



IntuityTM
Documentation Guide

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Avaya Web Page

The world wide web home page for Avaya is:
<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interfer-

ence when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Trademarks

See the preface of this document.

Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their web site at www.lucentdirect.com. Or call the following numbers: customers 1 800 451 2100, account executives 1 888 778 1880 (voice) or 1 888 778 1881 (fax).

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

Disclaimer

Intellectual property related to this product (including trademarks) and registered to AT&T has been transferred or licensed to Avaya Inc.

Any reference within the text to AT&T should be interpreted as references to Avaya Inc.

Avaya Inc. formed as a result of Lucent's planned restructuring, designs builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

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Contents

About This Book

This book provides information about AT&T INTUITY™ documentation.

Intended Audiences

This book is intended for any one looking for information about the INTUITY system.

How This Book Is Organized

- Chapter 1, "Using the Documentation Set," provides basic information about the documentation set and which books to use.
- Chapter 2, "Ordering Information," provides information about ordering books.
- Chapter 3, "Release 1.0 Book Descriptions," provides descriptions of the books used to support INTUITY Release 1.0 systems.
- Chapter 4, "Release 2.0 Book Descriptions," provides descriptions of the books used to support INTUITY Release 2.0 systems.
- Chapter 5, "Release 3.0 Book Descriptions," provides descriptions of the books used to support INTUITY Release 3.0 systems.

Trademarks and Service Marks

The following trademarked products are mentioned in the books in the INTUITY library:

- AUDIX® is a registered trademark of AT&T.

- COMSPHERE® is a registered trademark of AT&T Paradyne Corp.
- DEFINITY® is a registered trademark of AT&T in the U.S. and throughout the world.
- 5ESS® is a registered trademark of AT&T.
- INTUITY™ is a trademark of AT&T.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of AT&T.
- Microsoft® is a registered trademark of Microsoft Corporation.
- MS® is a registered trademark of Microsoft Corporation.
- MS-DOS® is a registered trademark of Microsoft Corporation.
- NEAX™ is a trademark of NEC Telephone, Inc.
- NEC® is a registered trademark of NEC Telephones, Inc.
- Northern Telecom® is a registered trademark of Northern Telecom Limited.
- Paradyne® is a registered trademark of AT&T.
- Rolm® is a registered trademark of International Business Machines.
- SL-1™ is a trademark of Northern Telecom Limited.
- UNIX® is a registered trademark of Novell in the United States and other countries, licensed exclusively through X/Open Company Limited.
- Windows™ is a trademark of Microsoft Corporation.

How to Make Comments About This Book

The reader comment card is included after the title page. Our goal is to make this book fit your needs. Please complete this card and return it to us. We are interested in hearing from you.

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

AT&T
Technical Publications Department
Room 22-2C11
11900 North Pecos Street
Denver, CO 80234

The AT&T INTUITY™ documentation set is designed to help you to understand and use the system. Different books within the set are used for different purposes. This chapter is designed to aid you in identifying the books that you will need while performing different operations.

Locating General Information

For general information about the INTUITY system, refer to the *INTUITY System Description*.

Planning For The INTUITY System

If you are planning an INTUITY system, determine the installation type, and use the planning guide designed for that type of installation. Refer to the following table for the correct resource.

Table 1-1. Planning Resources

When Planning:	Use:
New Systems	<i>INTUITY New System Planning for Release 3.0</i> and planning chapter in switch/PBX integration book
Migrations to an INTUITY system	<i>INTUITY Release 3.0 Planning for Migrations</i> and planning chapter in switch/PBX integration book
Upgrades to a newer release	<i>INTUITY Release 3.0 Upgrade Planning</i> and planning chapter in switch/PBX integration book

Installing The System

AT&T provides installation documentation designed to meet the needs of the different INTUITY configurations, because INTUITY systems are installed on different hardware models and loaded with different applications. In general, each installation requires use of the following documents:

- Installation checklist
- Hardware installation book
- Software installation book
- Switch integration book

Begin each installation by using the checklist. The type of installation that you are performing will determine which checklist to use:

- For new systems: *INTUITY Installation Checklist*
- For migrations: *INTUITY Release 3.0 Migration Procedures* — there is a different checklist for each type of migration. The checklist for a particular migration is located in the chapter for that migration.
- For upgrades: *INTUITY Release 3.0 Upgrade Procedures*, Chapter 1

These checklists list the tasks to be completed, and the location of the information needed for each task. In general, the order of use is:

Table 1-2. Installation Resources

When Installing:	Use:
New Systems	<ol style="list-style-type: none"> 1. INTUITY MAP/x Hardware Installation 2. <i>INTUITY Software Installation for Release 3.0</i> 3. Switch/PBX integration book
Migrations to an INTUITY system	<ol style="list-style-type: none"> 1. <i>INTUITY Release 3.0 Migration Procedures</i> 2. INTUITY MAP/x Hardware Installation 3. <i>INTUITY Software Installation for Release 3.0</i> 4. Switch/PBX integration book
Upgrades to a newer release	<ol style="list-style-type: none"> 1. <i>INTUITY Release 3.0 Upgrade Procedures</i> 2. Switch/PBX integration book 3. INTUITY MAP/x Hardware Installation 4. <i>INTUITY Software Installation for Release 3.0</i>

If you will be installing the INTUITY Call Accounting System, INTUITY HackerTracker, or INTUITY AUDIX Digital Networking, you will also need to refer to those books, as indicated in the checklist that you are using.



NOTE:

You may also need to use the *INTUITY Platform Administration and Maintenance* book to resolve any alarms that occur on the system during an installation.

Administering The INTUITY System

For administration, AT&T created a book for each INTUITY application that only applies to your system if you have ordered the application. For day-to-day administration, refer to the book about the application:

Table 1-3. Administration Resources

To Administer:	Use:
INTUITY AUDIX application	<i>INTUITY AUDIX R3.3 Administration and Feature Operations</i>
INTUITY FAX Messaging	<i>INTUITY FAX Messaging Administration</i>
INTUITY AUDIX Digital Networking	<i>INTUITY AUDIX Digital Networking Administration</i>
AMIS Analog Networking	<i>AMIS Analog Networking</i>
INTUITY Lodging application	<i>INTUITY Lodging Administration and Feature Operations</i>
INTUITY Message Manager on the server	<i>INTUITY AUDIX R3.3 Administration and Feature Operations</i>
INTUITY Message Manager on a subscriber's PC	<i>INTUITY Message Manager Release 2.0 User's Guide</i> and addendum
INTUITY Call Accounting System	<i>INTUITY Call Accounting System User Guide</i>
INTUITY HackerTracker	<i>INTUITY Call Accounting System User Guide</i>

If you you need to administer voice channels, change passwords, perform attended backups, or clean fan filters, refer to *INTUITY Platform Administration and Maintenance*. This book has information about resources that all applications use.

Using The System

Subscriber documentation is available for INTUITY AUDIX and INTUITY AUDIX related applications such as INTUITY FAX Messaging and INTUITY Message Manager. It is also available for the INTUITY Lodging application.

For the INTUITY AUDIX and related applications, AT&T provides 2 methods for equipping subscribers with documentation: already printed documents or an artwork package. The *INTUITY AUDIX R3.3 Voice Messaging Subscriber Artwork Package* contains camera-ready copies of quick references for photocopying or printing, and template letters for system administrators to use when distributing information to subscribers.

If subscribers will be retrieving messages from their telephone sets, equip them with the following documents to provide precise, comprehensive information:

- *INTUITY Voice/FAX Messaging User Guide*
- *Voice Messaging Wallet Card*
- *Voice Messaging Tips and Highlights* (also contained in the User Guide)
- *Voice Messaging Outcalling Quick Reference* (if outcalling is turned on)
- *Template Letter for AMIS Analog Networking* (if AMIS is available)

The last 3 documents in this list are available in the artwork package.

For a less expensive approach, substitute the *INTUITY Voice/FAX Messaging Quick Reference* for the *INTUITY Voice/FAX Messaging User Guide*. The *INTUITY Voice/FAX Messaging Quick Reference* is available in different languages. Note, however, that the quick reference does not contain the detailed discussion of outgoing/filed messages, call answer messages, mailing lists, password use, record name options, and multiple personal greeting use provided by the user guide.

