Addressing Message Delivery Messages to Individual Recipients

You can send voice mail messages to the following individually administered recipients:

[list of individual recipients and/or telephone numbers that have been administered on your local system]

Use the following procedure to send a voice mail message to one of the recipients or telephone numbers listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.
2. When prompted for the recipient's extension, enter the following:

- a. [address prefix for this machine or range of telephone numbers, if defined]
- b. The telephone number of the intended recipient (an area code or country code plus area code may be required)
- c. #



NOTE:

Administered Message Delivery recipients may alternatively be addressed by name (last-name-first). All Message Delivery recipients may be included in mailing lists or personal directories by telephone number.

3. Complete (approve) addressing as described in your quick reference card.

Addressing Message Delivery Messages to a Number in an Administered Range

You can send voice mail messages to any recipients in the following range of telephone numbers:

[list of ranges of telephone numbers that have been administered on your local system]

Use the following procedure to send a voice mail message to any recipient in the range of telephone numbers listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.
2. When prompted for the recipient's extension, enter the following:
 - a. [address prefix for this machine or range of telephone numbers, if defined]
 - b. The telephone number of the intended recipient (an area code or country code plus area code may be required)
 - c. #



NOTE:

Message Delivery recipients may be included in mailing lists or personal directories as long as they are addressed by telephone number.

3. Complete (approve) addressing as described in your quick reference card.

General**Log in from anywhere**

From a phone connected to your company's system, dial the system extension, then enter your extension and password.

From any phone **not** connected to your company's system, dial the complete phone number, including local prefix (and the area code if long distance), then enter your extension and password.

Log in quickly

From *your* phone, dial the system extension, press # only (you don't need to type your extension), and enter your password.

Log in after leaving a message

After you get the greeting for another user's voice mailbox, you can press * R or * 7 to log into your voice mailbox. Press * 7 immediately or leave a message and then press * 7. This tip is extra useful for long distance or pay phone calls because you can leave and get messages with one phone call.

Log in more than once on the same call

After getting messages from a long distance call or a pay phone, press * * R or * * 7 to let another user log into his or her voice mailbox without your hanging up first. This tip saves you money because two or more users can get messages with one phone call.

Avoid obvious passwords

- Do not** use as a password:
- Ascending or descending digits (like 1234 or 4321)
 - The same digits (for example, 0000)
 - Your name or initials (for example, 5646 for John)
 - The current year (for example, 1993)
 - Your extension (for example, extension 3455, password 3455)
 - A reverse extension (for example, extension 3455, password 5543)
 - An identification number such as your social security number, employee ID, or room number.

Also, **do not** put your password on a programmable function key or speed-dial key.

General (Cont.)**Dial ahead**

If you know what buttons to push, push them without waiting for the system to respond. You can often push several buttons in advance.
Note: You can't bypass error beeps and important system messages.

Use Help

For help, press * H or * 4. The system states your current options or the next step.

Getting Messages**Scan messages quickly**

You can automatically play all of your messages by pressing just two buttons. Use Activity Menu option 7. Scanning is extra useful with a car phone.

Use playback controls

When listening to messages, you have controls for loudness, speed, stepping back and forth, pausing, and repeating messages. See your Quick Reference, Portable Guide, or Wallet Card.

Delete old messages

Your mailbox has limited space. When it's getting full, the system tells you. Delete messages or greetings you don't need.

Record a personal greeting

Replace the automatic system greeting with your personal hello. Use Activity Menu option 3. Tell callers they can press 1 to skip your greeting and press * H or * 4 for help.

Change your greeting everyday to match your daily schedule and record multiple greetings that play according to call type.

Make your mailbox bigger when away

When you're on vacation or away from your phone for an extended period, ask your system administrator to temporarily make your mailbox bigger. You'll reduce the chance of it filling up so callers can't leave messages. Also, change your personal greeting to tell callers who else to talk to while you're away.



AT&T Voice Messaging Tips and Highlights (Continued)

Getting Messages (Cont.)

Answer messages from your mailbox

Answer a message sent by another user immediately after listening to it, either by pressing **1 0** to call the person or by pressing **1 7** or **1 9** to send a return voice mail message.

Forward messages

You can forward a message to another user or a list of users immediately after listening to it. Press **1 2** to do this. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press *** L** or *** 5** to specify the list's address.

Leaving Messages

Use directory assistance

If you don't know the extension of another user, find it with your voice messaging system. Log in, press **** N** or **** 6** and enter the person's name, last name first. The system tells you the extension.

Transfer to an extension

Before or after leaving a message for another user, you can transfer to another extension. To do this, press *** T** or *** 8**. Then enter the extension and #. **Note:** this feature may not be active on your system.

Transfer to operator

Before or after leaving a message for another user, you can transfer to the person's secretary or operator by pressing **0**. **Note:** this feature may not be active on your system.

Use a guest password

To save time, leave messages directly in another user's mailbox. Dial the system number, then enter the extension and guest password (available from your system administrator). You can leave messages, but you can't get messages.

Customers or other callers can also save time by using the guest password. So give it to them, along with your system number and extension.

Recording Voice Mail

Use playback and record controls

To listen to and edit the messages you send, you have many controls. See your Quick Reference, Portable Guide, or Wallet Card.

Sending Voice Mail

Make messages priority

When you want someone to listen to your message right away, send it as a priority message by pressing **2** when you finish addressing. (**Note:** this option may not be available for all users.)

Make messages private

To prevent another user from forwarding a message you send, make it private by pressing **1** when you finish addressing.

Save messages you send

Before sending a message, you can save it in the Outgoing Message file. Retrieve the message later to use again. Use Activity Menu option 4.

Check on receipt of messages you send

After you send a message, check your Outgoing Message file to see if the message was delivered and if the person listened to it. Use Activity Menu option 4.

Delete outgoing/ filed messages

Delete messages filed in the Outgoing Message file by using Activity Menu option 4. Saved outgoing messages can unnecessarily use system storage.

Schedule delivery

Schedule a message for delivery to the target mailbox at a specified time and date by pressing **3** after you finish addressing. Use the system as a calendar/reminder by scheduling messages to yourself.

Use mailing lists

Create a mailing list of extensions by using Activity Menu option 5. Then send your message to one destination -- the mailing list. All extensions in the list receive the message. You can also forward the messages you receive to a mailing list.

Send messages to a name, not an extension

When you send a message and don't know the extension of the recipient, press *** A** or *** 2**. Then enter the person's name, last name first.

AUDIX Administrator's Log Entries

B

Application: VM **Event ID:** ADM_aabe

Description: Invalid attendant, sub=<name> ext=<extension>

Repair Action: Readminister attendant: change button assignment to a valid extension on the Subscriber screen.

Application: VM **Event ID:** ADM_aanb

Description: No buttons for attendant, sub=<name> ext=<extension>

Repair Action: Assign buttons or delete the unneeded attendant by executing the Subscriber screen.

Application: VM **Event ID:** ADM_adm

Description: Guest password is less than the minimum required length. Please change it

Repair Action: Change guest password by invoking the System-Parameters Features screen.

Application: VM **Event ID:** ADM_atpg

Description: Attendant <extension> does not have a personal greeting recorded

Repair Action: Record the attendant menu.

Application: VM Event ID: ADM_attm

Description: Auto Attendant calls itself, <extension>

Repair Action: Invoke the Subscriber screen and change the Auto Attendant time-out extension to something other than the attendant's extension.

Application: VM Event ID: ADM_attm

Description: Menu choice <button> (ext. <extension1>) for attendant<extension2> is invalid

Repair Action: Invoke the Subscriber screen and remove this menu choice, or make a mailbox for extension 1.

Application: VM Event ID: ADM_attm

Description: Default menu choice (ext. <extension1>) for attendant.<extension2> is invalid

Repair Action: Invoke the Subscriber screen and remove this menu choice, or make a mailbox for extension 1.

