Lucent Technologies
Bell Labs Innovations

Intuity AUDIX R3.2 Administration and Feature Operations

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About This Document

Purpose

This document, *Intuity AUDIX Administration and Feature Operations* (585-310-552), contains the procedures needed for the startup and ongoing administration of the Intuity AUDIX voice messaging system.

Intended Audience

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

■ Intuity system administrators, who are responsible for all system level aspects of the Intuity system.

■ Voice messaging administrators, who are responsible only for AUDIX subscriber administration and monitoring.

Conventions Used

The following conventions were used in this book:

■ Rounded boxes represent keyboard keys that you press.

For example, an instruction to press the enter key is shown as follows:

Press (ENTER).

■ Square boxes represent phone pad keys that you press.

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

Press ⓪.

■   The word "enter" means to type a value and press (ENTER).

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

Enter y to continue.

■   Commands and text you type or enter appear in bold.

■   Values, instructions, and prompts that you see on the screen are shown as follows:

Press any key to continue.

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

`The file `*filename*` is formatted incorrectly`

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

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

> Voice System Administration

> Voice Equipment

In this example, you would first access the Administration menu. Then you would select the Voice System Administration option to display the Voice System Administration menu. From that menu, you would select the Voice Equipment option to display the Voice Equipment screen. For information about how to select a menu option, see Chapter 1

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Related Resources

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

Title	Order Number
Intuity System Description	585-310-211
Intuity Documentation Guide	585-310-540
Intuity R2.0 Planning for Migrations and Upgrades	585-310-650
Intuity New System Planning for Release 2.0	585-310-604
Intuity MAP/5 Hardware Installation (with addendum)	585-310-146
Intuity MAP/5 Installation Checklist	585-310-154
Intuity MAP/40 Hardware Installation (with addendum)	585-310-138
Intuity MAP/40 Installation Checklist	585-310-141
Intuity MAP/100 Hardware Installation (with addendum)	585-310-139
Intuity MAP/100 Installation Checklist	585-310-137
Intuity Software Installation for Release 2	585-310-157
Intuity Integration with MERLIN LEGEND	585-310-231
Intuity Integration with System 75 and DEFINITY Communications System G1and G3	585-310-214
Intuity Integration with System 85 and DEFINITY Communications System G2	585-310-215

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Intuity Integration with 5ESS	585-310-219
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Intuity Integration with NEAX	585-310-216
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Intuity AUDIX Digital Networking Administration	585-310-533
AMIS Analog Networking	585-300-512
Intuity Intro Voice Response	585-310-716
Intuity Platform Administration and Maintenance for Release 2	585-310-554
AUDIX Administration and Data Acquisition Package	585-302-502
A Portable Guide to Voice Messaging	585-300-701
Voice Messaging Quick Reference	585-300-702
Multiple Personal Greetings Quick Reference	585-300-705
Voice Messaging Wallet Card	585-300-704
Voice Messaging Outcalling Quick Reference	585-300-706
Voice Messaging Business Card Stickers	585-304-705
Intuity AUDIX R3.2 Voice Messaging Subscriber Artwork Package	585-310-730

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System Security and Toll Fraud

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

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

Much of the information in this section has been condensed from the *GBCS Products Security Handbook* (555-025-600). Please refer to the handbook for complete information on securing your voice mail system from possible tool fraud.

Protecting Your Voice Messaging System

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

Voice Messaging

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

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

Automated Attendant

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

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

MERLIN LEGEND Switch Administration

The measures you can take to minimize the security risk of owning a telecommunications system depend on how the telecommunications system is used and how any associated voice messaging or automated attendant system is used.

To minimize the risk of unauthorized persons using the voice messaging or automated attendant systems to make toll calls, administer the voice ports on your switch in any of the following ways:

Restrict Outward Dialing

A voice port with outward restriction cannot make *any* outside calls unless an allowed number list is used for specific area codes and/or exchanges that can be called. Outward restriction prevents or limits outcalling and AMIS networking.

Restrict Toll Areas

A voice port with toll restriction cannot make toll calls, but it can still make local calls. Toll restriction may prevent or limit outcalling and AMIS networking. An allowed number list can be used for specific area codes and/or exchanges that can be called.

Create Disallowed Number Lists

When a voice port is unrestricted, or has no toll restriction, a disallowed number list can be used to prevent calls to specific numbers, specific exchanges within all area codes, or specific numbers. There can be a maximum of eight disallowed lists in the MERLIN LEGEND system with a maximum of ten numbers on each list. Each voice port can be assigned any or all of the disallowed number lists.

Create Allowed Number Lists

When a voice port is outward or toll restricted, an allowed number list can be used to allow calls to specific area codes and/or exchanges. When outcalling or AMIS networking is required, using outward or toll restriction in combination with an allowed number list limits the risk of unauthorized persons using the voice messaging or automated attendant systems to make toll calls because calls can only be made to the specified area codes and/or exchanges.There can be a maximum of eight allowed lists in the MERLIN LEGEND system with a maximum of ten numbers on each list. Each voice port can be assigned any or all of the allowed number lists.

Restrict AMIS Networking Number Ranges

To increase security for AMIS analog networking, including the Message Delivery service, restrict the number ranges that may be used to address messages. If possible, also place outward or toll restriction on the voice ports and use an allowed number list.

Switch Administration

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

Restrict Outward Dialing

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

For G1, G3, and System 75:

- Use change cor to display the Class of Restriction screen, and then create an outward restricted COR by entering outward in the Calling Party Restriction field.

- Assign the outward restricted COR to the voice ports.

For G2 and System 85:

- Use P010 W3 F19 to assign outward restriction to the voice mail ports' Class of Service (COS).

Assign Low Facilities Restriction Level (FRL)

The switch treats all the PBX ports used by voice mail systems as stations. There-fore, each voice mail port can be assigned a COR/COS with an FRL associated with the COR/COS. FRLs provide eight different levels of restrictions for Auto-matic Alternate Routing (AAR), Automatic Route Selection (ARS), or World Class Routing (WCR) calls. They are used in combination with calling permissions and routing patterns and/or preferences to determine where calls can be made. FRLs range from 0 to 7, with each number representing a different level of restriction (or no restrictions at all).

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

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

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

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

Table 1 provides suggested FRL values.

Table 0-1. Suggested Values for FRLs

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

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

To set FRLs on G1, G3 and System 75:

- Use change cor for the voice mail ports (vs. subscribers) to display the Class of Restriction screen.

- Enter the FRL number (0 through 7) in the FRL field. Assign the lowest FRL that will meet the outcalling requirements. The route patterns for restricted calling areas should have a higher FRL assigned to the trunk groups.