If your system uses the Multiple Personal Greetings feature and you will be providing the *INTUITY Voice/FAX Messaging Quick Reference*, you should also consider distributing the *Multiple Personal Greetings Quick Reference*.

If your subscribers are using INTUITY Message Manager to handle their messages, you may wish to provide copies of *INTUITY R2.0 Message Manager User Guide* and addendum to your subscribers.

For the INTUITY Lodging application, AT&T provides the *INTUITY Lodging Artwork Package*. Use this package to create documentation that matches your system. This artwork package is available in different languages.

Resolving Problems

If you believe that your INTUITY system is experiencing problems, or if your subscribers are reporting trouble, refer to “System Administrator Troubleshooting Strategy” in *INTUITY Platform Administration and Maintenance*, Chapter 1. For systems operating the INTUITY Lodging application, also refer to *INTUITY Lodging Administration and Feature Operations*, Chapter 8.

Ordering Information

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Customers can order publications listed in this book by mailing or calling the AT&T GBCS Publications Fulfillment Center. A check, money order, purchase order number, or charge card number (VISA, American Express, or MasterCard) is required with all orders. Make checks and money orders payable to RRD-AT&T. A purchase order is acceptable, subject to credit approval, if your order exceeds \$50.00.

To order:

Mail: AT&T GBCS Publications Fulfillment Center
P.O. Box 4100
Crawfordsville, IN 47933

or

Call: 800-457-1235 (between 8:00 a.m. and 8:00 p.m. ET)
Outside USA: 317-361-5353

For returns:

Mail: AT&T GBCS Publications Fulfillment Center
1823 East Elmore Street
Crawfordsville, IN 47933

AT&T employees can order publications by supplying the following:

- 9-digit organization code, such as ZNYXXXXXX
- 6-digit location code, such as INXXXX
- 8-digit FML account number, such as 634XXXXX

AT&T Bell Laboratories' employees need only supply the following:

- Organization number, such as BLOXXXXX0
- 6-digit location code
- 10-digit work project number

The above information need only be supplied for the initial order unless any of it changes; later orders need only reference the customer number assigned at the time of the initial order.

Each order includes a packing slip listing the publications you ordered. If any of the publications you ordered cannot be shipped, the reason will be shown on the packing slip. When placing your order by phone, ask if the publication is available and in stock. This will save you time and enable you to take other action if the publication is not available when you place your order.

Release 1.0 Book Descriptions

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This chapter lists the title, document number, and issue number for each book in the Intuity R1.0 document library. When ordering books from the AT&T GBCS Publications Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue of the book. A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
Intuity System Description	585-310-232	1, or later
Intuity AUDIX Feature Descriptions	585-310-212	1, or later
Planning		
Intuity New System Planning	585-310-603	1, or later
Intuity R2.0 Planning for Migrations and Upgrades	585-310-650	2, or later
Installation		
Intuity MAP/5 Hardware Installation	585-310-146	1, or later
Intuity MAP/5 Installation Checklist	585-310-147	1, or later
Intuity MAP/40 Hardware Installation	585-310-138	1, or later
Intuity MAP/40 Installation Checklist	585-310-141	1, or later
Intuity MAP/100 Hardware Installation	585-310-139	1, or later
Intuity MAP/100 Installation Checklist	585-310-137	1, or later

Title	Document Number	Issue #
Intuity Software Installation	585-310-140	1, or later
Intuity Release 1.0 Release Notes	585-310-405	4, or later
Switch Integration		
Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	2, or later
Intuity Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	1, or later
Intuity Integration with 5ESS	585-310-219	1, or later
Intuity Integration with DMS-100	585-310-223	1, or later
Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	1, or later
Intuity Integration with NEAX	585-310-216	1, or later
Intuity Integration with ROLM 8000,9000,9571	585-310-220	1, or later
System Administration		
Intuity Platform Administration and Maintenance for Release 2.0	585-310-554	1, or later
Intuity Intro Voice Response	585-310-718	1, or later
Intuity AUDIX Administration	585-310-539	1, or later
AUDIX Administration and Data Acquisition Package (ADAP)	585-302-502	11, or later
Intuity AUDIX Digital Networking Administration	585-310-533	1, or later
AMIS Analog Networking	585-300-512	5, or later
Intuity AUDIX Announcement Customization — American English	585-310-535	1, or later
Intuity AUDIX Announcement Customization — British English	585-310-536	1, or later
Intuity AUDIX Announcement Customization — Latin Spanish	585-310-537	1, or later
Intuity AUDIX Announcement Customization — French Canadian	585-310-538	1, or later
System Use		
A Portable Guide to Voice Messaging	585-300-701	3, or later
Voice Messaging Quick Reference	585-300-702	3, or later
Voice Messaging Wallet Card	585-300-704	2, or later

Title	Document Number	Issue #
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Outcalling Quick Reference	585-310-721	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
Voice Messaging Subscriber Artwork Package	585-310-724	1, or later

- *Intuity System Description*

Document number 585-310-232, Issue 1 or later
December 1995

This book contains a technical description of the Intuity system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the Intuity system and its components and features.

An 8-1/2-inch by 11-inch, 202-page book

- *Intuity AUDIX Feature Descriptions*

Document number 585-310-212, Issue 1 or later
February 1994

This book contains a detailed description of user, administration, and system features available in the Intuity AUDIX system. Includes: description, applications, requirements, considerations, feature operation (including flow charts for user interactions), interactions with switch features, and interactions with other Intuity AUDIX features. Feature summaries are included in appendixes.

An 8-1/2-inch by 11-inch, 340-page book

- *Intuity New System Planning*

Document number 585-310-603, Issue 1 or later
February 1994

This book provides a guide for planning a new Intuity system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system, system features and options, networking, switch needs, platform needs, and implementation, as well as discussions of system security, related products, and personnel and training issues.

An 8-1/2-inch by 11-inch, 360-page book

- *Intuity R2.0 Planning for Migrations and Upgrades*

Document number 585-310-650, Issue 2 or later
November 1994

This book contains a high-level description of the process needed for migrating to the Intuity system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems, or for upgrading from the Intuity AUDIX R2.0 system to the Intuity AUDIX R3.2 system. It describes how users can manage the migration and compares the Intuity AUDIX system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 140-page book

- *Intuity MAP/5 Hardware Installation*

Document number 585-310-146, Issue 1 or later
June 1994

This book contains procedures necessary to install the MAP/5 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

- *Intuity MAP/5 Installation Checklist*

Document number 585-310-147, Issue 1 or later
June 1994

This document contains a series of checklists for installing the Intuity system on a MAP/5 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

8-1/2-inch by 11-inch, 12-page stapled book

- *Intuity MAP/40 Hardware Installation*

Document number 585-310-138, Issue 1 or later
February 1994

This book contains procedures necessary to install the MAP/40 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

- *Intuity MAP/40 Installation Checklist*

Document number 585-310-141, Issue 1 or later
February 1994

This document contains a series of checklists for installing the Intuity system on a MAP/40 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 30-page book

- *Intuity MAP/100 Hardware Installation*

Document number 585-310-139, Issue 1 or later
February 1994

This book contains procedures necessary to install the MAP/100 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 310 page book

- *Intuity MAP/100 Installation Checklist*

Document number 585-310-137, Issue 1 or later
February 1994

This document contains a series of checklists for installing the Intuity system on a MAP/100 platform. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 30-page book

- *Intuity Software Installation*

Document number 585-310-140, Issue 1 or later
February 1994

This book describes how to accept the new Intuity system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping, as well as procedures for the administration and acceptance testing of the software platform, the Intuity AUDIX system, and feature and package options.

An 8-1/2-inch by 11-inch, 280-page book

- *Intuity Release 1.0 Release Notes*

Document number 585-310-405, Issue 4 or later
June 1994

These notes include additions, deletions, and corrections to specified information in the Intuity Release 1.0 documentation library. The Release Notes are intended for customers, provisioning project managers, on-site service technicians, and field support. Includes: planning, customer administration, installation and maintenance, Remote Field Update (RFU) installation, MAP/40 software installation checklist, and updated modem installation procedures. These notes are recommended if you are ordering *Intuity Software Installation* (585-310-140), *Intuity MAP/40 Hardware Installation* (585-310-138), *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3* (585-310-214), or *Intuity Platform Administration and Maintenance* (585-310-534).