Application: VM Event ID: ADM_attm

Description: Menu choice <button> (ext. <extension1>) for attendant <extension2> - no permission

Repair Action: Invoke the Subscriber <ext2> screen and give Call Answer or Guest Greeting permission to subscriber assigned to extension 1.

Application: VM Event ID: ADM_attm

Description: Default menu choice (ext. <extension1>) for attendant <extension2> - no permission

Repair Action: Invoke the Subscriber <ext2> screen and give Call Answer or Guest Greeting permission to subscriber assigned to extension 1.

Application: VM Event ID: ADM_attm

Description: Attendant <extension> choice has invalid treatment <type>

Repair Action: Invoke the Subscriber screen to repair the Auto Attendant problem.

Application: VM Event ID: ADM_attx

Description: Transfer not allowed and attendant <extension> allows transfer

Repair Action: Turn on transfer using the System-Parameters Features screen.

Application: VM Event ID: ADM_attx

Description: Transfer not active and attendant <extension> uses transfer

Repair Action: Turn on transfer using the System-Parameters Features screen.

Application: VM Event ID: ADM_bsxt

Description: Call answer, non-subscriber <owner's extension>

Someone without an Intuity AUDIX mailbox either has coverage to Intuity AUDIX or is invoking Call Forwarding to Intuity AUDIX. Each time a call comes to an Intuity AUDIX port for this subscriber, the port cannot take another call until the call hangs up.

Repair Action: Give them a mailbox, remove coverage, or tell them not to use Call Forwarding to the Intuity AUDIX system.

Application: VM Event ID: ADM_bver

Description: Invalid AMIS version from remote system

AMIS messages could not be transmitted to or from a remote machine because a different protocol was used.

Repair Action:

Application: VM **Event ID:** ADM_cbnm

Description: Local number missing from callback number

Repair Action: Correct the AMIS translations using the Machine Profile screen.

Application: VM **Event ID:** ADM_clrd

Description: Administration log manually cleared

Repair Action: None

Application: VM **Event ID:** ADM_clrd

Description: Administration log recovered during audit

Repair Action: None

Application: VM **Event ID:** ADM_clrd

Description: Administration log recreated during audit

Repair Action: None

Application: VM **Event ID:** ADM_clrd

Description: Administration log recreated during initialization

Repair Action: None

Application: VM **Event ID:** ADM-cnty

Description: Network machine (machine-name) has illegal community ID. Set default to 1

Repair Action: Administer the machine's community ID by executing the Machine Profile screen.

Application: VM **Event ID:** ADM_fsut

Description: Space threshold resolved

Repair Action: None

Application: VM **Event ID:** ADM_ftwa

Description: Error obtaining system profile. Flash transfer delay set to 2 (default)

Repair Action: None

Application: VM **Event ID:** ADM_gpcf

Description: Guest password conflict: <name> <extension>

Repair Action: Change the guest password so that a conflict no longer exists, then inform the subscriber.

Application: VM **Event ID:** ADM_ilbm

Description: Loopback message from <cb_number>, cannot reply

Repair Action: Correct the AMIS translations using the System-Parameters Analog-Network screen.

Application: VM **Event ID:** ADM_inva

Description: Invalid AMIS analog dial string <_____>

Repair Action: Correct the AMIS translations using the Machine Profile screen.

Application: VM **Event ID:** ADM_isum

Description: Invalid digit in AMIS sum string

Repair Action: Contact your remote service center.

Application: VM Event ID: ADM_lfmb

Description: Full mailbox for <extension>

Repair Action: If this happens frequently, talk with the subscriber. A larger mailbox may be needed, or you can suggest they clear out their mailbox more often.

Application: VM Event ID: ADM_lfmb

Description: Broadcast mailbox is full

Repair Action: If you have an important broadcast message to deliver, log into the special broadcast mailbox and delete an old one. Then resend your message.

Application: VM Event ID: ADM_innr

Description: Name not recorded for <name> <extension>

Repair Action: Record a name for the subscriber specified in the log message.

Application: VM Event ID: ADM_lpba

Description: Break-in attempt into mailbox at ext <owner's extension> from ext <originating_extension>

Repair Action: Check into this — could be an indication of toll fraud!

Application: VM Event ID: ADM_lpba

Description: Break-in attempt into mailbox at ext <owner's extension> from outside call

Repair Action: Check into this — could be an indication of toll fraud!

Application: VM Event ID: ADM_Isos

Description: System out of space

Repair Action: Inform subscribers to clean their mailboxes. (You can use the login announcement to do this effectively. Make the announcement non-dialthrough.) If you get little response, lower the retention time on the class of service screens and then execute. Run Audit Mailboxes.

Application: VM Event ID: ADM_Isxl

Description: Mixed local subscriber extension lengths

Repair Action: Fix subscriber database so that all subscribers have the same extension lengths.

Application: VM Event ID: ADM_mnod

Description: Multiple nodes for AMIS address <address>

Repair Action: Check the Address-ranges screen. Then correct the AMIS translations using the System-Parameters Analog-Network screen.

Application: VM Event ID: ADM_mnod

Description: Multiple nodes for AMIS addresses

Repair Action: Correct the AMIS translations.

Application: VM Event ID: ADM_noci

Description: No transmission cycle intersection with outcalling for node: <node number> name: <node name>

Repair Action: This message concerns AMIS Analog Networking. AMIS Analog Networking uses the outcalling cycles on the System-Parameters Outcalling screen. In this case, the cycles on the Machine Profile screen for the given node do not intersect with the outcalling cycles. One or both cycles must be changed for AMIS messages to be sent.

Application: VM **Event ID:** ADM_ncyc

Description: Network machine (machine-name) has no transmission cycles

Repair Action: Administer transmission cycles by executing the Machine Profile screen.

Application: VM **Event ID:** ADM_ndig

Description: Network machine (machine-name) has illegal extension size

Repair Action: Administer the machine's extension size by executing the Machine Profile screen.

Application: VM **Event ID:** ADM_ndsd

Description: Remote subscribers are deleted

Repair Action: None

Application: VM **Event ID:** ADM_nloc

Description: Local node record missing, default inserted

Repair Action: Administer the local machine by executing the Machine Profile screen.

Application: VM **Event ID:** ADM_nmtl

Description: Message transmission limit reached for machine <machine_name>

Repair Action: Consider enlarging the range of times that AMIS messages are sent, changing the outcalling schedule, or both.

Application: VM Event ID: ADM_nntr

Description: Send to nonadministered remote node. Set field to y for machine (machine-name)

Repair Action: Administer sending to nonadministered remote subscribers by executing the Machine Profile screen.

Application: VM Event ID: ADM_nrng

Description: Network machine (machine-name) has no address ranges

Repair Action: Administer the address ranges by executing the Machine Profile screen.

Application: VM Event ID: ADM_nsmb

Description: No voice space available to add new mailbox

Repair Action: Run Audit Mailboxes, or lower the retention times by executing the Subscriber or the Cos screen.

Application: VM Event ID: ADM_pglt

Description: Automated Attendant menu lost for all calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pglt

Description: Automated Attendant menu lost for out-of-hours calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pgl

Description: Automated Attendant menu lost for internal calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pgl

Description: Automated Attendant menu lost for external calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pgl

Description: Automated Attendant menu lost for busy calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pgl

Description: Automated Attendant menu lost for no-answer calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM Event ID: ADM_pgl

Description: Automated Attendant menu lost for unknown calls, extension <called_extension>

Repair Action: Rerecord menu.