- Use change route-pattern to display the Route Pattern screen.

- Use a separate partition group for ARS on the outcalling ports and limit the numbers that can be called.

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

To set FRLs on G2 and System 85:

■ Use P010 W3 F23 to assign FRLs for use with AAR/ARS/WCR trunks.
Assign higher FRLs to restricted patterns in P309 than the FRL in the COS
for the voice mail ports.

■ For G2.2, do not use P314 to mark disallowed destinations with a higher
FRL value. P314 W1 assigns a Virtual Nodepoint Identifier (VNI) to the
restricted dial string. P317 W2 maps the VNI to the pattern, and P317 W2
shows the pattern preference, with the FRL in field 4.

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

Restrict Toll Areas

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

For G1 and System 75:

■ Use change ars fnpa xxx to display the ARS Foreign Numbering Plan Area
(FNPA) Table, where xxx is the NPA that will have some unrestricted
exchanges.

■ Route the NPA to a Remote Home Numbering Plan Area (RHNPA) table
(for example, r1).

■ Use change rhnpa r1:xxx to route unrestricted exchanges to a pattern
choice with an FRL equal to or lower than the originating FRL of the voice
mail ports.

■ If the unrestricted exchanges are in the Home NPA, and the Home NPA
routes to h on the FNPA Table, use change hnpa xxx to route unrestricted
exchanges to a pattern with a low FRL.

> **NOTE:**
> If assigning a low FRL to a pattern preference conflicts with requirements
> for other callers, use ARS partitioning to establish separate FNPA/HNPA/
> RHNPA tables for the voice mail ports.

For G2 and System 85:

- Use P311 W2 to establish 6-digit translation tables for foreign NPAs, and assign up to 10 different routing designators to each foreign NPA (area code).

- Use P311 W3 to map restricted and unrestricted exchanges to different routing designators.

- If the unrestricted toll exchanges are in the Home NPA, use P311 W1 to map them to a routing designator.

- If the Tenant Services feature is used, use P314 W1 to map routing designators to patterns. If Tenant Services is not used, the pattern number will be the same as the routing designator number.

- Use P309 W3 to define the restricted and unrestricted patterns.

For G2.2:

- Use P314 W1 to assign a VNI to the unrestricted dial string.

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

For G3:

- Use change ars analysis to display the ARS Analysis screen.

- Enter the area codes or telephone numbers that you want to allow and assign an available routing pattern to each of them.

- Use change routing pattern to give the pattern preference an FRL that is equal to or lower than the FRL of the voice mail ports.

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

Block Subscriber Use of Trunk Access Codes (G2, System 85 Only)

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

For G2 and System 85, if TACs are necessary for certain users to allow direct dial access to specific facilities, such as tie trunks, use the Miscellaneous Trunk Restriction feature to deny access to others. For those stations and all trunk-originated calls, always use ARS/AAR/WCR for outside calling.

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

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

The Toll Analysis screen allows you to specify the toll calls you want to assign to a restricted call list (for example, 900 numbers) or to an unrestricted call list (for example, an outcalling number to a call pager). Call lists can be specified for CO/FX/WATS, TAC, and ARS calls, but not for tie TAC or AAR calls.

Create Allowed and Disallowed Number Lists (MERLIN LEGEND Only)

When a voice port is unrestricted or toll restricted, you can prevent (disallow) calls to specific numbers or exchanges within area codes. If a voice port is outward or toll restricted, you can list the specific area codes or exchanges users are allowed to call. Refer to Appendix A in *Intuity Integration with MERLIN LEGEND* (585-310-231) for complete MERLIN LEGEND security information.

Restrict AMIS Networking Number Ranges

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

Subscriber Password Guidelines

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

- When password protection into voice mailboxes is offered, require the maximum number of digits allowed, or a minimum of five digits. The password length should be at least one digit longer than the extension length.

- Make sure subscribers change the default password the first time they log in to the AUDIX system. To insure this, make the default password fewer digits than the minimum password length.

- Administer Password Aging on the System Parameters Features screen. Password Aging requires subscribers to change their password at an interval defined by the system administrator. Password Aging enhances overall system security and helps protect against toll fraud by making the Intuity AUDIX system less vulnerable to break-ins.

- Create your own password as soon as your AUDIX extension is assigned. This ensures that only *you* will have access to your mailbox, not anyone who enters your extension number, then enters ⏎#. (The use of only a #, indicating the lack of a password, is well-known by telephone hackers.)

- Never have your greeting state that you will accept third party billed calls (this allows unauthorized individuals to charge calls to your company). If someone at your company has a greeting like this, point out the vulnerability to the person and recommend they change the greeting immediately.

- Never use obvious or trivial passwords, such as your phone extension, room number, employee identification number, social security number, or easily guessed numeric combinations (for example, 999999).

- Change administered default passwords immediately; never skip the password entry. Hackers find out defaults. To change your password, press 5 at the main AUDIX menu. Then press 4.

- Discourage the practice of writing down passwords, storing them, or sharing them with others. If a password needs to be written down, keep it in a secure place and never discard it while it is active.

- Never program passwords onto auto dial buttons.

- If you receive any strange AUDIX messages, or your greeting has been changed, or if for any reason you suspect that your AUDIX facilities are being used by someone else, contact AT&T Network Corporate Security.

Intuity AUDIX Administration

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

Mailbox Administration

- To block break-in attempts, allow a low number of consecutive unsuccessful attempts to log into a voice mailbox. Administer this on the System-Parameters Features screen.

- Deactivate unassigned voice mailboxes. When an employee leaves the company, remove the subscriber profile and, if necessary, reassign the voice mailbox.

- Do not create voice mailboxes before they are needed.

- The Intuity AUDIX system offers password and password time-out mechanisms that can help restrict unauthorized users. Subscribers can have passwords up to 15 digits for maximum security, and you can specify the minimum length required. Use a minimum of 5 digits, and a length at least one digit greater than the extension number length.

Outcalling

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

- On the Subscriber form, turn off outcalling by using the proper COS for each user.

- On the System Parameters Outcalling form, limit the number of digits that can be dialed for outcalling.

> **NOTE:**
> If outcalling to a pager is allowed, additional digits may be required.

Basic Call Transfer (5ESS, DMS-100, MERLIN LEGEND, and Non-AT&T Switches)

With Basic Call Transfer, after an AUDIX caller enters ⧆ + T, the AUDIX system does the following:

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

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

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

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

3. The AUDIX system sends the digits to the switch.

4. The AUDIX system completes the transfer.

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

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

Enhanced Call Transfer (System 75, System 85, G1, G2, G3)

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

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

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

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

2. If step 1 is successful, the AUDIX system sends a transfer control link message containing the digits to the switch. If step 1 is unsuccessful, the AUDIX system plays an error message to the caller and prompts for another try.