An 8-1/2-inch by 11-inch, 120-page shrink wrap

- *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

Document number 585-310-214, Issue 2 or later
November 1994

This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the Intuity system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the Intuity system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the Intuity system; procedures for administering a Distributed Communications System (DCS) switch network with an Intuity system; procedures for administering the Intuity system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 328-page book

- *Intuity Integration with System 85 and DEFINITY Communications System Generic 2*

Document number 585-310-215, Issue 1 or later
February 1994

This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 150-page book

- *Intuity Integration with 5ESS*

Document number 585-310-219, Issue 1 or later
June 1994

This book contains the procedures needed to install and administer a 5ESS switch with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Intuity system, alarms, and installing 5ESS switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 134-page book

- *Intuity Integration with DMS-100*

Document number 585-310-223, Issue 1 or later
July 1994

This book contains the procedures needed to install and administer a DMS-100 switch with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Intuity system, alarms, and installing DMS-100 switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 112-page book

- *Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

Document number 585-310-221, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to integrate with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

- *Intuity Integration with NEAX*

Document number 585-310-216, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 200 page book

- *Intuity Integration with ROLM 8000, 9000, 9751*

Document number 585-310-220, Issue 1 or later
November 1994

This book contains the procedures needed to install and administer a ROLM 8000, 9000, or 9751 CBX to integrate with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

- *Intuity Platform Administration and Maintenance for Release 2.0*

Document number 585-310-554, Issue 1 or later
November 1994

This book contains procedures for administering, maintaining, and troubleshooting the Intuity system. It is intended for the system administrator, on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures. This book supports both Release 1.0 and Release 2.0 of the platform for the Intuity system.

An 8-1/2-inch by 11-inch, 650-page book

- *Intuity Intro Voice Response*

Document number 585-310-718, Issue 1 or later
March 1994

This book contains procedures needed to create an Intuity Intro Voice Response application. It is intended for application developers or on-site technicians installing Intuity Intro software onto an existing Intuity system. Includes: information for developing an application using Intuity Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the Intuity system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing Intuity Intro software.

An 8-1/2-inch by 11-inch, 200-page book

- *Intuity AUDIX Administration*

Document number 585-310-539, Issue 1 or later
February 1994

This book contains procedures and strategies for administering the Intuity AUDIX system. It is intended for the system administrator. Includes: system feature administration, subscriber administration, automated-attendant administration, traffic reports, alarms, logs, and audits.

An 8-1/2-inch by 11-inch, 330-page book

- *AUDIX Administration and Data Acquisition Package*

Document number 585-302-502, Issue 12 or later
April 1995

This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to Intuity AUDIX R2.0 and R3.2 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.1. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

An 8-1/2-inch by 11-inch, 382-page book

- *Intuity AUDIX Digital Networking Administration*

Document number 585-310-533, Issue 1 or later
February 1994

This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of Intuity AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information on using networking reports.

An 8-1/2-inch by 11-inch, 252-page book

- *AMIS Analog Networking*

Document number 585-300-512, Issue 5 or later
September 1994

This book contains procedures for administering the Intuity system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on Intuity AUDIX R2.0 and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, and R3.1 systems.

An 8-1/2-inch by 11-inch, 248-page book

- *Intuity AUDIX Announcement Customization — American English*

Document number 585-310-535, Issue 1 or later
February 1994

This book contains detailed procedures for customizing announcements in the American English announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

An 8-1/2-inch by 11-inch, 250-page book

- *Intuity AUDIX Announcement Customization — British English*

Document number 585-310-536, Issue 1 or later
February 1994

This book contains detailed procedures for customizing announcements in the British English announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

An 8-1/2-inch by 11-inch, 250-page book

- *Intuity AUDIX Announcement Customization — Latin Spanish*

Document number 585-310-537, Issue 1 or later
February 1994

This book contains detailed procedures for customizing announcements in the Latin Spanish announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

An 8-1/2-inch by 11-inch, 250-page book

- *Intuity AUDIX Announcement Customization — French Canadian*

Document number 585-310-538, Issue 1 or later
February 1994

This book contains detailed procedures for customizing announcements in the French Canadian announcement set. Includes: announcements, related fragments and their text, and a table cross-referencing fragments with all the announcements that use them.

An 8-1/2-inch by 11-inch, 250-page book

- *A Portable Guide to Voice Messaging*

Document number 585-300-701, Issue 3 or later
November 1994

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.

A 3-1/4-inch by 6-1/4-inch, 24-page pocket guide

- *Voice Messaging Quick Reference*

Document number 585-300-702, Issue 3 or later
November 1993

This concise quick reference summarizes the most commonly used AUDIX subscriber features. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Wallet Card*

Document number 585-300-704, Issue 2 or later
November 1993

This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.

- *Multiple Personal Greetings Quick Reference*

Document number 585-300-705, Issue 5 or later
November 1993

This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Outcalling Quick Reference*

Document number 585-310-721, Issue 1 or later
November 1993

This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Business Card Stickers*

Document number 585-304-705, Issue 2 or later
November 1993

This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

Each sticker is 1-1/2 inches by 3 inches

- *Voice Messaging Subscriber Artwork Package*

Document number 585-310-724, Issue 1 or later
November 1993

This package contains camera-ready artwork from several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

- *Voice Messaging Quick Reference* (2 velox sheets)
- *Multiple Personal Greetings Quick Reference* (2 velox sheets)
- *Voice Messaging Wallet Card* (1 sheet)
- *Voice Messaging Tips and Highlights* (2 sheets)
- *Outcalling Quick Reference* (1 sheet)
- *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*
- *The New AUDIX System: It's Different* and *The New AUDIX System Is Coming* (2 sheets each) - for customers migrating to an Intuity AUDIX system from an AUDIX R1 system

Release 2.0 Book Descriptions

4

This chapter lists the title, document number, and issue number for each book in the Intuity R2.0 document library. When ordering books from the AT&T GBCS Publications Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue of the book. A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
Intuity System Description	585-310-232	1, or later
Planning		
Intuity New System Planning for Release 2.0	585-310-604	1, or later
Intuity R2.0 Planning for Migrations and Upgrades	585-310-650	2, or later
Installation		
Intuity Upgrade and Migration Procedures for Release 2.0	585-310-158	1, or later
Intuity MAP/5 Hardware Installation	585-310-146	1, or later
Intuity MAP/5 Hardware Installation Addendum	585-310-146 ADD	1, or later
Intuity MAP/5 Installation Checklist	585-310-154	1, or later
Intuity MAP/40 Hardware Installation	585-310-138	1, or later
Intuity MAP/40 Hardware Installation Addendum	585-310-138 ADD	1, or later
Intuity MAP/40 Installation Checklist	585-310-155	1, or later

Title	Document Number	Issue #
Intuity MAP/100 Hardware Installation	585-310-139	1, or later
Intuity MAP/100 Hardware Installation Addendum	585-310-139 ADD	1, or later
Intuity MAP/100 Installation Checklist	585-310-156	1, or later
Intuity Software Installation for Release 2.0	585-310-157	2, or later
Switch Integration		
Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	2, or later
Intuity Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	1, or later
Intuity Integration with 5ESS	585-310-219	1, or later
Intuity Integration with DMS-100	585-310-223	1, or later
Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	1, or later
Intuity Integration with NEAX	585-310-216	1, or later
Intuity Integration with ROLM 8000,9000,9571	585-310-220	1, or later
Intuity Integration with MERLIN LEGEND	585-310-231	1, or later
System Administration		
Intuity Platform Administration and Maintenance for Release 2.0	585-310-554	1, or later
Intuity Intro Voice Response	585-310-718	1, or later
Intuity Call Accounting System User Guide	585-310-728	1, or later
Intuity Call Accounting System Quick Reference	585-310-729	1, or later
Intuity Message Manager User's Guide	585-310-725	1, or later
Intuity Message Manager Subscriber Artwork Package	585-310-726	1, or later
Intuity AUDIX R3.2 Administration and Feature Operations	585-310-552	1, or later
AUDIX Administration and Data Acquisition Package (ADAP)	585-302-502	11, or later
Intuity AUDIX Digital Networking Administration	585-310-533	1, or later
AMIS Analog Networking	585-300-512	5, or later
System Use		
A Portable Guide to Voice Messaging	585-300-701	3, or later
Voice Messaging Quick Reference	585-300-702	3, or later

Title	Document Number	Issue #
Voice Messaging Wallet Card	585-300-704	2, or later
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Voice Messaging Outcalling Quick Reference	585-300-706	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
Intuity AUDIX R3.2 Voice Messaging Subscriber Artwork Package	585-310-730	1, or later

- Intuity System Description

Document number 585-310-232, Issue 1 or later
December 1995

This book contains a technical description of the Intuity system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the Intuity system and its components and features.