Application: VM **Event ID:** ADM_pgl

Description: Bulletin Board message lost for all calls, extension <called_extension>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM **Event ID:** ADM_pgl

Description: Bulletin Board message lost for out-of-hours calls, extension <called_extension>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM **Event ID:** ADM_pgl

Description: Bulletin Board message lost for internal calls, extension <called_extension>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM **Event ID:** ADM_pgl

Description: Bulletin Board message lost for external calls, extension <called_extension>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM **Event ID:** ADM_pgl

Description: Bulletin Board message lost for busy calls, extension <called_extension>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM Event ID: ADM_pgl

Description: Bulletin Board message lost for no-answer calls, extension <called_exten-
sion>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM Event ID: ADM_pgl

Description: Bulletin Board message lost for unknown calls, extension <called_exten-
sion>

Repair Action: Rerecord Bulletin Board announcement.

Application: VM Event ID: ADM_pgl

Description: Personal greeting lost for all calls, extension <called_extension>

Repair Action: Check into this — could be an indication of toll fraud!

Application: VM Event ID: ADM_pgl

Description: Personal greeting lost for out-of-hours calls, extension <called_exten-
sion>

Repair Action: Notify called extension (subscribers). They will have to rerecord greeting.

Application: VM Event ID: ADM_pgl

Description: Personal greeting lost for internal calls, extension <called_extension>

Repair Action: Notify subscribers.

Application:	VM	Event ID:	ADM_pgl
Description:	Personal greeting lost for external calls, extension <called_extension>		
Repair Action:	Notify subscribers.		

Application:	VM	Event ID:	ADM_pgl
Description:	Personal greeting lost for busy calls, extension <called_extension>		
Repair Action:	Notify subscribers.		

Application:	VM	Event ID:	ADM_pgl
Description:	Personal greeting lost for no-answer calls, extension <called_extension>		
Repair Action:	Notify subscribers.		

Application:	VM	Event ID:	ADM_pgl
Description:	Personal greeting lost for unknown calls, extension <called_extension>		
Repair Action:	Notify subscribers.		

Application:	VM	Event ID:	ADM_rmtx
Description:	Sending matrix <_> missing, default inserted		
Repair Action:	Administer sending restrictions by executing the System-Parameters Sending-Restrictions screen.		

Application:	VM	Event ID:	ADM_rmtx
Description:	Community <_> has illegal entry <_> in sending restriction matrix		
Repair Action:	Administer sending restrictions by executing the System-Parameters Sending-Restrictions screen.		

Application: VM **Event ID:** ADM_rmax

Description: Sending restriction matrix file is empty. Default records, which have all entries set to the value *permit*, were inserted

Repair Action: Administer sending restrictions by executing the System-Parameters Sending Restrictions screen.

Application: VM **Event ID:** ADM_sext

Description: Subscriber name has null extension

Repair Action: Enter the extension for the subscriber using the Subscriber screen.

Application: VM **Event ID:** ADM_sext

Description: Remote subscriber name has null extension

Repair Action: Enter the extension for the subscriber using the Remote-Subscriber screen.

Application: VM **Event ID:** ADM_spce

Description: Save backup tape failed: tape full

Repair Action: The tape is full. The rewind option must be used.

Application: VM **Event ID:** ADM_spce

Description: Automated save nightly causing rewind

Repair Action: None — Indicates that prior backups are not accessible and are being overwritten.

Application: VM **Event ID:** ADM_spwd

Description: System Password changed

Repair Action: None

Application: VM **Event ID:** ADM_traf

Description: Subscriber traffic file corrupt

Repair Action: Contact your remote service center.

Application: VM **Event ID:** ADM_traf

Description: Remote message traffic corrupt

Repair Action: Contact your remote service center.

Application: VM **Event ID:** ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. Mailbox full

Repair Action: If this happens frequently, ask extension 2 to delete messages, or give them a larger mailbox.

Application: VM **Event ID:** ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. Subscriber not found

Indicates that a subscriber no longer is administered on the machine. Sender will also be notified.

Repair Action:

Application: VM Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. Only one active login announcement allowed

Repair Action: None — The sender will also be notified.

Application: VM Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS analog recipient, wrong number

Repair Action: If the logged number is not a wrong number, a system restart is necessary. Otherwise, readministration of the AMIS number may be necessary.

Application: VM Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. Transmission attempt exception for AMIS analog

Repair Action: Check out the AMIS network connections. If trouble persists, contact your remote service center.

Application: VM Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS returned message

Repair Action: Contact your remote service center.

Application: VM Event ID: ADM_undm

Description: Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS message longer than 8 minutes

Repair Action: None — The sender will also be notified.

Application: VM **Event ID:** ADM_unod

Description: Incoming AMIS message from an unknown machine

Repair Action: Add machine using Machine Profile, or ignore message

Application: VM **Event ID:** ADM_wrnrm

Description: Received wrong number failure for AMIS outgoing

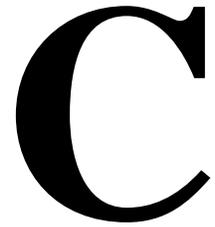
Repair Action: None — The sender was notified of the error.

Application: VM **Event ID:** ADM_xfer

Description: Call Transfer changed to <transfer type> by login <login_id>

Repair Action: None — Provides change in transfer functionality for subscribers/auto attendants.

Intuity AUDIX Features/Screens Roadmap



Features/Screens Cross-Reference

The following table provides a summary of all Intuity AUDIX features, the administration screens you use to administer those features, and the location of the descriptions for those screens.

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary

Feature	Summary	Related Screens	Book Where Screen Is Described
Activity Log	Permits system administrators to investigate reported problems with message-waiting notification and the delivery of messages.	System Parameters Activity Log	Chapter 7, AUDIX Administration
		Activity Log	Chapter 7, AUDIX Administration
Address-By-Name	Permits subscribers to address voice mail messages by name as well as by extension.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber. page 2	Chapter 4, AUDIX Administration
Administration and Data Acquisition Package (ADAP)	Provides direct access to the system database through a PC interface, from which traffic and usage reports can be generated.	See the ADAP document	ADAP
AMIS Analog Networking (AMIS)	Enables subscribers to exchange voice mail messages with any other voice mail system that has AMIS analog capabilities.	System Parameters Analog Networking	Chapter 5, AMIS Analog Networking

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Announcement Sets	Allows the system administrator to record, change, or listen to announcement fragments (fragments are short sections of AUDIX voice prompts).	Subscriber	Chapter 4, AUDIX Administration
		Machine Profile	Chapter 5, AMIS Analog Networking
		Remote Subscriber	Chapter 5, AMIS Analog Networking
		Announcement Sets	Chapter 2, Announcement Customization
		Announcement	Chapter 2, Announcement Customization
		Fragment	Chapter 2, Announcement Customization
Automated Attendant	Offers callers a voiced menu of options, then routes calls to various destinations according to the touch-tone keys the caller presses.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber pages 1, 2, and 3	Chapter 4 and Chapter 5, AUDIX Administration
		List Attendants	Chapter 5, AUDIX Administration
Automatic Message Scan	Allows subscribers to scan all message headers and/or messages at the touch of two buttons.	None. This feature is automatically available to all subscribers.	—
Broadcast Message	Enables administrators and users with broadcast privileges to send special messages to all local subscribers simultaneously.	Class of Service	Chapter 4, AUDIX Administration

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
		Subscriber	Chapter 4, AUDIX Administration
Bulletin Board	Allows the system administrator to set up a special number that plays a recorded message to callers. It is often used with the Automated Attendant feature.	Class of Service	Chapters 4 and 5, AUDIX Administration
		Subscriber	Chapters 4 and 5, AUDIX Administration
Call Answer	The basic function of the system answering calls and recording messages for unavailable or busy subscribers.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Delivery Scheduling	Allows subscribers to schedule delivery of messages for specific days and times.	This feature is automatically available to all subscribers. Delivery times for AMIS networked messages are set system-wide with AMIS Analog Machine Administration screen	Chapter 5, AMIS Analog Networking
		Delivery times for AMIS networked messages are set system-wide with Digital Network Machine Administration screen.	Chapter 6, Digital Networking Administration
Dial Ahead/Through	Allows subscribers to dial through the system's voice prompts, and queue up a series of commands.	None. This feature is automatically available to all subscribers.	—
Dial-By-Name	Allows subscribers to dial another subscriber by name rather than extension number.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Features	Chapter 3, AUDIX Administration