3. The switch verifies that the digits entered match a valid extension in the dial plan.

   ■ If step 3 is successful, the switch completes the transfer, disconnects the AUDIX voice port, and sends a "successful transfer" control link message to the AUDIX system.

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■ If step 3 is unsuccessful, the switch leaves the AUDIX voice port connected to the call, sends a "fail" control link message to the AUDIX system, and then the AUDIX system plays an error message requesting another try.

Detecting Voice Mail Fraud

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

Table 0-2.   Reports and Monitoring Techniques for the AUDIX system

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

* MERLIN LEGEND supports only these monitoring techniques

Call Detail Recording (or SMDR)

With Call Detail Recording (CDR) activated for the incoming trunk groups, you can find out details about the calls made into your voice mail ports. This feature is known as Station Message Detail Recording (SMDR) on some switches including MERLIN LEGEND.

⇒ NOTE:

AT&T's optional Call Accounting System (CAS) may be installed on the Intuity system, allowing you to create customized reports with your G1, G3, or MERLIN LEGEND CDR/SMDR data. The optional AT&T Hacker-Tracker program works in conjunction with CAS Plus Version 3 to alert you to abnormal calling activities. Call 800 521-7872 for more information.

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

Review CDR for the following symptoms of voice messaging abuse:

- ■ Short holding times on any trunk group where voice messaging is the originating endpoint or terminating endpoint

- ■ Calls to international locations not normally used by your business

- ■ Calls to suspicious destinations

- ■ Numerous calls to the same number

- ■ Undefined account codes

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

For G1, G3, and System 75:

- ■ Use change system-parameters feature**s** to display the Features-Related System Parameters screen.

- ■ Administer the appropriate format to collect the most information. The format depends on the capabilities of your CDR analyzing and recording device.

- ■ Use change trunk-group to display the Trunk Group screen.

- ■ Enter y in the SMDR/CDR Reports field.

For G2:

- ■ Use P275 W1 F14 to turn on the CDR for incoming calls.

- ■ Use P101 W1 F8 to specify the trunk groups.

Call Traffic Report

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

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

Trunk Group Report

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

SAT, Manager I, and G3-MT Reporting

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

For G1, G3, and System 75:

■ To record traffic measurements:

— Use change trunk-group to display the Trunk Group screen.

— In the Measured field, enter both if you have a Basic Call Management System (BCMS) and a Call Management System (CMS), internal if you have only BCMS, or external if you have only CMS.

■ To review the traffic measurements, use list measurements followed by a measurement type (trunk-groups, call-rate, call-summary, or outage-trunk) and timeframe (yesterday-peak, today-peak, or arrestor).

■ To review performance, use list performance followed by a performance type (summary or trunk-group) and timeframe (yesterday or today).

ARS Measurement Selection

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

For G1, G3, and System 75:

■ Use change ars meas-selection to choose the routing patterns you want to track.

■ Use list measurements route-pattern followed by the timeframe (yesterday, today, or last-hour) to review the measurements.

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

Automatic Circuit Assurance

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

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

For G1, G3, and System 75:

- Use change system-parameters features to display the Features-Related System Parameters screen.

- Enter y in the Automatic Circuit Assurance (ACA) Enabled field.

- Enter local, primary, or remote in the ACA Referral Calls field. If primary is selected, calls can be received from other switches. Remote applies if the PBX being administered is a DCS node, perhaps unattended, where ACA referral calls go to an extension or console at another DCS node.

- Use change trunk group to display the Trunk Group screen.

- Enter y in the ACA Assignment field.

- Establish short and long holding times. The defaults are 10 seconds (short holding time) and one hour (long holding time).

- To review, use list measurements aca.

For G2 and System 85:

- Use P285 W1 F5 and P286 W1 F1 to enable ACA systemwide.

- Use P120 W1 to set ACA call limits and number of calls thresholds.

- Choose the appropriate option:

    — To send the alarms and/or reports to a designated maintenance facility, use P497 W3.

    — To send the alarms and/or reports to an attendant, use P286 W1 F3.

Busy Verification

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

For G1, G3, and System 75:

- Use change station to display the Station screen for the station that will be assigned the Busy Verification button.

- In the Feature Button Assignment field, enter verify.

- To activate the feature, press the Verify button and then enter the trunk access code and member number to be monitored.

For G2 and System 85:

- Administer a Busy Verification button on the attendant console.

- To activate the feature, press the button and enter the trunk access code and the member number.

AUDIX Traffic Reports

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

AT&T's Statement of Direction

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

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

To help customers use and manage their systems in light of the trade-off deci-
sions they make and to ensure the greatest security possible, AT&T commits to
the following:

- AT&T products and services will offer the widest range of options available
  in the industry to help customers secure their communications systems in
  ways consistent with their telecommunications needs.

- AT&T is committed to develop and offer services that, for a fee, reduce or
  eliminate customer liability for PBX toll fraud, provided the customer imple-
  ments prescribed security requirements in its telecommunications sys-
  tems.

- AT&T's product and service literature, marketing information and contrac-
  tual documents will address, wherever practical, the security features of
  our offerings and their limitations, and the responsibility our customers
  have for preventing fraudulent use of their AT&T products and services.

- AT&T sales and service people will be the best informed in the industry on
  how to help customers manage their systems securely. In their continuing
  contacts with customers, they will provide the latest information on how to
  do that most effectively.

- AT&T will train its sales, installation and maintenance, and technical sup-
  port people to focus customers on known toll fraud risks; to describe
  mechanisms that reduce those risks; to discuss the trade-offs between
  enhanced security and diminished ease of use and flexibility; and to
  ensure that customers understand their role in the decision-making pro-
  cess and their corresponding financial responsibility for fraudulent use of
  their telecommunications system.

- AT&T will provide education programs for customers and our own people
  to keep them apprised of emerging technologies, trends, and options in
  the area of telecommunications fraud.

- As new fraudulent schemes develop, we will promptly initiate ways to
  impede those schemes, share our learning with our customers, and work
  with law enforcement officials to identify and prosecute fraudulent users
  whenever possible.

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

AT&T Security Offerings

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

- Security Audit Service of your installed systems

Introduction to Intuity AUDIX Administration

1

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

What Is New with This Issue

The following lists describe the differences between the AUDIX system described in this book and the previous version of the system. Beyond the lists is an overview of the system as of this printing.