An 8-1/2-inch by 11-inch, 202-page book

- *Intuity New System Planning for Release 2.0*

Document number 585-310-604, Issue 1 or later
January 1995

This book provides a guide for planning a new Intuity system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system; system features and options; networking; switch and platform needs; implementation; and discussions of system security, related products, and personnel and training issues. This book also contains worksheets used during installation.

An 8-1/2-inch by 11-inch, 400-page book

- *Intuity R2.0 Planning for Migrations and Upgrades*

Document number 585-310-650, Issue 2 or later
November 1994

This book contains a high-level description of the process needed for migrating to the Intuity system from the AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power systems, or for upgrading from the Intuity AUDIX R2.0 system to the Intuity AUDIX R3.2 system. It describes how users can manage the migration or upgrade and compares the Intuity AUDIX system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 140-page book

- *Intuity Upgrade and Migration Procedures for Release 2.0*

Document number 585-310-158, Issue 1 or later
November 1994

This book contains the procedures and a checklist necessary to upgrade from Intuity R1.0 to Intuity R2.0. Migration procedures and checklists are also provided for migration from the following systems to an Intuity R2.0: DEFINITY AUDIX, AUDIX R1, DEFINITY AUDIX Voice Power, and MERLIN LEGEND AUDIX Voice Power. The document is primarily intended for the on-site service technician. Other audiences include: field support, the Technical Service Center (TSC), provisioning project managers, the Sales and Technical Resource Center (STRC), helpline personnel, and the training organization. Includes: overview of upgrade process, installing fixes to an Intuity R1 prior to the upgrade, performing the upgrade, upgrade log information, migration procedures, and migration error codes.

An 8-1/2-inch by 11-inch, 300-page book

- *Intuity MAP/5 Hardware Installation*

Document number 585-310-146, Issue 1 or later
June 1994

This book must be used with *Intuity MAP/5 Hardware Installation Addendum* (585-310-146 ADD). This book contains procedures necessary to install the MAP/5 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

- *Intuity MAP/5 Hardware Installation Addendum*

Document number 585-310-146 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *Intuity MAP/5 Hardware Installation* (585-310-146). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

An 8-1/2-inch by 11-inch, 65-page addendum

- *Intuity MAP/5 Installation Checklist*

Document number 585-310-154, Issue 1 or later
November 1994

This document contains a series of checklists for installing the Intuity system on a MAP/5 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

8-1/2-inch by 11-inch, 12-page stapled book

- *Intuity MAP/40 Hardware Installation*

Document number 585-310-138, Issue 1 or later
February 1994

This book must be used with *Intuity MAP/40 Hardware Installation Addendum* (585-310-138 ADD). This book contains procedures necessary to install the MAP/40 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 280-page book

- *Intuity MAP/40 Hardware Installation Addendum*

Document number 585-310-138 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *Intuity MAP/40 Hardware Installation* (585-310-138). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

An 8-1/2-inch by 11-inch, 100-page addendum

- *Intuity MAP/40 Installation Checklist*

Document number 585-310-155, Issue 1 or later
November 1994

This document contains a series of checklists for installing the Intuity system on a MAP/40 platform. It is primarily intended for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 30-page book

- *Intuity MAP/100 Hardware Installation*

Document number 585-310-139, Issue 1 or later
February 1994

This book must be used with *Intuity MAP/100 Hardware Installation Addendum* (585-310-139 ADD). This book contains procedures necessary to install the MAP/100 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 310 page book

- *Intuity MAP/100 Hardware Installation Addendum*

Document number 585-310-139 ADD, Issue 1 or later
November 1994

This addendum contains replacement chapters for *Intuity MAP/100 Hardware Installation* (585-310-139). It also contains a cover memo listing the chapters to be replaced and the reason for the replacement.

An 8-1/2-inch by 11-inch, 100-page addendum

- *Intuity MAP/100 Installation Checklist*

Document number 585-310-156, Issue 1 or later
November 1994

This document contains a series of checklists for installing the Intuity system on a MAP/100 platform. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 30-page book

- *Intuity Software Installation for Release 2.0*

Document number 585-310-157, Issue 2 or later
February 1995

This book describes how to accept the new Intuity system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping, as well as procedures for the administration and acceptance testing of the software platform, the Intuity AUDIX system, and feature and package options.

An 8-1/2-inch by 11-inch, 400-page book

- *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

Document number 585-310-214, Issue 2 or later
November 1994

This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the Intuity system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the Intuity system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the Intuity system; procedures for administering a Distributed Communications System (DCS) switch network with an Intuity system; procedures for administering the Intuity system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 328-page book

- *Intuity Integration with System 85 and DEFINITY Communications System Generic 2*

Document number 585-310-215, Issue 1 or later
February 1994

This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 150-page book

- *Intuity Integration with 5ESS*

Document number 585-310-219, Issue 1 or later
June 1994

This book contains the procedures needed to administer a 5ESS switch with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Intuity system, alarms, and installing 5ESS switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 134-page book

- *Intuity Integration with DMS-100*

Document number 585-310-223, Issue 1 or later
July 1994

This book contains the procedures needed to administer a DMS-100 switch to work with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Intuity system, alarms, and installing DMS-100 switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 112-page book

- *Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

Document number 585-310-221, Issue 1 or later
November 1994

This book contains the procedures needed to administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

- *Intuity Integration with NEAX*

Document number 585-310-216, Issue 1 or later
November 1994

This book contains the procedures needed to administer a NEC NEAX 2400 MCI switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 200 page book

- *Intuity Integration with ROLM 8000, 9000, 9751*

Document number 585-310-220, Issue 1 or later
November 1994

This book contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 180 page book

- *Intuity Integration with MERLIN LEGEND*

Document number 585-310-231, Issue 1 or later
November 1994

This book contains the procedures needed to administer a MERLIN LEGEND switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview of the integration, prerequisite information, administration planning information, software installation procedures, Intuity system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the Intuity system.

An 8-1/2-inch by 11-inch, 150 page book

- *Intuity Platform Administration and Maintenance for Release 2.0*

Document number 585-310-554, Issue 1 or later
November 1994

This book contains procedures for administering, maintaining, and troubleshooting the Intuity system. It is intended for the system administrator, on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures.

An 8-1/2-inch by 11-inch, 650-page book

- *Intuity Intro Voice Response*

Document number 585-310-718, Issue 1 or later
March 1994

This book contains procedures needed to create an Intuity Intro Voice Response application. It is intended for application developers or on-site technicians installing Intuity Intro software onto an existing Intuity system. Includes: information for developing an application using Intuity Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the Intuity system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing Intuity Intro software.

An 8-1/2-inch by 11-inch, 200-page book

- *Intuity Call Accounting System User Guide*

Document number 585-310-728, Issue 1 or later
November 1994

This book contains the procedures needed to administer an Intuity Call Accounting System. It is intended for system administrators, on-site technicians, and system consultants. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 248-page book

- *Intuity Call Accounting System Quick Reference*

Document number 585-310-729, Issue 1 or later
November 1994

This quick reference card contains a summary of commands for the seasoned CAS user.

An 8-1/2-inch by 11-inch, tri-folded quick reference

- *Intuity Message Manager User's Guide*

Document number 585-310-725, Issue 1 or later
August 1994

This document is designed to help new users install and operate the Intuity Message Manager application at their personal computers. Includes: installing the Intuity Message Manager software on a PC, listening to and creating voice messages at the desktop, using the visual interface to access basic and advanced voice-messaging features such as personal greetings and mailing lists, archiving messages, monitoring multiple mailboxes, and troubleshooting problems. This book applies to Intuity AUDIX R3.2 and DEFINITY AUDIX R3.1. Related materials includes *Intuity Message Manager Subscriber Artwork Package* (585-310-726).