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Directory	Provides a system directory so subscribers can access other subscriber's names and numbers quickly.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Escape to Attendant	Allows callers to redirect their call from the Intuity AUDIX system (in call answer mode) to an administered personal attendant or operator.	System Parameters Features	Chapter 3, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Exit AUDIX	Allows callers to disconnect from the system without hanging up; particularly convenient when a caller is using a calling card.	None. This feature is automatically available to all subscribers.	—
Full Mailbox Answer Mode	Provides a caller with options for completing a call when the recipient's mailbox is full.	System Parameters Features	Chapter 3, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Guest Password	Allows people who are not Intuity AUDIX subscribers to access the system and leave messages for subscribers.	System Parameters Features	Chapter 3, AUDIX Administration
Leave Word Calling	Allows a caller on the same switch to leave or send a standard-format message, usually by the touch of a button, requesting that the called party return the call.	None. This feature is automatically available to all subscribers.	—

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Login Announcement	Enables administrators and users with broadcast privileges to create a special announcement that all subscribers hear when they log on to the system. The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until it is removed.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Mailing List	Allows subscribers to create lists for delivering messages to a group of subscribers at once.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Message Delivery	Enables subscribers to send voice mail messages to any touch-tone telephone anywhere in the world.	This feature is automatically available to all subscribers on a system with AMIS. Delivery times for AMIS networked messages are set system-wide with AMIS Analog Machine Administration screen	Chapter 5, AMIS Analog Networking
		System Parameters Features	Chapter 3, AUDIX Administration
Message Sending Restrictions	Allows the system administrator to avoid abuse or misuse of voice mail by restricting who certain subscribers can send messages to. It can be administered by subscriber or class of service. It does not restrict subscribers from leaving call answer messages.	System Parameters Sending Restrictions	Chapter 3, AUDIX Administration
Message-Waiting Indicator	Either a message-waiting lamp or stutter dial tone that informs subscribers of new messages.	None. This feature is automatically available to all subscribers.	—

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Multiple Personal Greetings	Allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls, or one of three call types: internal/external, busy/no answer, or out-of hours.	System Parameters Features	Chapter 3, AUDIX Administration
Name Record By Subscriber	Allows subscribers to record their own names, which are voiced during greetings, addressing and in message headers.	System Parameters Features	Chapter 3, AUDIX Administration
Online Help	Easily obtained information about how to use the system.	Help (for system and voice messaging administrators)	Chapter 1, AUDIX Administration
Outcalling	Allows the system to call users at a specified number to notify them of new messages. Can be activated for specific time periods.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Outcalling	Chapter 3, AUDIX Administration
Personal Directory	Permits each subscriber to create a private list of customized names (aliases) that correspond to other subscribers or extensions. As with the system directory, the personal directory can be queried by name, used for addressing messages, transferring calls, and creating mailing lists.	None. This feature is automatically available to all subscribers.	—
Playback and Recording Control	Allows subscribers to listen to call answer and voice mail messages that they create or receive, then replay the entire message or step backwards or forwards in four-second intervals.	None. This feature is automatically available to all subscribers.	—

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Priority Message	Allows subscribers who have permission to send priority messages, which are specially marked and preferentially presented to recipients.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Priority Outcalling	An option to the Outcalling feature that allows subscriber to be notified by an outcall only when they have new <i>priority</i> messages.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Outcalling	Chapter 4, AUDIX Administration
Private Message	Allows subscribers or callers to designate a message they create as <i>private</i> , which prevents it from being forwarded.	None. This feature is automatically available to all subscribers.	—
Security Password	Allows subscribers to protect their mailboxes by restricting access.	Administration Log, which shows violations	Chapter 7 and Appendix B, AUDIX Administration
		System Parameters Features	Chapter 3, AUDIX Administration
Shared Extension	Allows each of several subscribers who share one extension to have a private voice mailbox.	List Attendants	Chapter 5, AUDIX Administration
		Subscriber (pages 2 and 3)	Chapter 5, AUDIX Administration
		Class of Service	Chapter 5, AUDIX Administration
System Clock	A system clock that has backup power for maintaining accurate time records for message headers and delivery scheduling.	Set Date and Time	Chapter 4, Platform Administration and Maintenance

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
Traffic Reports	Allows the system administrator to generate statistics about the number and timing of calls that go through the system.	Traffic Reports	Chapter 6, AUDIX Administration
		System Parameters Features	Chapter 3, AUDIX Administration
Transfer Into AUDIX/Mailbox	Allows an attendant to transfer a forwarded or otherwise redirected call into the system, enabling the caller to record a message for the subscriber he/she was trying to reach.	None. This switch feature is available to attendants who know the code.	—
Transfer Out of AUDIX	Allows any caller who has called or been redirected to the Intuity AUDIX system to leave the system and transfer to any extension in the switch's dial plan.	System Parameters Features	Chapter 3, AUDIX Administration
Untouched Message	Allows subscribers to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from <i>new</i> or <i>unopened</i> to <i>old</i> .	None. This feature is automatically available to all subscribers.	—
Voice Mail	Allows subscriber to record a verbal letter that can be sent to one or more subscribers on the Intuity AUDIX system.	System Parameters Limits	Chapter 3, AUDIX Administration

Table C-1. Intuity AUDIX Features/Screens Cross-Reference Summary — *Continued*

Feature	Summary	Related Screens	Book Where Screen Is Described
		Subscriber	Chapter 4, AUDIX Administration
		Class of Service	Chapter 4, AUDIX Administration
Voice Mailbox	Provides a storage area (voice mailbox) on disk for each subscriber. The mailbox is divided into separate sections for incoming and outgoing messages. The incoming section stores call answer and voice mail messages left by others. The outgoing section stores voice mail messages and personal greetings created by the subscriber.	None. This feature is automatically available to all subscribers.	—

Intuity and Intuity AUDIX Screens Roadmap

The following pages list all of the administration screens of the Intuity system and the documents and chapters in which the screens and their use is described. Figure C-1 shows the Intuity screens. You access these screens via the Intuity menus. They are used for networking administration, switch integration, and maintenance. Table C-2 is the same table presented in Chapter One of this document. It lists the AUDIX administration screens. You access these screens by selecting **AUDIX Administration** from the Main Menu, then entering a command at the command line.

Intuity Screens Roadmap

Use Figure C-1 to determine where to find a screen in the Intuity system and where to find the screen's use and description in the Intuity documentation.