MERLIN LEGEND Switch Connections

In addition to all of the switches that Intuity AUDIX release 2.0 connects to, Intuity AUDIX R3.2 connects to the MERLIN LEGEND switch (R2.1 and 3.0). This connection uses the following:

■ The standard IVC6 card voice ports and 885A translator for both voice and data transmission

■ The MERLIN switch and the Intuity system send information back and forth via mode codes. Mode codes are streams of touch tones that tell the Intuity such things as call type, calling party, called party, and on/off signals for message waiting lamps.

A MERLIN LEGEND switch supports up to 20 voice ports only. A MERLIN LEGEND switch only supports low-speed digital networking.

New Subscriber Features/Enhancements

Multiple Languages Simultaneously	The Intuity AUDIX R3.2 system offers the capability of up to nine simultaneously-active announcement sets. Thus, more than one language can be active at one time and subscribers can work in AUDIX in the language of their choice.

Additional languages available on Intuity AUDIX 3.2 are always under development. Contact your AT&T representative for the latest list of available languages.

Each language is purchased separately. |
Undelete key	In the Intuity AUDIX R3.2 system, a subscriber can press **∗ ∗ U** to recover a message just deleted.
60-digit outcalling numbers with # as a digit	On the Intuity AUDIX R3.2 system, a subscriber can set up the outcalling feature with an outcalling number of up to 60 digits. The subscriber can also include pound (**#**) signs within the number, a common requirement for pagers.
Dual language greetings	The Intuity AUDIX 3.2 system with the multilingual feature can allow subscribers to have two personal greetings in different languages. Any prompts are also in the selected languages.

Intuity Message Manager	Intuity Message Manager is an optional, separately-purchased software package loaded on a personal computer that allows a subscriber to access, store, and generally manage AUDIX messages using a graphical user interface. The Intuity AUDIX 3.2 system communicates with Message Manager via a Local Area Network and coordinates Message Manager activity with the subscriber's voice terminal. Message Manager P.C. software is available per subscriber. Message Manager server software on the Intuity AUDIX system is available per system on a right-to-use fee. **NOTE:** The Message Manager feature also requires the purchase and installation of an Ethernet card.
Priority call answer messages	When leaving a call answer message in a subscriber's mailbox, a caller may designate the message to be a priority message. (This capability is turned on or off system-wide.)
Escape from Reply to Sender	In the Intuity AUDIX R2.0 system, a subscriber might, while getting messages, press **1** to immediately respond to a message from a non-subscriber. Since responding via AUDIX to a non-subscriber is not possible, the subscriber could only hang up or return (with *** R** or *** 7**) to the main menu. With the Intuity AUDIX R3.2 system, a subscriber who inadvertently gets into the Reply to Sender deadend can press **#** to return to the getting messages

Greater touchtone input time to allow for rotary phone conversion	The Intuity AUDIX 3.2 system lets the administrator extend the length of time (up to 12 seconds) the system will wait for touchtone inputs from a caller. This additional time permits more effective use of a pulse-to-touchtone converter on AUDIX systems accepting calls from rotary phone users.
Retention of non-addressed messages	On the Intuity AUDIX 2.0 system, a message that a subscriber recorded would be lost if the subscriber failed to enter an address for the message before approving delivery. On the Intuity AUDIX 3.2 system, the subscriber receives a prompt to enter an address after the first failure to enter an address. However, the message is still lost on the second failure.
Reminder during message addressing	On the Intuity AUDIX 3.2 system, a subscriber who has addressed a message but fails to enter any other touchtones within the next 5 seconds receives a reminder message. This message reminds the subscriber to continue addressing or to approve the addressee list.

Administration Features

Password Aging	The Intuity AUDIX system lets you set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.
Advance/Rewind Increment	The Intuity AUDIX system lets you set the advance and rewind increment (the number of seconds the system jumps ahead or backward in a message when you press $\boxed{6}$ or $\boxed{5}$ respectively). The increment can be 4 or 10 seconds and can be set separately.
TCP/IP LAN Access for Message Manager	Because the Message Manager feature requires LAN access to the Intuity AUDIX system, you must administer LAN access via Intuity TCP/IP networking windows.

Automated Attendant

The Intuity AUDIX R3.2 system offers additional automated attendant features compared to those of the Intuity AUDIX R2.0 system. They are as follows:.

Table 1-1. Automated Attendant Enhancements

Holiday schedule	The Intuity AUDIX 3.2 system lets you define holidays and assign specific automated attendants to operate on those holidays.
Business week schedule	The Intuity AUDIX 3.2 system lets you define business hours and assign specific automated attendants to operate during business hours and other attendants for non-business hours.
Day/night schedule based on switch night service	The Intuity AUDIX 3.2 system works with the MERLIN LEGEND switch, which offers night service scheduling. Therefore, Intuity AUDIX automated attendants can be synchronized with the MERLIN LEGEND switch's night service.
Verification of complete automated attendant definition	The Intuity AUDIX system offers a verification utility that checks for missing elements of an automated attendant. This ensures that the automated attendant will handle calls properly.

Overview of the Intuity AUDIX Voice Messaging System

The Intuity AUDIX system offers a friendly, easy-to-use message handling system that allows you to record, distribute, and receive spoken messages. The Intuity AUDIX system, which runs on a MAP/5, MAP/40, or MAP/100 computer, connects to a telecommunications switch and allows the transfer of voice communications to and from the switch via analog voice ports and data communications to and from the switch via a data link (except with MERLIN LEGEND and other non-DEFINITY switches).

Also required for the Intuity AUDIX system to run is the Intuity Messaging System software, which provides many required maintenance tools, and an appropriate switch integration software package, which allows data communication to the connected switch.

The Intuity AUDIX system offers the following features:

Call Answer

If a subscriber is busy or unavailable, the Intuity system will answer the call and provide the caller with the opportunity to leave a message. The subscriber can then get the message later from his/her AUDIX mailbox.

For more information on the call answer feature and its supporting features, see Chapter 9, "Subscriber Operations".

Voice Mail

The Voice Mail feature is like an electronic mail system. The AUDIX system lets a subscriber record a message in advance and send it to another AUDIX subscriber — without actually calling the person. The message is then stored in the receiving subscriber's mailbox for that subscriber to access at his or her convenience.

For more information on the voice mail feature and its supporting features, see Chapter 9, "Subscriber Operations".

Automated Attendant

The Automated Attendant feature of the Intuity AUDIX system answers incoming calls with a prerecorded announcement and routes them based on a caller's response to menus and prompts. You administer an automated attendant as a special kind of subscriber. It is a mailbox with unique capabilities to route calls using nested menus (also called attendants) and commands.