A 6-1/4-inch by 8-1/2-inch, 62-page book

- *Intuity Message Manager Subscriber Artwork Package*

Document number 585-310-726, Issue 1 or later
August 1994

This package contains camera-ready artwork that may be used to produce multiple copies (printed or photocopied) of *Intuity Message Manager User's Guide* (585-310-725). The reproduced document may be trimmed to its final 6-1/4 X 8-1/2 inch size.

- *Intuity AUDIX R3.2 Administration and Feature Operations*

Document number 585-310-552, Issue 1 or later
November 1994

This book contains procedures and strategies for administering the Intuity AUDIX system. It is intended for the system administrator. Includes: system feature administration, subscriber administration, automated attendant administration, traffic reports, alarms, logs, audits, announcement customization, user administration, and system features operation.

An 8-1/2 inch by 11-inch, 400-page book.

- *AUDIX Administration and Data Acquisition Package*

Document number 585-302-502, Issue 12 or later
April 1995

This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to Intuity AUDIX R2.0 and R3.2 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.1. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

An 8-1/2-inch by 11-inch, 382-page book

- *Intuity AUDIX Digital Networking Administration*

Document number 585-310-533, Issue 1 or later
February 1994

This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of Intuity AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information on using networking reports.

An 8-1/2-inch by 11-inch, 252-page book

- *AMIS Analog Networking*

Document number 585-300-512, Issue 5 or later
September 1994

This book contains procedures for administering the Intuity system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on Intuity AUDIX R2.0 and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, and R3.1 systems.

An 8-1/2-inch by 11-inch, 248-page book

- *A Portable Guide to Voice Messaging*

Document number 585-300-701, Issue 3 or later
November 1994

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.

A 3-1/4-inch by 6-1/4-inch, 24-page pocket guide
- *Voice Messaging Quick Reference*

Document number 585-300-702, Issue 3 or later
November 1993

This concise quick reference summarizes the most commonly used AUDIX subscriber features. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)
- *Voice Messaging Wallet Card*

Document number 585-300-704, Issue 2 or later
November 1993

This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.
- *Multiple Personal Greetings Quick Reference*

Document number 585-300-705, Issue 5 or later
November 1994

This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)
- *Voice Messaging Outcalling Quick Reference*

Document number 585-300-706, Issue 1 or later
September 1994

This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Business Card Stickers*

Document number 585-304-705, Issue 2 or later
November 1993

This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

Each sticker is 1-1/2 inches by 3 inches

- *Intuity AUDIX R3.2 Voice Messaging Subscriber Artwork Package*

Document number 585-310-730, Issue 1 or later
November 1994

This package contains camera-ready artwork from several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

- *Voice Messaging Quick Reference* (2 velox sheets)
- *Multiple Personal Greetings Quick Reference* (2 velox sheets)
- *Voice Messaging Wallet Card* (1 sheet)
- *Voice Messaging Tips and Highlights* (2 sheets)
- *Voice Messaging Outcalling Quick Reference* (1 sheet)
- *Dual Language Greetings* (1 sheet)
- *Voice Messaging with a TDD* (4 sheets)
- *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*
- *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) - for customers migrating to an Intuity AUDIX system from an AUDIX R1 system
- *The New AUDIX System: It's Different* (3 sheets) and *The New AUDIX System Is Coming* (2 sheets) - for customers migrating to an Intuity AUDIX system from an AUDIX Voice Power system
- *The New AUDIX System: It's Different* (2 sheets) - for customers upgrading to an Intuity AUDIX R3.2 system from an Intuity AUDIX R2.0 system

This chapter lists the title, document number, and issue number for each book in the Intuity R3.0 document library. When ordering books from the AT&T GBCS Publications Fulfillment Center, be sure to use the document number shown beside the title of each book. You will receive the latest available issue.

A brief summary of each book is provided in the remainder of this chapter.

Title	Document Number	Issue #
General Information		
Intuity System Description	585-310-232	1, or later
Planning		
Intuity New System Planning for Release 3.0	585-310-605	2, or later
Intuity R3.0 Planning for Migrations	585-310-652	1, or later
Intuity R3.0 Planning for Upgrades	585-310-653	1, or later
Installation		
Intuity R3.0 Upgrade Procedures	585-310-164	1, or later
Intuity R3.0 Migration Procedures	585-310-233	1, or later
Intuity MAP/5 Hardware Installation	585-310-146	2, or later
Intuity MAP/40 Hardware Installation	585-310-138	2, or later

Title	Document Number	Issue #
Intuity MAP/100 Hardware Installation	585-310-139	2, or later
Intuity Installation Checklist	585-310-161	2, or later
Intuity Software Installation for Release 3.0	585-310-160	2, or later
Switch Integration		
Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3	585-310-214	4, or later
Intuity Integration with System 85 and DEFINITY Communications System Generic 2	585-310-215	2, or later
Intuity Integration with 5ESS	585-310-219	1, or later
Intuity Integration with DMS-100	585-310-223	1, or later
Intuity Integration with Mitel	585-310-222	1, or later
Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1	585-310-221	2, or later
Intuity Integration with NEC NEAX	585-310-216	2, or later
Intuity Integration with ROLM 8000,9000,9571	585-310-220	2, or later
Intuity Integration with MERLIN LEGEND Communications Systems	585-310-231	2, or later
System Administration		
Intuity Platform Administration and Maintenance for Release 3.0	585-310-557	2, or later
Intuity AUDIX R3.3 Administration and Feature Operations	585-310-552	3, or later
AUDIX Administration and Data Acquisition Package	585-302-502	12, or later
Intuity FAX Messaging Administration	585-310-558	1, or later
Intuity FAX Messaging Administration Addendum	585-310-558ADD	1, or later
Intuity Lodging Administration and Feature Operations	585-310-559	1, or later
Intuity Lodging Property Management System Specifications	585-310-234	1, or later
Intuity Intro Voice Response	585-310-718	1, or later
Tips for Using Intuity AUDIX Intro Voice Response with Intuity FAX Messaging	585-310-718ADD	1, or later
Intuity Call Accounting System User Guide	585-310-728	1, or later
Intuity Call Accounting System Quick Reference	585-310-729	1, or later
Intuity AUDIX Digital Networking Administration	585-310-533	2, or later

Title	Document Number	Issue #
AMIS Analog Networking	585-300-512	6, or later
System Use		
A Portable Guide to Voice Messaging	585-300-701	3, or later
Voice Messaging Quick Reference	585-300-702	3, or later
Voice Messaging Wallet Card	585-300-704	2, or later
Multiple Personal Greetings Quick Reference	585-300-705	5, or later
Voice Messaging Outcalling Quick Reference	585-300-706	1, or later
Voice Messaging Business Card Stickers	585-304-705	2, or later
Intuity AUDIX R3.3 Voice Messaging Subscriber Artwork Package	585-310-735	1, or later
Intuity Voice/FAX Messaging User Guide	585-310-733	2, or later
Intuity Voice/FAX Messaging Quick Reference	585-310-734	1, or later
Intuity Voice/FAX Messaging Quick Reference—British English	585-310-734ENB	1, or later
Intuity Voice/FAX Messaging Quick Reference—Canadian French	585-310-734FRC	1, or later
Intuity Voice/FAX Messaging Quick Reference—Latin Spanish	585-310-734SPL	1, or later
Intuity Voice/FAX Messaging Quick Reference—Greek	585-310-734GK	1, or later
Intuity Voice/FAX Messaging Quick Reference—Mandarin	585-310-734CHM	1, or later
Intuity Voice/FAX Messaging Quick Reference—Cantonese	585-310-734CHC	1, or later
Intuity Message Manager Release 2.0 User's Guide	585-310-731	1, or later
Intuity Message Manager Release 2.2 User's Guide Addendum	585-310-731ADD	1, or later
Intuity Lodging Artwork Package	585-310-739	1, or later
Intuity Lodging Artwork Package—British English	585-310-739ENB	1, or later
Intuity Lodging Artwork Package—Canadian French	585-310-739FRC	1, or later
Intuity Lodging Artwork Package—Latin Spanish	585-310-739SPL	1, or later
Intuity Lodging Artwork Package—Greek	585-310-739GK	1, or later
Intuity Lodging Artwork Package—Japanese	585-310-739JA	1, or later
Intuity Lodging Artwork Package—Mandarin	585-310-739CHM	1, or later