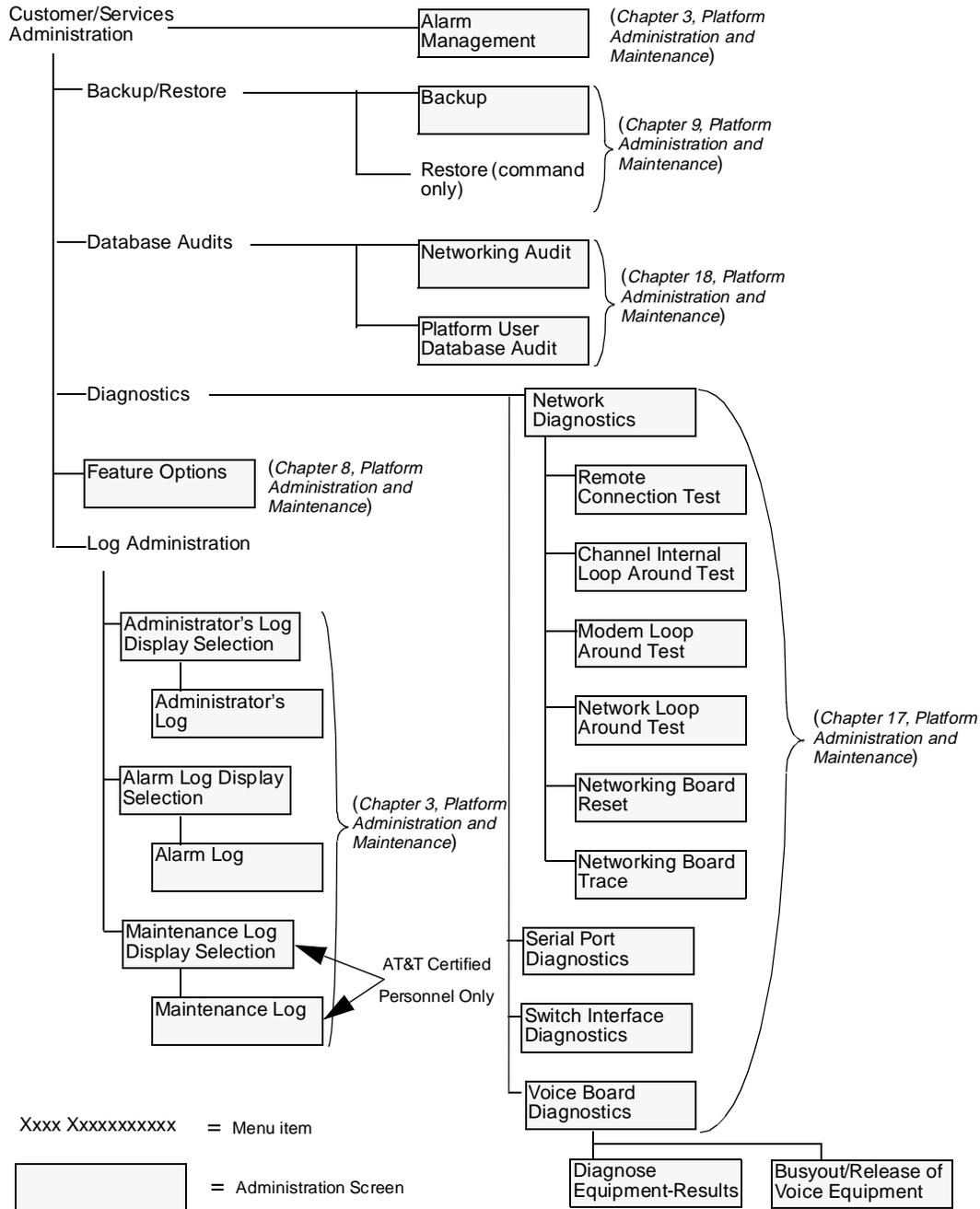


Figure C-1. Intuity Screens Roadmap

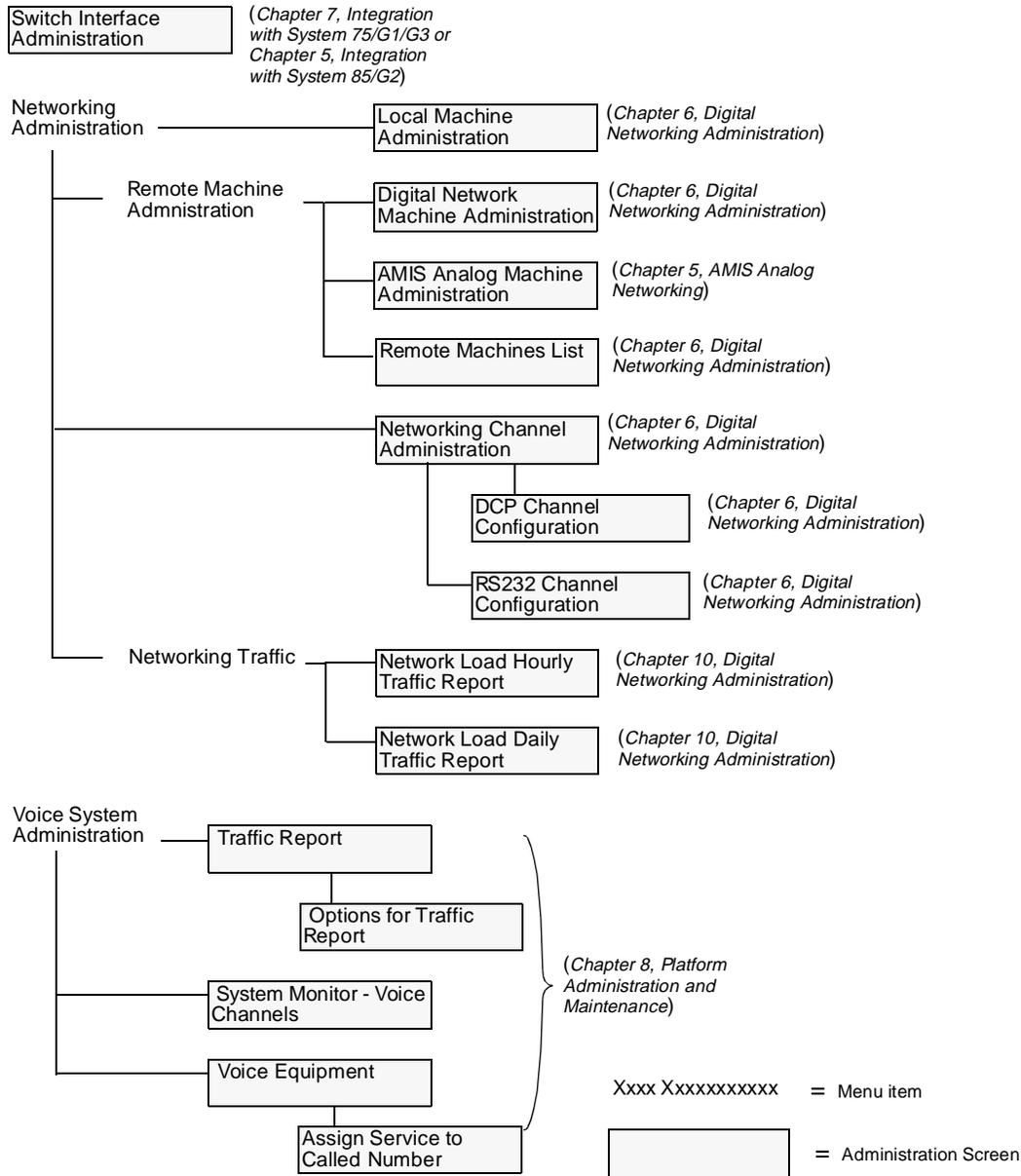


Figure C-1. Intuity Screens Roadmap — Continued

AUDIX Administration Screens Roadmap

Table C-2 lists the AUDIX administration screen names in alphabetical order. The verbs that can be used on the command line to activate each screen are listed in the first column, to the left of the screen names. The third column shows the chapter and document that contains the screen description.