The automated attendant has an extension that callers dial just as they would a subscriber's extension. The automated attendant can transfer the caller to another extension or voice mailbox, play an informational message, or go to another attendant submenu. (An automated attendant submenu is another subscriber mailbox which can only be accessed by the previous automated attendant menu.)

You can schedule different automated attendants to automatically become active for selected phone numbers based on:

■ Holidays

■ Nighttime or non-business hours

■   Midday breaks

See Chapter 5, "Automated Attendant and Bulletin Board" for more information.

Bulletin Board

The Bulletin Board feature, sometimes called Information Service, allows the system administrator to set up a special number that plays a recorded message to the caller. Essentially this is a listen-only extension for posting messages. Like automated attendants, bulletin boards are set up as special kind of subscriber. The bulletin board has an extension that callers dial just as they would a subscriber's extension. This extension is administered on the switch to be forwarded immediately to the Intuity system. The message that is voiced by the bulletin board is actually the personal greeting for that bulletin board extension's voice mailbox. When the bulletin board is finished playing its message, it disconnects the caller and the analog line is made available for another call to the Intuity AUDIX Voice Messaging feature package.

See Chapter 5, "Automated Attendant and Bulletin Board" for more information.

Languages

The Intuity AUDIX system is provided with one announcement set — the default is standard U.S. English. This announcement set can be replaced with one of ten options:

■   U.S. English Terse (some announcements use shortened phrases) This set comes automatically as an option with standard U.S. English.

■   British English

■   Latin Spanish

■   French Canadian

■   U.S. English 123 (the system prompts identify buttons on the phone's touch-tone keypad by number, never by letter)

■   U.S. English TDD

■   German

■   French

■   Japanese

■   Dutch

■   Portuguese

The Intuity AUDIX system operates exactly the same, regardless of the language set installed.

Multilingual Support

With the multilingual feature (separately-purchased), you can load more than one language (up to nine) on your AUDIX system and run them simultaneously. Thus, subscribers can simultaneously interact with the AUDIX system using different languages. In addition, callers can interact with the system in languages that may or may not match the language of the people they are calling.

For information on administering the multilingual feature, see Chapter 3, Chapter 4, and Chapter 5. For information on how subscribers interact with a multilingual system, see "Considerations for Multilingual Users"' in Chapter 9.

Customized Announcements

You can change the Intuity AUDIX system voice prompts, or announcements. This ability applies, regardless of the language your system is using. For more information, see Chapter 8, "Customizing Announcements".

Intuity AUDIX Digital Networking

Intuity AUDIX Digital Networking is an optional feature that lets subscribers exchange voice messages with subscribers on other Intuity and AUDIX R1 machines. The remote system may be co-located with or geographically distant from the local Intuity system. Intuity AUDIX Digital Networking uses the proprietary AUDIX digital protocol to exchange voice messages, subscriber profiles, and message status information with other machines. For detailed information on Digital Networking, refer to *Intuity AUDIX Digital Networking* Administration (585-310-533).

➡ NOTE:
The MERLIN LEGEND switch supports AUDIX digital networking only for low-speed RS-232 networking.

AMIS Analog Networking

The Audio Messaging Interchange Specification (AMIS) Analog Networking feature permits subscribers to exchange voice mail messages with voice messaging systems anywhere in the world, provided those systems also have AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on Intuity systems that have not been digitally networked. Messages also can be exchanged with users on remote voice messaging systems, with AMIS Analog Networking capabilities, made by vendors other than AT&T. For detailed information on AMIS Analog Networking, refer to *AMIS Analog Networking* (585-310-512).

DCS Support

The Intuity system can serve more than one switch when the switches are part of a Distributed Communications System (DCS) network.

The Distributed Communications System (DCS) network feature on AT&T switches is an arrangement that allows multiple switches to work together as one switch. The switches can be in the same geographic location or in remote locations. Locations in a DCS network share the same uniform dialing plan. To make the DCS networking feature operate, switches share call information over a DCIU link. By using a DCS network, switch subscribers receive calls from other remote subscribers as they would receive calls from their local switch. Callers will receive caller names or extensions on their displays, they can perform leave word calling, and other switch features.

The switch that hosts the Intuity system connects it to the other switches in the network. The Intuity system uses the switch's existing DCS trunks for both data and voice communications. The following switches can be the host and/or a remote switch for the Intuity system in a DCS environment:

- System 75

- System 85

- All DEFINITY

There are two possible configurations for using an Intuity system in a DCS configuration: via BX.25 data channels or via ISDN-PRI D-channel (DEFINITY G3i, G3r, G3s, and G3vs only).

Switch Integration

Switch integration refers to the sharing of information between the Intuity AUDIX system and a switch in order to provide a seamless interface to callers and subscribers. There are several switch integration mechanisms supported by the Intuity system.

- The Intuity system uses a Data Communications Interface Unit (DCIU) link through the GPSC-AT/E card to share information with AT&T switches such as System 75, DEFINITY G1, DEFINITY G2, DEFINITY G3, and System 85.

    For more information about these integrations, see *Intuity Integration with System 75 and DEFINITY Communications System Generic 1 and Generic 3* (585-310-214) or *Intuity Integration with System 85 and DEFINITY Communications System Generic 2* (585-310-215)

- The Intuity system uses Switch Integration Device (SID) to share information with switches such as NEAX, Rolm, and Northern Telecom SL-1, Meridian, and Meridian SL-1.

For more information about these integrations, see *Intuity Integration with NEAX* (585-310-216), *Intuity Integration with ROLM 8000, 9000, and 9751* (585-310-220), or *Intuity Integration with Northern Telecom SL-1, Meridian, and Meridian SL-1* (585-310-221)

■ The Intuity system uses the 3A translator or a 202T modem to share information with the AT&T 5ESS switch.

For more information about these integrations, see *Intuity Integration with 5ESS* (585-310-219).

■ The Intuity system uses the 202T modem to share information with the Northern Telecom DMS-100.

For more information about these integrations, see *Intuity Integration with DMS-100* (585-310-223).

■ The Intuity system uses mode codes to share information with the MERLIN LEGEND switch.

For more information about these integrations, see *Intuity Integration with MERLIN LEGEND* (585-310-231)

Intuity Message Manager

The Intuity Message Manager (IMM) provides Intuity AUDIX voice processing features at Personal Computers (PCs) that have IMM client software and local area network (LAN) access to an Intuity AUDIX server. This feature requires three distinct components to operate:

■ The *AUDIX server software* is purchasable with the Intuity AUDIX System as an Intuity Message Manager Right-to-Use. Also, this feature has Intuity AUDIX hardware requirements (see *Requirements).*

■ The *IMM client software* diskettes are separately purchasable and are installed either on each user's PC or on a LAN server.