Title	Document Number	Issue #
Intuity Lodging Artwork Package—U.S. English (A4 Sizing)	585-310-739A4	1, or later
Intuity AUDIX Language Fragments		
U.S. English Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-560	1, or later
U.S. English 1-2-3 Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-561	1, or later
U.S.. English T.D.D. Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-562	1, or later
British English Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-560ENGB	1, or later
Canadian French Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-560FRCA	1, or later
Greek Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-560EL	1, or later
Latin Spanish Announcements/Fragments for Intuity™ AUDIX® R3.3 Systems	585-310-560ES	1, or later

- *Intuity System Description*

Document number 585-310-232, Issue 1 or later
December 1995

This book contains a technical description of the Intuity system, including hardware, software, feature packages, and administration and maintenance capabilities. It is intended for telecommunications managers, sales representatives, and services support staff who need an overview of the Intuity system and its components and features.

An 8-1/2-inch by 11-inch, 202-page book

- *Intuity New System Planning for Release 3.0*

Document number 585-310-605, Issue 2 or later
December 1995

This book provides a guide for planning a new Intuity system. It is intended primarily for the customer and the implementation project manager. Other audiences include software specialists, software associates, and provisioning project managers. Includes: procedures for planning a new system: system features and options; networking; platform needs; implementation; and discussions of system security, related products, and personnel and training issues. This book also contains worksheets to be completed for use during installation.

An 8-1/2-inch by 11-inch, 780-page book

- *Intuity R3.0 Planning for Migrations*

Document number 585-310-652, Issue 1 or later
December 1995

This book contains a high-level description of the process needed for migrating to the Intuity system from the AUDIX R1, DEFINITY AUDIX, AUDIX Voice Power, or AUDIX Voice Power Lodging systems to the Intuity AUDIX R3.3 system. It describes how users can manage the migration and compares the Intuity system with the voice messaging system being replaced. Includes: system capacities and connectivity, the subscriber interface, and the administrative interface.

An 8-1/2-inch by 11-inch, 222-page book

- *Intuity R3.0 Planning for Upgrades*

Document number 585-310-653, Issue 1 or later
December 1995

This book contains a high-level description of the process needed for upgrading from the Intuity AUDIX R2.0 and R3.2 systems to the Intuity AUDIX R3.3 system. It describes how users can manage the upgrade and identifies feature differences between releases. Includes tasks to be performed before and after the upgrade.

An 8-1/2-inch by 11-inch, 76-page book

- *Intuity R3.0 Upgrade Procedures*

Document number 585-310-164, Issue 1 or later
December 1995

This book contains the procedures and a checklist necessary to upgrade from Intuity R1.0 to Intuity R3.0 or from Intuity R2.0 to Intuity R3.0. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: procedures and checklists for upgrade processes.

An 8-1/2-inch by 11-inch, 134-page book

- *Intuity R3.0 Migration Procedures*

Document number 585-310-233, Issue 1 or later
December 1995

This book contains the procedures and checklists needed for migrating to Intuity R3.0 from the following systems: DEFINITY AUDIX, AUDIX R1, AUDIX Voice Power, MERLIN LEGEND AUDIX Voice Power, and AUDIX Voice Power Lodging. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: procedures and checklists for migration processes; and migration error codes.

An 8-1/2-inch by 11-inch, 402-page book

- *Intuity MAP/5 Hardware Installation*

Document number 585-310-146, Issue 2 or later
December 1995

This book contains procedures necessary to install the MAP/5 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 302-page book

- *Intuity MAP/40 Hardware Installation*

Document number 585-310-138, Issue 2 or later
December 1995

This book contains procedures necessary to install the MAP/40 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 292-page book

- *Intuity MAP/100 Hardware Installation*

Document number 585-310-139, Issue 2 or later
December 1995

This book contains procedures necessary to install the MAP/100 platform hardware and to configure the Intuity system. It is intended primarily for the on-site service technician. Other audiences include remote maintenance center personnel, provisioning project managers, sales and technical resource center personnel, and helpline personnel. Includes: preparing the site, general description of the system and hardware, connecting peripherals, configuring the system, installing circuit cards, installing system enhancement hardware, connecting cables, verifying hardware installation, and moving the system.

An 8-1/2-inch by 11-inch, 322 page book

- *Intuity Installation Checklist*

Document number 585-310-161, Issue 2 or later
December 1995

This document contains a series of checklists for installing the Intuity system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: checklists that cover the installation of the hardware and software platforms.

An 8-1/2-inch by 11-inch, 18-page stapled booklet

■ *Intuity Software Installation for Release 3.0*

Document number 585-310-160, Issue 2 or later
December 1995

This book describes how to accept the new Intuity system, perform the initial administration, and load software for a new or existing system. It is intended primarily for the on-site service technician. Other audiences include software specialists, software associates, field support, provisioning project managers, helpline personnel, and remote maintenance center personnel. Includes: procedures for pre-installation, initial installation, and channel mapping; and procedures for the administration and acceptance testing of the software platform, the Intuity AUDIX application, Intuity FAX Messaging, TCP/IP networking, Intuity Lodging, and feature and package options.

An 8-1/2-inch by 11-inch, 622-page book

■ *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3*

Document number 585-310-214, Issue 4 or later
December 1995

This book contains the procedures needed to administer a System 75, DEFINITY Communications System Generic 1 (G1), Generic 3i (G3i), Generic 3r (G3r), Generic 3s (G3s), and Generic 3vs (G3vs) to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the Intuity system. Includes: a description of the switch integration process; a list of requirements, including the switches supported by the Intuity system; configuration descriptions and diagrams; switch integration planning worksheets; procedures for administering System 75, DEFINITY G1, or DEFINITY G3 switches for integration with the Intuity system; procedures for administering a Distributed Communications System (DCS) switch network with an Intuity system; procedures for administering the Intuity system switch parameters; a set of acceptance tests for testing the integration; and procedures for administering optional switch features.

An 8-1/2-inch by 11-inch, 322-page book

■ *Intuity Integration with System 85 and DEFINITY Communications System Generic 2*

Document number 585-310-215, Issue 2 or later
December 1995

This book contains the procedures needed to administer a DEFINITY Generic 2 or System 85 switch to integrate with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance personnel. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 174-page book

- *Intuity Integration with 5ESS*

Document number 585-310-219, Issue 1 or later
June 1994

This book contains the procedures needed to make a 5ESS switch work with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, 5ESS switch administration, hardware installation, programming the 3A translator, administering the Intuity system, alarms, and installing 5ESS switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 134-page book

- *Intuity Integration with DMS-100*

Document number 585-310-223, Issue 1 or later
July 1994

This book contains the procedures needed to administer a DMS-100 switch to work with an Intuity system. It is intended for system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview, planning, DMS-100 switch requirements and administration, setting the 202T modem, hardware installation, administering the Intuity system, alarms, and installing DMS-100 switch software package on an Intuity system.

An 8-1/2-inch by 11-inch, 112-page book

- *Intuity Integration with Mitel*

Document number 585-310-221, Issue 1 or later
December 1995

This book contains the procedures needed to administer a Mitel SX-200 Digital, SX-100, and SX-200 switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, Mitel switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 204 page book

- *Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1*

Document number 585-310-221, Issue 1 or later
December 1995

This book contains the procedures needed to administer a Northern Telecom SL-1, Meridian, or Meridian SL-1 switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, Northern Telecom switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 214 page book

- *Intuity Integration with NEC NEAX 2400 Switch*

Document number 585-310-216, Issue 1 or later
December 1995

This book contains the procedures needed to install and administer a NEC NEAX 2400 MCI switch to integrate with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, NEAX switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 192 page book

- *Intuity Integration with ROLM 8000, 9000, 9751*

Document number 585-310-220, Issue 2 or later
December 1995

This book contains the procedures needed to administer a ROLM 8000, 9000, or 9751 CBX to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: prerequisite information, Switch Integration Device (SID) basics, installation and administration planning information, hardware and software installation procedures, Intuity system administration procedures, ROLM switch and SID administration guidelines, integration acceptance tests and cut-to-service procedures, and basic SID troubleshooting procedures.