Table C-2. Screens Organized by Object

Verbs	Screen Name	Chapter No.
display	activity-log	Chapter 7, AUDIX Administration
list	address-ranges	Chapter 8, Digital Network Administration; Chapter 5, AMIS Analog Networking
display	administration-log	Chapter 7, AUDIX Administration
display	alarms	Chapter 7, AUDIX Administration
add/remove/copy	annc-set	Chapter 2, Announcement Customization
list	annc-sets	Chapter 2, Announcement Customization
change/display/ remove	announcement	Chapter 2, Announcement Customization
copy	announcement	Chapter 2, Announcement Customization
list	attendants	Chapter 5, AUDIX Administration
status	audit	Chapter 7, AUDIX Administration
change/display	cos	Chapter 3, AUDIX Administration
list	cos	Chapter 3, AUDIX Administration
list	extensions	Chapter 4, AUDIX Administration
display/remove/copy	fragment	Chapter 2, Announcement Customization
add/change/display	machine	Chapter 6, Digital Network Administration; Chapter 5, AMIS Analog Networking
list	machines	Chapter 6, Digital Network Administration; Chapter 5, AMIS Analog Networking

Table C-2. Screens Organized by Object — *Continued*

Verbs	Screen Name	Chapter No.
audit	mailboxes	Chapter 7, AUDIX Administration
audit	mailing-lists	Chapter 7, AUDIX Administration
list	measurements community day	Chapter 6, AUDIX Administration
list	measurements community hour	Chapter 6, AUDIX Administration
list	measurements feature day	Chapter 6, AUDIX Administration
list	measurements feature hour	Chapter 6, AUDIX Administration
list	measurements load day	Chapter 6, AUDIX Administration
list	measurements load hour	Chapter 6, AUDIX Administration
list	measurements network-load day	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements network-load hour	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements remote-messages day	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements remote-messages month	Chapter 10, Digital Network Administration;Chapter 5, AMIS Analog Networking
list	measurements special-features day	Chapter 6, AUDIX Administration
list	measurements special-features hour	Chapter 6, AUDIX Administration
list	measurements subscriber day	Chapter 6, AUDIX Administration
list	measurements subscriber month	Chapter 6, AUDIX Administration
audit	names	Chapter 7, AUDIX Administration
audit	network-data	Chapter 18, Platform Administration and Maintenance
change	password	Chapter 2, AUDIX Administration
audit	personal-directories	Chapter 7, AUDIX Administration
list	remote-extensions	Chapter 9, Digital Network Administration;Chapter 5, AMIS Analog Networking
add/change/display/ remove	remote-subscriber	Chapter 9, Digital Network Administration;Chapter 5, AMIS Analog Networking
get	remote-update	Chapter 9, Digital Network Administration

Table C-2. Screens Organized by Object — *Continued*

Verbs	Screen Name	Chapter No.
add/change/display/ remove	subscriber	Chapter 4, AUDIX Administration
audit	subscriber-data	Chapter 7, AUDIX Administration
list	subscribers	Chapter 4, AUDIX Administration
change/display	system-parameters activity-log	Chapter 7, AUDIX Administration
change/display	system-parameters analog-network	Chapter 5, AMIS Analog Networking
change/display	system-parameters features	Chapter 3, AUDIX Administration
change/display	system-parameters limits	Chapter 3, AUDIX Administration
change/display	system-parameters outcalling	Chapter 3, AUDIX Administration
change/display	system-parameters sending-restrictions	Chapter 3, AUDIX Administration
change/display	system-parameters thresholds	Chapter 3, AUDIX Administration
audit	voice-files	Chapter 7, AUDIX Administration
reset	voice-mail restart	Chapter 19, Platform Administration and Maintenance
reset	voice-mail shutdown	Chapter 19, Platform Administration and Maintenance

Abbreviations

A

AC

alternating current

ACD

automatic call distribution

ADAP

administration and data acquisition package

ADU

asynchronous data unit

ALT

assembly load and test

AMIS

Audio Messaging Interchange Specification

AT&T

American Telegraph and Telephone

AUDIX®

Audio Information Exchange

AWG

American wire gauge

B

BIOS

basic input/output system

bps

bits per second

BRI

basic rate interface

BSC

binary synchronous communications

BTU

British thermal unit

C

CCA

call classification analysis

CDH

call data handler process

CELP

code excited linear prediction

CIC

customer information center

CICS

customer information control system

CO

central office

COIN

central office implemented network

COM1

serial communications port 1

COM2

serial communications port 2

COR

class of restriction

COS

class of service

CPU

central processing unit

CTS

clear to send

D

DAC

dial access code

DC

direct current

DCE

data communications equipment

DCIU

data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ESD
electrostatic discharge

ESS
electronic switching system

F

FIFO
first-in first-out

FOOS
facility out of service

G

GBCS

Global Business Communications Systems

H

Hz

hertz

I

IDI

isolating data interface

INADS

initialization and administration system

I/O

input/output

IRQ

interrupt request

ISDN

integrated services digital network

IVC6

integrated voice CELP card (6 channels)

K

Kbps

kilobits per second

Kbyte

kilobyte (1024 bytes)

kHz

kilohertz

L

LCD

ABB-4

liquid crystal display

LED

light-emitting diode

LWC

leave word calling

M

MANOOS

manually out of service

Mbyte

megabyte (one million bytes)

MHz

megahertz

modem

modulator/demodulator

MPDM

modular processor data module

ms

millisecond

MT

maintenance (Intuity™ software component)

MTBF

mean time between failures

MWI

message-waiting indicator

N

NW

Intuity AUDIX Digital Networking

O

OA&M

operations, administration, and maintenance

OS

operating system

P

PBX

private branch exchange

PC

power converter or personal computer

PDM

processor data module

PEC

price element code

POST

power-on self test

R

RAM

random-access memory

REN

ringer equivalence number

ROM

read-only memory

RTS

request to send

RTU

right to use

S

SCSI

small computer systems interface

SID

switch integration device

SIMM

single in-line memory module

SMSI

simplified message service interface

SW

switch integration (Intuity software component)

T**TDD**

telecommunications device for the deaf

TDM

time division multiplex

T/R

tip/ring

TRIP

tip/ring input process

TSC

AT&T's Technical Services Center

U**UCD**

uniform call distribution

UPS

uninterruptible power supply

V**VM**

Intuity AUDIX Voice Messaging

VP

voice platform (Intuity software component)

VR

Intuity Intro Voice Response

VROP

voice response output process

Glossary

1A ESS Switch

An AT&T central office switch that can be integrated with the Intuity™ system.

5ESS Switch

An AT&T central office switch that can be integrated with the Intuity system.

A

accessed message

A voice mail message that was received and scanned (either the entire message or just the header).

ACD

See *automatic call distribution*.

activity menu

The list of options voiced to Intuity AUDIX® subscribers when they first access the system. Selecting an activity is the starting point for all user operations.

ADAP

See *administration and data acquisition package*.

address

Intuity AUDIX subscriber identification, containing the subscriber's extension and machine, that indicates where the system needs to deliver a voice mail message. An address may include several subscribers or mailing lists. Name or number addressing can be selected with the *A command.

adjunct

A separate system closely integrated with a switch, such as an Intuity system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a voice messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system subscriber, maintenance, or traffic data from an Intuity AUDIX system to a personal computer (PC).

ADU

See *asynchronous data unit*.

alarm log

A list of alarms that represent all of the active or resolved problems on an Intuity system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as major, minor, or warning.

alphanumeric

Alphabetic, numeric, or punctuation symbols.

AMIS

See *Audio Messaging Interchange Specification*.

AMIS Prefix

A number added to the destination number to indicate that the destination number is an AMIS analog networking number.

ampere (amp)

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking

A method of transferring a voice mail message from one voice messaging system to another whereby the message is played back (voiced) during the transmission from one system to another.

analog signal

A communications path that, in teleprocessing usage, usually refers to a voice-grade telephone line.

announcement fragment

A numbered piece of spoken information that makes up a system message or prompt.

antistatic

A material that is treated to prevent the build-up of static electricity.

asynchronous communication

A method of data transmission in which bits or characters are sent at irregular intervals and bits or characters are spaced by start and stop bits and not by time. See also *synchronous communication*.

asynchronous data unit (ADU)

An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs include Z3A1 or Z3A4.

asynchronous transmission

A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Intuity system provides asynchronous RS-232 capabilities for Intuity AUDIX Digital Networking, if required.