■ The *local area network* is wholly owned and maintained by the customer and must meet certain requirements for the Intuity Message Manager feature to work.

Voice processing features available at a subscriber's PC with IMM1.0 include:

■ Looking at up to sixteen message headers at a time and listening to messages in the order you choose. For subscribers who get many messages, this provides an easy way to view and prioritize the messages.

■ Recording, addressing, and scheduling messages.

■ Replying to messages and forwarding messages.

■ Annotating messages with a short subject line.

■ Setting up AUDIX mailing lists online with easy text entry and editing. You can see the lists online and print lists on any local or network printer.

■ Setting up personal greetings, multiple personal greetings, or multilingual greetings online makes it easier for you to manage and maintain your greetings, and annotating your greetings helps jog your memory.

■ Browsing the subscriber directory.

■ Administering Outcalling notification online with easy text entry and editing.

■ Storing (archiving) voice messages on your PC for a permanent record of voice mail when needed.

See the *Intuity Message Manager User's Guide* (585-310-725) and the online help available with the IMM client software for information on Intuity Message Manager operation.

See the *Intuity Message Manager Administration and Diagnostics* (585-310-553) for more information about administering the Intuity AUDIX system to support the IMM client software.

Administrative Features

The Intuity AUDIX system offers the following features to help maintain and monitor the system.

■ Traffic Reports

The Intuity AUDIX traffic reports collect information about calls made to AUDIX and voice mail sent through AUDIX. These reports depict how the system is being used, including data about features, subscribers, communities, data port loads, and remote message traffic. For more information, see Chapter 6, "Traffic Reports".

■ Automated Backups

The Intuity AUDIX system, via the Intuity messaging system software, automatically backs up to tape crucial data to enable your system to run. Thus, should a disk crash or other problem result in a loss of data, you can restore data and bring your system back to an operational state. For more information, see *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

■ Activity Log, Administrator's Log, and Alarm Log

The Intuity AUDIX system, by itself or via the Intuity messaging system software, monitors its own activity. System activities and/or errors are recorded in logs that are stored on disk.

— The Activity Log lists subscriber events and helps with diagnosing problems that subscribers might have.

— The Administrator's Log lists problems with system operation that the administrator should know and take action about. Also listed are potential security violations (toll fraud, mailbox break-in attempts, and so on). See Chapter 7, "Alarms, Logs, and Audits".

— The Alarm Log lists active and resolved alarms. Alarms indicate system errors that should be corrected immediately. See Chapter 7, "Alarms, Logs, and Audits".

For more information, see Chapter 7, "Alarms, Logs, and Audits".

■ Alarm Origination

The Intuity AUDIX system, via the Intuity messaging system software, notifies your AT&T remote service center of all major and minor alarms if unresolved within 5 minutes. This allows services personnel to fix your system quickly when alarms occur. For more information, see *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

■ Community Sending Restrictions

The Intuity AUDIX system lets you create a group (community) of subscribers and restrict them from sending (or receiving) voice mail messages to another group of subscribers. Thus, if a subscriber in a restricted community tries to send a message to an unauthorized destination, the Intuity AUDIX system plays a message explaining the restriction. See Chapter 3, "System Feature Administration".

■ Class of Service

There are 12 different classes of service that can be defined in the Intuity AUDIX system. Each class of service is a packaged set of feature/capacity permissions which you can assign to subscribers. These classes of service provide a quick, convenient way to administer groups of subscribers with similar needs. For more information, seeChapter 4, "Subscriber Administration".

■ Administration and Data Acquisition Package (ADAP)

The AUDIX Administration and Data Acquisition Package (ADAP) is a program installed on a personal computer (PC) connected to the Intuity AUDIX system. ADAP includes a set of programmer-oriented DOS-level commands that can modify subscriber data directly in the AUDIX database and also download selected data from the AUDIX database to the PC.

No reporting capability is included. It is left to the customer to develop reporting applications on the PC or to upload the data to a host computer for further analysis. For more information, see *AUDIX Administration and Data Acquisition Package* (585-302-502).

Overview of Intuity AUDIX Administration

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

- Setting up subscribers and customizing their service options

- Recording voice fragments, including subscriber names and customized system announcements

- Coordinating switch and Intuity system administration when new features are activated

- Analyzing audits and traffic reports and taking corrective action when appropriate

- Establishing and maintaining communication with the subscriber community, responding to problems, and correcting misconceptions

- Troubleshooting and correcting problems as they occur

Types of Administration

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

- Switch administration — establishes communications between the Intuity system and the switch and specifies Call Answer (CA) coverage paths and Leave Word Calling (LWC) translations for individual subscribers. As the Intuity system administrator, it is your responsibility to ensure that all required switch administration is completed at the appropriate time before Intuity initial administration and on an ongoing basis as new subscribers are added to your Intuity system. Switch administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in the Intuity Integration document for your switch.

- System administration — includes tasks you perform to establish system parameters and activate or deactivate Intuity features. Some tasks are performed during initial administration by AT&T technical personnel, and some are performed by you as required as part of your Intuity system administration. Intuity system administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in this document and in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

■ Subscriber administration — includes tasks you perform to add new subscribers to your Intuity system and to change or remove existing subscribers as their Intuity system requirements change. These tasks are performed during initial administration by AT&T technical personnel and later by you as required as part of your Intuity system administration. Subscriber administration requirements and ramifications are briefly covered in the checklists in Chapter 2 and are covered in detail in this document.

■ Data administration — includes monitoring filesystem space, backing up data, recovering backed-up data, and creating customized system voice announcements. Data administration and ramifications are briefly covered in the checklists in Chapter 2. Data administration is covered in detail in *Intuity Platform Administration and Maintenance*. Announcement customization is treated in Chapter 8 of this book.

Intuity Administrator Responsibilities

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

Performing the initial system administration tasks such as customizing system announcements (optional), setting up the automated attendants, and distributing documentation to subscribers. This administration is described in this document and in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

■ Determining which Intuity AUDIX features to make available to subscribers, and for performing system administration that activates, deactivates, modifies, or monitors these features. This administration is described in Chapter 3, "System Feature Administration".

■ Performing ongoing subscriber administration to add, change, and remove subscribers as new employees are added to AUDIX, new features are made available, and as subscribers change locations or leave your company. This administration is described in Chapter 4, "Subscriber Administration".

■ Performing ongoing data administration, including backing up filesystems, customizing system greetings, and changing announcement versions. This administration is described in *Intuity Platform Administration and Maintenance* and *Intuity AUDIX Announcement Customization* respectively.

■ Monitoring system alarms, the administration log, and system audits to ensure that your system is performing properly and for correcting administrative errors that may occur. This administration is described in Chapter 7, "Alarms, Logs, and Audits".