An 8-1/2-inch by 11-inch, 256 page book

- *Intuity Integration with MERLIN LEGEND Communications System*

Document number 585-310-231, Issue 2 or later
December 1995

This book contains the procedures needed to administer a MERLIN LEGEND switch to work with an Intuity system. The primary audience includes system administrators, on-site technicians, and remote maintenance center personnel supporting the system. Includes: overview of the integration, prerequisite information, administration planning information, software installation procedures, Intuity system administration procedures, MERLIN LEGEND switch administration guidelines, integration acceptance tests and cut-to-service procedures, and procedures for using MERLIN LEGEND SPM with the Intuity system.

An 8-1/2-inch by 11-inch, 200 page book

- *Intuity Platform Administration and Maintenance for Release 3.0*

Document number 585-310-557, Issue 2 or later
December 1995

This book contains procedures for administering, maintaining, and troubleshooting the Intuity system. It is intended for the system administrator, AT&T on-site technicians, and remote maintenance center personnel. Includes: introduction and orientation, user interface, logs, getting started, system security, reports, alarms, diagnostics, audits, administration and maintenance checklists, and hardware replacement procedures.

An 8-1/2-inch by 11-inch, 786-page book

- *Intuity AUDIX R3.3 Administration and Feature Operations*

Document number 585-310-552, Issue 3 or later
December 1995

This book contains procedures and strategies for administering the Intuity AUDIX application. It is intended for the Intuity AUDIX administrator. Includes: system feature administration, subscriber administration, automated attendant administration, traffic reports, alarms, logs, audits, announcement customization, user administration, and system features operation.

An 8-1/2 inch by 11-inch, 522-page book.

- *Intuity FAX Messaging Administration*

Document number 585-310-558, Issue 1 or later
April 1995

This book contains procedures and strategies for administering the Intuity FAX Messaging application. It is intended for the Intuity AUDIX system administrator. Includes: administering and monitoring fax messages, preventative maintenance, and system security.

An 8-1/2 inch by 11-inch, 96-page book.

- *Intuity FAX Messaging Administration Addendum*

Document number 585-310-558ADD, Issue 1 or later
January 1996

This addendum contains updated information about Intuity FAX Messaging call delivery administration. It is to be used with Chapter 2 of *Intuity FAX Messaging Administration*.

An 8-1/2 inch by 11-inch, 32-page addendum
- *Intuity Lodging Administration and Feature Operations*

Document number 585-310-559, Issue 1 or later
December 1995

This book contains procedures needed to administer the Intuity Lodging application. It is intended for Intuity Lodging system administrators. Includes: introduction, administrator's activities, attendant phone-based activities, attendant terminal-based activities, ongoing preventive maintenance, logs, troubleshooting, and job aids.

An 8-1/2-inch by 11-inch, 242-page book
- *Intuity Lodging Property Management System Specifications*

Document number 585-310-234, Issue 1 or later
December 1995

This book contains procedures needed to create an interface between a property management system and the Intuity system in order to administer guests and update message status. It is intended for Property Management System developers. It is also intended for system administrators who need to know the details of the protocol. Includes: details of the integration, including hardware and message waiting indicator control, message and process codes, database synchronization, error reporting, and the PMS communications log.

An 8-1/2-inch by 11-inch, 142-page book
- *Intuity Intro Voice Response*

Document number 585-310-718, Issue 1 or later
March 1994

This book contains procedures needed to create an Intuity Intro Voice Response application. It is intended for application developers or on-site technicians installing Intuity Intro software onto an existing Intuity system. Includes: information for developing an application using Intuity Intro Script Builder, including creating database tables and recording speech; procedures for assigning an application to a channel on the Intuity system, removing an application, restoring and backing up an application, and copying an application; procedures for administering reports; procedures for creating a sample application; and procedures for installing Intuity Intro software.

An 8-1/2-inch by 11-inch, 200-page book

- *Tips for Using Intuity AUDIX Intro Voice Response with Intuity FAX Messaging*

Document number 585-310-718ADD, Issue 1 or later
December 1995

Provides a listing of the Voice Mail external actions that have been adjusted to accommodate Intuity FAX Messaging.

An 8-1/2-inch by 11-inch, 3-page booklet

- *Intuity Call Accounting System User Guide*

Document number 585-310-728, Issue 1 or later
November 1994

This book contains the procedures needed to administer an Intuity Call Accounting System (CAS). It is intended for system administrators, on-site technicians, and system consultants. Includes: planning, installation, and administration information.

An 8-1/2-inch by 11-inch, 248-page book

- *Intuity Call Accounting System Quick Reference*

Document number 585-310-729, Issue 1 or later
November 1994

This quick reference card contains a summary of commands for the seasoned CAS user.

An 8-1/2-inch by 11-inch, tri-folded

- *AUDIX Administration and Data Acquisition Package*

Document number 585-302-502, Issue 12 or later
April 1995

This book describes how to use the AUDIX Administration and Data Acquisition Package (ADAP) to download system and traffic data from AUDIX database files to a personal computer for further processing. It also describes how to upload data, such as subscriber or class of service changes, from the PC to the AUDIX system. It is intended for AUDIX administrators who use standardized reports and for application programmers who develop customized reports. This book applies to Intuity AUDIX R2.0, R3.2, and R3.3 systems as well as to AUDIX systems R1V2 through R1V8 and DEFINITY AUDIX systems R1.0 through R3.2. Includes: the administration interface, DOS-level programmer commands, and procedures for customizing reports and modifying subscriber data.

An 8-1/2-inch by 11-inch, 382-page book

- *Intuity AUDIX Digital Networking Administration*

Document number 585-310-533, Issue 2 or later
December 1995

This book contains procedures for planning, installing, administering, and using the network package. It is intended for customer telecommunications managers, administrators, and installers to use during the installation and administration processes. In addition, provisioning project managers, software specialists, software associates, design specialists, and other sales channels should use this book for planning, administration, and maintenance purposes. Includes: a complete list of Intuity AUDIX Digital Networking hardware and software requirements, connectivity diagrams, and feature descriptions; network planning worksheets and information; instructions for installing the Digital Networking hardware; instructions for activating the Digital Networking software; Digital Networking initial administration tasks for local and remote machine administration, network channel configuration, switch administration, and remote subscriber administration; network acceptance tests; ongoing local and remote machine and subscriber administration tasks; and information about using networking reports.

An 8-1/2-inch by 11-inch, 340-page book

- *AMIS Analog Networking*

Document number 585-300-512, Issue 6 or later
December 1995

This book contains procedures for administering the Intuity system for AMIS Analog Networking. Includes: overview, feature description, and procedures for administering AMIS Analog Networking on Intuity AUDIX R2.0, R3.2, and R3.2 systems, AUDIX R1, and DEFINITY AUDIX R2.0, R3.0, R3.1, and R3.2 systems.

An 8-1/2-inch by 11-inch, 256-page book

- *A Portable Guide to Voice Messaging*

Document number 585-300-701, Issue 3 or later
November 1994

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 and DEFINITY AUDIX features.

 **NOTE:**

This guide does not contain information about Intuity FAX Messaging.

A 3-1/4-inch by 6-1/4-inch, 24-page pocket guide

- *Voice Messaging Quick Reference*

Document number 585-300-702, Issue 3 or later
November 1993

This concise quick reference summarizes the most commonly used subscriber features for Intuity AUDIX and DEFINITY AUDIX messaging systems. One package includes 150 quick references.



NOTE:

This guide does not contain information about Intuity FAX Messaging.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Wallet Card*

Document number 585-300-704, Issue 2 or later
November 1993

This wallet card contains a summary of commands and a memory jogger for the subscriber's entry-level menu of task choices. It is for the seasoned AUDIX subscriber. One package includes 150 wallet cards.