Audio Messaging Interchange Specification (AMIS)

An analog networking feature that allows subscribers to exchange voice mail messages with any voice messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on Intuity systems as well as with users on remote voice messaging systems made by vendors other than AT&T.

Audio Information Exchange (AUDIX)

A complete voice messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See *Audio Information Exchange*.

automated attendant

A feature that allows a user of an Intuity system to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Intuity subscribers and users to the system. See also *call-distribution group*.

automatic message scan

An Intuity AUDIX feature that allows subscribers to scan all message headers and messages at the touch of two buttons.

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backup

A duplicate copy of files and directories saved on a removable media such as floppy diskette or tape. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device the information should go to.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

basic call transfer

A switchhook-flash method used to send the Intuity AUDIX transfer command over analog voice ports.

basic rate access

See *basic rate interface*.

basic rate interface (BRI)

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64 Kbps information bearer channels (B1 and B2), and one 16 Kbps call status and control (D) channel (a 2B + D format). Also called *basic rate access*.

binary digit (bit)

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)

A character-oriented synchronous link protocol.

BIOS

See *basic input/output system*.

bit

See *binary digit*.

body

The part of subscriber voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem

The filesystem from which the system loads its initial programs.

bps (bits per second)

The number of binary units of information (1s or 0s) that can be transmitted per second. Mbps refers to a million bits per second; Kbps refers to a thousand bits per second.

BRI

See *basic rate interface*.

broadcast messaging

An Intuity AUDIX feature that enables the system administrator and other designated users to send a voice mail message to all subscribers automatically.

BSC

See *binary synchronous communications*.

buffer

Memory used to compensate for time differences in transmission by temporarily storing data.

bulletin board

An Intuity AUDIX feature that allows a message to be played to callers who dial the extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bus

An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release

To remove an Intuity device from service (make it appear busy or in use), and later restore it to service (release it). The Intuity switch data link, voice ports, or networking ports may be busied out if they appear faulty or if maintenance tests are run.

byte

A unit of storage in the computer. On many systems, a byte is eight bits (binary digits), the equivalent of one character of text.

C

call-answer

An Intuity AUDIX feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or call forwarding switch features. Subscribers may record a personal greeting for these callers.

callback number

In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning voice mail messages that cannot be delivered.

call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Intuity system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call-distribution group

The set of analog port cards on the switch that connects subscribers and users to the Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program), allowing a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Intuity hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

central office (CO)

An office or location in which large telecommunication machines such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)

The component of the computer that manipulates data and processes instructions coming from software.

channel capacity

A measure of the maximum bit rate through a channel.

class of service (COS)

The standard set of Intuity AUDIX features given to subscribers when they are first administered (set up with a voice mailbox).

clear to send (CTS)

Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

CO

See *central office*.

collocated

An Intuity system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct

Two or more adjuncts that are serving the same switch (i.e., each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

AT&T's numbering system for telecommunications equipment. Each comcode is a nine digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a voice mailbox activity or function.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See *class of service*.

CPU

See *central processing unit*.

cross connect

Distribution system equipment used to terminate and administer communication circuits.

cross connection

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CTS

See *clear to send*.

D

database

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Intuity system operation.

data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between an Intuity system and an AT&T switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination. For example, a phone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these are more expensive DSU options and support diagnostic testing and the DATAPHONE II Service network system.

data set

AT&T term for a modem. A data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the Intuity system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See *data base processor*.

DCE

See *data communications equipment*.

DCIU

See *data communications interface unit*.

DCP

See *digital communications protocol*.

DCS

See *distributed communications system*.

debug

See *troubleshoot*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path may be formed with directly connected cables. MPDMs, DSUs, or other devices may also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

delivered message

A voice mail message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial-ahead/dial-through

The act of interrupting or preceding Intuity AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

digital

Discrete data or signals such as 0 and 1.

digital communications protocol (DCP)

A 64 Kbps digital data transmission code with a 160 Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring voice mail messages between voice messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

DIP switch

See *dual in-line package switch*.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

An Intuity AUDIX feature allowing you to hear a subscriber's name and extension after typing **N at the activity menu. Also, a group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Intuity screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See *mailing list*.

DMA

See *direct memory access*.

DSR

See *data set ready*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTR

See *data terminal ready*.

dual in-line package (DIP) switch

A very small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

E

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. An ESD can be damaging to integrated circuits.

enabled/disabled

The state of a hardware device that indicates whether the Intuity system can use it. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

enhanced call transfer

An Intuity AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface

A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped

The state of a networking channel that indicates whether Intuity software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape to attendant

An Intuity AUDIX feature that allows a subscriber with the call answer feature to have a personal attendant or operator administered to potentially pick up an unanswered call. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge*.

events

Informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

field

An area on a screen, menu, or report where information can be typed or displayed.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See *mirroring*.

filesystem

A collection of related files (programs or data) stored on disk that are required to initialize a Intuity system and provide full service.

F key

See *function key*.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can interpret meaningful information.

function

Individual steps or procedures within a voice mailbox activity.

function key (F key)

A key on a computer keyboard that performs a defined function when pressed. The user interface for the Intuity system defines keys F1 through F8.

G

Generic 1, 2, or 3

AT&T switch system software releases. Generic 1, Generic 3i, and Generic 3s correspond to the new generation of System 75-based software. Generic 2 and Generic 3r correspond to the new release of System 85-based software.

generic tape

A copy of the standard software and standalone tape utilities that is shipped with a new Intuity system.

guest password

A feature that allows users who are not Intuity AUDIX subscribers to leave messages on the system by dialing a subscriber's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on non-removable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing **HELP** or **CTRL ?** on an Intuity display terminal to show the options available at your current screen position. In the Intuity AUDIX system, press *** H** on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is one cycle per second.

host switch

The switch directly connected to the Intuity system over the data link. Also, the physical link connecting an Intuity system to a distributed communications system (DCS) network.

hunt group

A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz

See *hertz*.

I

IDI

See *isolating data interface*.

INADS

See *initialization and administration system*.

information service

See *bulletin board*.

initialization

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)

A computer-aided maintenance system used by remote technicians to track alarms.

initialize

To start up the system for the first time.

input

A signal fed into a circuit or channel.

integrated services digital network (ISDN)

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP card

The IVC6 card.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together.

interrupt request (IRQ)

A device that signals the data bus and the CPU that it needs attention.

Intuity AUDIX Digital Networking

An Intuity feature that allows customers to link together up to 500 remote Intuity machines for a total of up to 500,000 remote subscribers. See also *digital networking*.

I/O address

input/output address.

IRQ

See *interrupt request*.

ISDN

See *integrated services digital network*.

isolating data interface (IDI)

A synchronous, full duplex data device used for cable connections between an Intuity GPSC-AT/E card and the switch data communications interface unit (DCIU).

J

jumper

Pairs or sets of small prongs on circuit cards and mother boards that allow the user to instruct the computer to select one of its available operation options. When two pins are covered, an electrical circuit is completed.

K

Kbps

kilobits per second. One thousand bits per second.

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release or a descriptive name if for backup copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LCD

See *liquid crystal display*.

leave word calling (LWC)

A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED

See *light emitting diode*.

light emitting diode (LED)

A light indicator on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows status of the system, including alarms.

load

To read software from external storage (such as disk) and place a copy in system memory.

local AUDIX machine

The AUDIX system where a subscriber's voice mailbox is located. All subscribers on this home machine are called *local subscribers*.

local installation

A switch, adjunct, or peripheral equipment installed physically near the host switch or system. See also *collocated*.

local network

An Intuity AUDIX Digital Network in which all Intuity systems are connected to the same switch.

login

A unique code used to gain approved access to the Intuity system. See also *password*.

login announcement

A feature enabling the system administrator and other designated users to create a voice mail message that is automatically played to all Intuity AUDIX subscribers every time they login to the system.