■ Monitoring traffic reports that provide detailed information about the AUDIX system and subscribers to ensure that your system is performing properly and for spotting potential problems and trends that may require intervention on your part. This administration is described in Chapter 6, "Traffic Reports".

■ If you are using the Audio Messaging Interchange Specification (AMIS) Analog Networking feature or the Digital Networking feature, you will be responsible for initial and ongoing administration of these features. This administration is described in *AMIS Analog Networking* (585-300-512) or *Intuity AUDIX Digital Networking Administration* (585-310-533).

■ If you use the Automated Attendant feature, you will also be responsible for setting up and managing automated attendants. This administration is described in Chapter 5, "Automated Attendant and Bulletin Board".

■ Maintaining and monitoring the Intuity system for system security. Security issues and preventive measures are described at the beginning of the document and throughout.

■ Interacting with your subscribers, ensuring that they are properly trained, correcting their misconceptions, troubleshooting their problems, and listening to their needs.

■ Understanding how your Intuity system works so that you can fix problems as they occur and also anticipate problems before they occur. This information is contained throughout this document and the entire Intuity system documentation package, through administrator training classes, and through the AUDIX helpline.

AUDIX Administration Screens

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

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

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

Screen Layout

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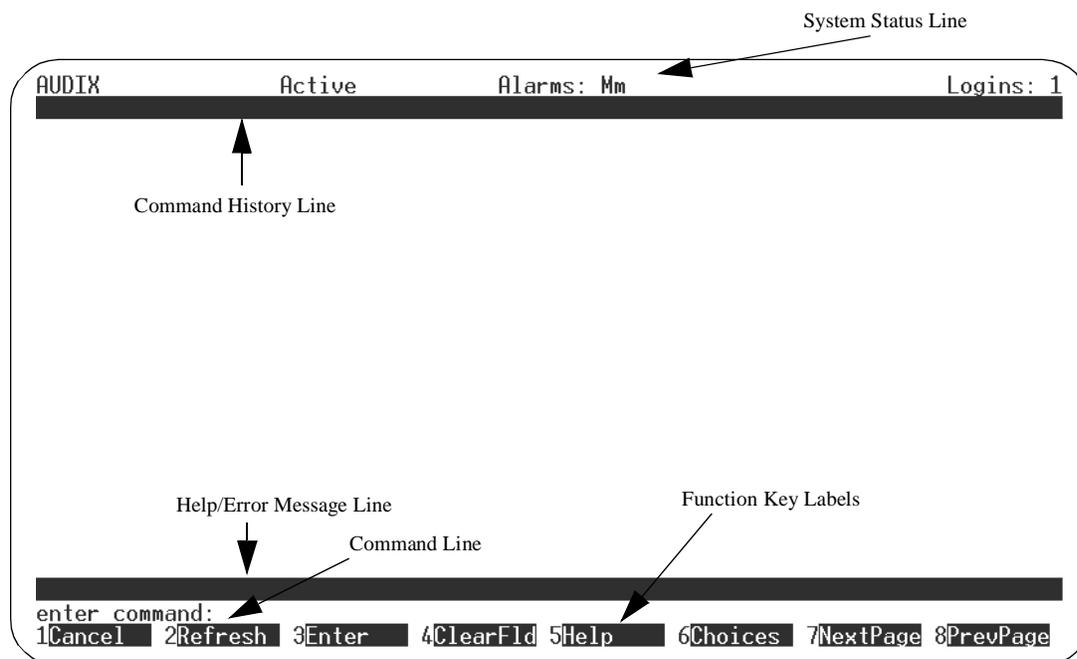
Figure 1-1.   AUDIX Administration Screen Layout

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

System Status Line	This line shows Intuity System Status, including a status indicator, the number of current logins, and the active alarms.
Command History Line	This line displays the fully expanded command line and the current page number and page count. If the activity window contains screen or field help instead of the screen itself, an indication of that is included on this line.
Activity Window	This window is used to display:

— Data-entry fields used to specify new or changed parameter values

— Display-only fields, which contain current parameter values that cannot be changed on this screen

— Reports, which display requested system information

— Screen and field help activated with the "Help" or "Choices" keys, which display information to aid command entry

Help/Error Message Line	This line is used to display short error messages and prompts for some screens.
Command Line	This is where the user enters commands to activate a new screen.
Function Key Labels	This line shows labels for function keys F1 through F8. The labels indicate the actions invoked by pressing the function keys while a screen is active.

Screen-labeled Function Keys

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

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

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

REFRESH (F2)   Repaints the screen.

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

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

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

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

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

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

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

The Command Line

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

Verb-Object Orientation

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

The structure of the Intuity screen-activation commands is:

VERB OBJECT-PHRASE QUALIFIERS

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

Command-Line Verbs

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

The Intuity command-line verbs are the following:

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

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

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

Command-Line Objects

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

Command-Line Qualifiers

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

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

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

add subscriber *subscriber-id*

change subscriber *subscriber-id*

display subscriber *subscriber-id*

remove subscriber *subscriber-id*

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

Command-Line Help

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

Command-Line Abbreviation

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

The abbreviation of each word in the command must be represented by the first *n* letters of the word, in the correct spelling order[1], where *n* is the minimum number of letters that uniquely specifies the command word, or more. In the above example, the string **ch sys s** would work but the string **chg sys s** would not work because **chg** is not the first three letters of **change** and **ch s s** would not work because **ch s** is not unique (it could also mean **change subscriber** or **change system-parameters**). Note that hyphenated words such as **system-parameters** and **sending-restrictions** are treated as single words.

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

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

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

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

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

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

Command History and Command Line Editing

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

— Pressing the (CANCEL) (F1) function key erases the entire line.

— Pressing the (◄) (left arrow) key moves the cursor to the beginning of the previous keyword on the command line

— Pressing the (TAB) (Tab) or (▶) (right arrow) keys moves the cursor to the beginning of the next keyword on the command line, or to the end of the line if the cursor is on the last keyword.

— The (backspace) key deletes the character preceding the cursor.

— Characters typed in the middle of the command line are inserted, shifting characters to the right of the cursor.

— Pressing the (CLEAR_FLD) (F4) function key erases a single keyword from the command line.

— Pressing the (CHOICES) (F6) help when the cursor is not at the end of the line, command keyword expansion and help is based only on those characters to the left of the cursor.

— Pressing the (ENTER) (F3) key does command expansion on the entire line, and activates the screen if the command was successfully expanded.