- *Multiple Personal Greetings Quick Reference*

Document number 585-300-705, Issue 5 or later
November 1994

This concise quick reference summarizes procedures for using the multiple personal greetings feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Outcalling Quick Reference*

Document number 585-300-706, Issue 1 or later
September 1994

This concise quick reference summarizes the use of the outcalling feature. One package includes 150 quick references.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Voice Messaging Business Card Stickers*

Document number 585-304-705, Issue 2 or later
November 1993

This sticker contains information to help callers use the AUDIX system. AUDIX subscribers can attach this sticker to a business card for distribution to frequent callers. Includes: directions to callers for skipping the greeting before leaving a message, pausing during the recording of their message, reviewing the message, deleting their message and recording another, transferring to a secretary instead of leaving a message, transferring to another extension, or asking for help. One package contains 10 sheets of 14 stickers per sheet.

Each sticker is 1-1/2 inches by 3 inches

- *Intuity AUDIX R3.3 Voice Messaging Subscriber Artwork Package*

Document number 585-310-735, Issue 1 or later
April 1995

This package contains camera-ready artwork for several subscriber documents. Customers may use this artwork to customize and print their own version of each document. The following documents are included:

- *Voice Messaging Quick Reference (2 velox sheets)*
- *Intuity Voice/FAX Messaging Quick Reference (2 velox sheets)*
- *Multiple Personal Greetings Quick Reference (2 velox sheets)*
- *Voice Messaging Wallet Card (1 sheet)*
- *Voice Messaging Tips and Highlights (2 sheets)*
- *Voice Messaging Outcalling Quick Reference (1 sheet)*
- *Dual Language Greetings (1 sheet)*
- *Voice Messaging with a TDD (4 sheets)*
- *A Template Letter for Using the AMIS Analog Networking and Message Delivery Features*
- *The New AUDIX System: It's Different (3 sheets) and The New AUDIX System Is Coming (2 sheets) - for customers migrating to an Intuity AUDIX system from an AUDIX R1 system*
- *The New AUDIX System: It's Different (3 sheets) and The New AUDIX System Is Coming (2 sheets) - for customers migrating to an Intuity AUDIX system from an AUDIX Voice Power system*
- *The New AUDIX System: It's Different (2 sheets) - for customers upgrading to an Intuity AUDIX R3.3 system from an Intuity AUDIX R2.0 system*
- *The New AUDIX System: It's Different (2 sheets) - for customers upgrading to an Intuity AUDIX R3.3 system from an Intuity AUDIX R3.2 system*

■ *Intuity Voice/FAX Messaging User Guide*

Document number 585-310-733, Issue 2 or later
February 1996

This guide contains subscriber procedures for users of Intuity AUDIX R3.3 and Intuity FAX Messaging.

An 8-1/2-inch by 6-1/4-inch, 56-page book

■ *Intuity Voice/FAX Messaging Quick Reference*

Document number 585-310-734, Issue 1 or later
April 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.3 and Intuity FAX Messaging. One package includes 150 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

■ *Intuity Voice/FAX Messaging Quick Reference—British English*

Document number 585-310-734ENB, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.3 and Intuity FAX Messaging. This edition is written in British English. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet, (folded to 8-1/2 inches by 3-1/2 inches)

■ *Intuity Voice/FAX Messaging Quick Reference—Canadian French*

Document number 585-310-734FRC, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.3 and Intuity FAX Messaging. This edition is written in Canadian French. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

■ *Intuity Voice/FAX Messaging Quick Reference—Latin Spanish*

Document number 585-310-734SPL, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.0 and Intuity FAX Messaging. This edition is written in Latin Spanish. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Intuity Voice/FAX Messaging Quick Reference—Greek*

Document number 585-310-734GK, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.0 and Intuity FAX Messaging. This edition is written in Greek. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Intuity Voice/FAX Messaging Quick Reference—Mandarin Chinese*

Document number 585-310-734CHM, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.0 and Intuity FAX Messaging. This edition is written in Mandarin Chinese. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Intuity Voice/FAX Messaging Quick Reference—Cantonese*

Document number 585-310-734CHC, Issue 1 or later
December 1995

A pamphlet-size graphic reference to common subscriber features for users of Intuity AUDIX R3.0 and Intuity FAX Messaging. This edition is written in Cantonese. One package includes 50 copies.

An 8-1/2-inch by 14-inch, two-sided sheet (folded to 8-1/2 inches by 3-1/2 inches)

- *Intuity Message Manager Release 2.0 User's Guide*

Document number 585-310-731, Issue 1 or later
April 1995

This document is designed to help new users install and operate the Intuity Message Manager application at their personal computers. Includes: installing the Intuity Message Manager software on a PC or a network server; listening to voice messages or viewing fax messages; creating voice, fax, or voice/fax messages; storing addresses or other information in a Personal Card File on a PC; archiving messages; monitoring multiple mailboxes; and troubleshooting problems. This book applies to the use of Intuity Message Manager with Intuity AUDIX R3.2, Intuity AUDIX R3.3, DEFINITY AUDIX R3.1, and DEFINITY AUDIX R3.2 servers.

A 6-1/4-inch by 8-1/2-inch, 140-page book

- *Intuity Message Manager Release 2.0 User's Guide Addendum*

Document number 585-310-731ADD, Issue 1 or later
January 1996

This addendum describes Intuity Message Manager R2.2 feature enhancements. Includes: support for the Windows 95 and Windows NT operating systems, use with FastCall call control application, and installing a shared copy of message manager on a LAN server.

A 6-1/4-inch by 8-1/2-inch, 10-page addendum

- *Intuity Lodging Artwork Package*

Document number 585-310-735, Issue 1 or later
December 1995

This package contains camera-ready artwork used to construct instructions for guests or short-term subscribers. Topics include: retrieving messages from rooms, hotel lobbies, attendants, and outside the hotel. Customers may use this artwork to customize and print or photocopy a version of instructions that matches the administration of their Intuity Lodging application.

This package is also available in the following versions:

- *Intuity Lodging Artwork Package—British English*

Document number 585-310-739ENB, Issue 1 or later
December 1995

Two 8-1/2-inch by 11-inch sheets of artwork and assembly instructions.

- *Intuity Lodging Artwork Package—Canadian French*

Document number 585-310-739FRC, Issue 1 or later
December 1995

Two 8-1/2-inch by 11-inch sheets of artwork and assembly instructions.

- *Intuity Lodging Artwork Package—Latin Spanish*

Document number 585-310-739SPL, Issue 1 or later
December 1995

Two 8-1/2-inch by 11-inch sheets of artwork and assembly instructions.

- *Intuity Lodging Artwork Package—Greek*

Document number 585-310-739GK, Issue 1 or later
December 1995

Two A4 sheets of artwork and assembly instructions.

- *Intuity Lodging Artwork Package–Japanese*
Document number 585-310-739JA, Issue 1 or later
December 1995
Two A4 sheets of artwork and assembly instructions.
- *Intuity Lodging Artwork Package–Mandarin*
Document number 585-310-739CHM, Issue 1 or later
December 1995
Two A4 sheets of artwork and assembly instructions.
- *Intuity Lodging Artwork Package–U.S. English (A4 Sizing)*
Document number 585-310-739A4, Issue 1 or later
December 1995
Two A4 sheets of artwork and assembly instructions.

Each of the following booklets contains a list of Intuity AUDIX announcements, fragments, and their corresponding numbers in the language or announcement set version indicated. These booklets are to be used when customizing system announcements.

 **NOTE:**

These booklets are designed as supplements. Consult Intuity AUDIX R3.3 Administration and Features Options, Chapter 8, Customizing Announcements, and Appendix D, Commonly-Changed Fragments and Announcements, before ordering any of these supplements.

- *U.S. English Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560, Issue 1 or later
December 1995
- *U.S. English 1-2-3 Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560, Issue 1 or later
December 1995
- *U.S. English Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-561, Issue 1 or later
December 1995
- *U.S. English TDD Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-562, Issue 1 or later
December 1995
- *British English Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560ENGB, Issue 1 or later
January 1996
- *Canadian French Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560FRCA, Issue 1 or later
January 1996
- *Greek Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560EL, Issue 1 or later
December 1995
- *Latin Spanish Announcements/Fragments for Intuity AUDIX R3.3 System*
Document number 585-310-560ES, Issue 1 or later
December 1995