M

magnetic peripherals

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox

A portion of disk memory given to each Intuity AUDIX subscriber for creating and storing outgoing and incoming voice mail messages.

mailing list

A group of Intuity AUDIX subscriber addresses assigned a list ID# and public or private status. A mailing list may be used to simplify sending messages to several subscribers.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by Intuity software that affects at least one fourth of the Intuity ports in service. Often a major alarm indicates that no service is available.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

memory

A device which can store logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

message categories

Groups of messages in Intuity AUDIX subscribers' mailboxes. Categories include new, unopened, and old for the incoming mailbox and delivered, accessed, undelivered, undeliverable (not deliverable), and file cabinet for the outgoing mailbox.

message delivery

An optional Intuity feature that permits subscribers to send recorded messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

message-waiting indicator (MWI)

An indicator that alerts subscribers that they have received new voice mail messages. An MWI can be LED, neon, or audio (stutter dial tone).

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Intuity ports in service, but has exceeded error thresholds or may impact service.

mirroring

An Intuity system feature that allows data from crucial filesystems to be continuously copied to backup (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

modular

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM).

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect Intuity to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM

See *modular processor data module*.

MWI

See *message-waiting indicator*.

N

networking

See *Intuity AUDIX Digital Networking*.

networking prefix

A set of digits that identifies an Intuity machine.

not deliverable message

A voice mail message that could not be delivered after a specified number of attempts. This usually means that the subscriber's mailbox is full.

O

on-line help

An Intuity feature that provides information about Intuity user interface screens by pressing a pre-determined key. See also *help*.

operating system (OS)

The set of programs that runs the hardware and interprets software commands.

option

A choice selected from a menu, or an argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command will execute according to its default options.

OS

See *operating system*.

outcalling

An Intuity feature that allows the system to dial subscribers' numbers to inform them they have new messages.

outgoing mailbox

A storage area for subscribers to keep copies of messages for future reference or action.

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

A code assigned to every Intuity terminal user and Intuity AUDIX subscriber for security reasons. After dialing the system, subscribers must dial their personal password correctly to log on. Passwords are also assigned to local and remote networked machines to identify the machines or the network. See also *login*.

PBX

See *private branch exchange*.

PDM (processor data module)

See *modular processor data module (MPDM)*.

peripheral device

Equipment external to the Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the Intuity system. Also called *peripherals*.

personal directory

An Intuity AUDIX feature allowing each subscriber to create a private list of customized names.

pinouts

The signal description per pin number for a particular connector.

port

A connection or link between two devices, allowing information to travel to a desired location. For example, a switch port connects to an Intuity voice port to allow a subscriber to leave a message.

priority messaging

An Intuity AUDIX feature that allows some subscribers to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

Works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)

A private switching system. See also *switch*.

private mailing list

A list of voice mail addresses that only the owning subscriber can access.

private messaging

A feature of Intuity AUDIX that allows a subscriber to send a voice mail message that cannot be forwarded by the recipient.

processor data module (PDM)

See *modular processor data module (MPDM)*.

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key

See *function key*.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of voice mail addresses that any Intuity AUDIX subscriber can use if that subscriber knows the owner's list ID# and extension number. Only the owner can modify a public mailing list.

R

RAM

See *random access memory*.

random access memory (RAM)

The primary memory in a computer that can be overwritten with new information.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

An AT&T or AT&T-certified organization that provides remote support to Intuity customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log into your system and remedy problems.

remote subscribers

Intuity AUDIX voice mail subscribers whose mailboxes reside on a remote Intuity AUDIX Digital Networking machine.

remote terminal

A terminal connected to a computer over a phone line.

REN

See *ringer equivalence number*.

reply loop escape

An Intuity AUDIX feature that allows a subscriber the option of continuing to respond to a message after trying to reply to a nonsubscriber message.

reply to sender

An Intuity AUDIX feature that allows subscribers to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)

One of the control signals on a RS-232 connector that places the modem in the originate mode so that it can begin to send.

restart

An Intuity feature that allows Intuity AUDIX subscribers who have reached the system through the call answer feature to access their own mailboxes by typing the *R (Restart) command. This feature is especially useful for long-distance calls or for users who wish to access the Intuity system when all the voice mail ports are busy. Also, the reinitialization of certain software. For example, restarting the voice system.

restore

The process of recovering lost or damaged files by retrieving them from available backup tapes, floppy diskette, or another disk device.

retention time

The amount of time voice mail messages are saved on disk before being automatically deleted from a subscriber's mailbox.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with the phone company.

RTS

See *request to send*.

S

sales representative

An AT&T or AT&T-certified person who assists you in the purchasing, planning, and implementation of AT&T equipment and solutions.

SCA

See *switch communications adapter*.

scan

To automatically play voice mail messages, headers, or both.

scheduled delivery time

A time and/or date that an Intuity AUDIX subscriber optionally assigns to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

SCSI

See *small computer system interface*.

serial transmission

The transmission of one bit at a time over a single wire.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SIMMs

See *single in-line memory modules*.

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS switch or 5ESS switch in the Intuity system.

single in-line memory modules (SIMMs)

A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI

See *simplified message service interface*.

split

Group (or queue) of analog ports on the switch. See also *call-distribution group*.

subscriber

An Intuity user who has been assigned the ability to access the Intuity AUDIX Voice Messaging system.

surge

A sudden voltage rise and fall in an electrical circuit.

surge protector

A device that plugs into the phone system and the commercial AC power outlet. It is designed to protect the phone system from high voltage surges that could be damaging to the phone system.

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (on hook). This device is raised when the handset is picked up (the phone is off hook).

switch hook flash

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch network

Two or more interconnected switching systems.

synchronous communication

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See *configuration*.

T

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes magnetic tape.

terminal

See *display terminal*.

terminal type

A number indicating the type of terminal being used to log on to the Intuity system. Terminal type is the last required entry before gaining access to the Intuity display screens.

terminating resistor

A grounding resistor placed at the end of bus, line, or cable to prevent signals from being reflected or echoed.

tip/ring

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary phone, used to produce touch-tone sounds when voice mail subscribers cannot use a regular touch-tone generating voice terminal.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. They customize the Intuity system and switch features for users.

troubleshoot

The process of locating and correcting errors in computer programs. Also called *debug*.

U

UCD

See *uniform call distribution*.

undelivered message

A message that has not yet been sent to an Intuity AUDIX subscriber's incoming mailbox. The message resides in the sender's outgoing message and may be modified or redirected by the sender.

Unequipped

See *equipped/unequipped*.

unfinished message

A message that was recorded but not approved or addressed, usually the result of an interrupted Intuity AUDIX session. Also called *working message*.

uniform call distribution (UCD)

The type of call-distribution group (or hunt group) of analog port cards on some switches that connects subscribers and users to the Intuity AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

UNIX operating system

A multi-user, multitasking computer operating system.

untouched message

An Intuity AUDIX feature that allows a subscriber to keep a message in its current category by using the **H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp will remain lit).

user population

A combination of light, medium, and heavy users on which Intuity configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Intuity analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See *voice message*.

voice mailbox

See *mailbox*.

voice message

Digitized voice information stored by the Intuity system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the voice interface between the Intuity system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Intuity system. A touch-tone telephone with a message-waiting indicator is recommended for all Intuity AUDIX subscribers.

voicing

Either speaking a message into the Intuity system during recording, or having the system playback a message or prompt to a subscriber.

volt

The unit of measurement of electromotive force. One volt is the force required to product a current of one ampere through a resistance of one ohm.

W

watt

A unit of electrical power that is required to maintain a current of one amp under the pressure of one volt.

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