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

add subscriber 1000

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

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

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

Or, if after adding a subscriber you want to change the record just added, you could press (▲) (up arrow) to bring up the previous command, press the (◄) (left arrow) key several times to move to the beginning of the line, press (CLEAR_FLD) (F1) to remove the "add" keyword, type "change" in its place, and press the (ENTER) (F3) key.

Intuity AUDIX Screen Navigation and Field Data Entry

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

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

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

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

Screen Help

Help

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

Data Entry

Keys:data entry

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

— The (TAB) (Tab) and (RETURN) keys move the cursor to the next field on the current page in a left to right, top to bottom order. From the last field on a page, this moves to the first field on the same page.

— The (←TAB) (Backtab) key moves to the previous field on the current page in a right to left, bottom to top order. From the first field on a page, this moves to the last field on the same page.

— The (▶) (right arrow) key moves to the next field to the right on the current line of the screen. From the last field on a line, this moves to the first field on the next line that contains a field. From the last field on a page, this moves to the first field on the first line of the same page that contains a field.

— The (◀) (left arrow) key moves to the next field to the left on the current line of the screen. From the first field on a line, this moves to the last field on the first preceding line that contains a field. From the first field on a page, this moves to the last field on the last line of the same page that contains a field.

— The (▲) (up arrow) key moves to the nearest field on the first preceding line that contains a field. If no preceding lines contain fields, it moves to the nearest field on the last line of the current page that contains a field.

— The ▼ (down arrow) key moves to the nearest field on the next line that contains a field. If no lines below the current one contain fields, it moves to the nearest field on the first line of the current page that contains a field.

— The backspace key deletes the last character entered into the field and backs up the cursor one position.

— The CLEAR_FLD (F4) function key clears the current field.

— When a character is typed in the first character position of a field, the previous field contents are cleared and the character is entered into the field. Successive characters append to the end of the contents of the field until the field is full.

— When the legal values for a field consist of a fixed set of keywords, the CHOICES (F6) help for that field displays a menu from which entries can be selected to populate that field. In addition, fields are validated and expanded according to the CHOICES menu whenever the field is changed.

Windowing on the 715 Terminal

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

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

Table 1-2.   Function Keys Used for Windowing on the 715 BCT

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

AUDIX Administration Screens
Organized by Verb and by Object

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

Screens Organized by Verb

Table 1-3 shows all possible screen-activation commands sorted alphabetically by verb, and screen name within each verb.

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

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

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

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

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

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

Table 1-3.   Screens Organized by Verb

Verb	Object	Qualifiers			Chapter No.
add	annc-set	*set-name*			See footnote*
	remote-subscriber	*name*			See footnote†
	subscriber	*[extension]*	*[name]*		Chapter 4
		[name]	*[extension]*		Chapter 4
audit	mailboxes				Chapter 7
	mailing-lists				Chapter 7
	names				Chapter 7
	network-data				See footnote†·
	personal-directories				Chapter 7
	subscriber-data				Chapter 7
	voice-files				Chapter 7
change	announcement	*announcement-ID*			See footnote*·
	auto-attend-rout-ing	*business-schedule*			Chapter 3
		holiday-schedule			
		routing-table			
	cos	*name or number*			Chapter 3
	machine	*[machine-name]*			See foot-note.‡·†·
	password				Chapter 2
	remote-subscriber	*name* | *address* | *machine-name extension*			See footnote†·‡·
	subscriber	*name* | *extension*			Chapter 4
	switch-time-zone				Chapter 4
	system-parameters	activity-log			Chapter 7
		analog-network			See footnote‡
		features			Chapter 3
		imapi-options			Chapter 3
		limits			Chapter 3
		outcalling			Chapter 3
		sending-restrictions			Chapter 3
		thresholds			Chapter 3
copy	annc-set				See footnote*·
	announcement				See footnote*·
	fragment				See footnote*·

Table 1-3. Screens Organized by Verb (Continued)

Verb	Object	Qualifiers			Chapter No.
display	activity-log	*extension*			Chapter 7
	administration-log				Chapter 7
	alarms				Chapter 7
	announcement	*announcement-ID*	*[annc-set]*		Chapter 8
	auto-attend-rout-ing	*business-schedule*			Chapter 5
		holiday schedule			
		routing table			
		menu			
	cos	*name or number*			Chapter 3
	events				
	fragment	*fragment-id*	*[annc-set]*		Chapter 8
	imapi-Options				Chapter 3
	machine	*machine-name*	.		See foot-note.[†,‡]
	remote-subscriber	*[machine-name]*	*name or extension*		See foot-note.[†,‡]
	subscriber	*name or extension*			Chapter 4
	switch-time-zone				Chapter 4
	system-parame-ters	activity-log			Chapter 3
		analog-network			See footnote.[†]
		features			Chapter 3
		limits			Chapter 3
		outcalling			Chapter 3
		sending-restrictions			Chapter 3
		thresholds			Chapter 3
exit					Chapter 2
get	remote-update				See footnote.[†]
help					Chapter 2

Table 1-3.   Screens Organized by Verb (Continued)

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

[*]. This item is contained in *Chapter 8*

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

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

AUDIX Administration Screens
Organized by Object

Table 1-4 lists the screen names (object-phrase) in alphabetical order. The verbs that can be used on the command line to activate each screen are listed in the first column, to the left of the screen names. The third column shows the location of the screen description.

Table 1-4. Screens Organized by Object

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

Table 1-4.   Screens Organized by Object (Continued)

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

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Table 1-4. **Screens Organized by Object (Continued)**

Verbs	Screen Name	Chapter No.
change/display	system-parameters analog-network	Chapter 5, AMIS Analog Networking
change/display	system-parameters features	Chapter 3, AUDIX Administration
change/display	system-parameters limits	Chapter 3, AUDIX Administration
change/display	system-parameters outcalling	Chapter 3, AUDIX Administration
change/display	system-parameters sending-restrictions	Chapter 3, AUDIX Administration
change/display	system-parameters thresholds	Chapter 3, AUDIX Administration
audit	voice-files	Chapter 7, AUDIX Administration
reset	voice-mail restart	Chapter 19, Platform Administration and Maintenance
reset	voice-mail shutdown	Chapter 19, Platform Administration and Maintenance

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Intuity Screens

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

Screen Layout

A sample screen


```
     INTUITY (TM) Administration                  ◄──── Screen Title
 >AUDIX Administration
  Customer/Services Administration
  Networking Administration                       ◄──── Scroll Bar
  Switch Interface Administration
  Voice System Administration




                                                  Function Key Commands
              Message Line

Highlight the Item you want and press <Enter>

 1  HELP    2          3          4 PREV-FRM 5 NEXT-FRM 6 CANCEL  7          8 CHG-KEYS
```
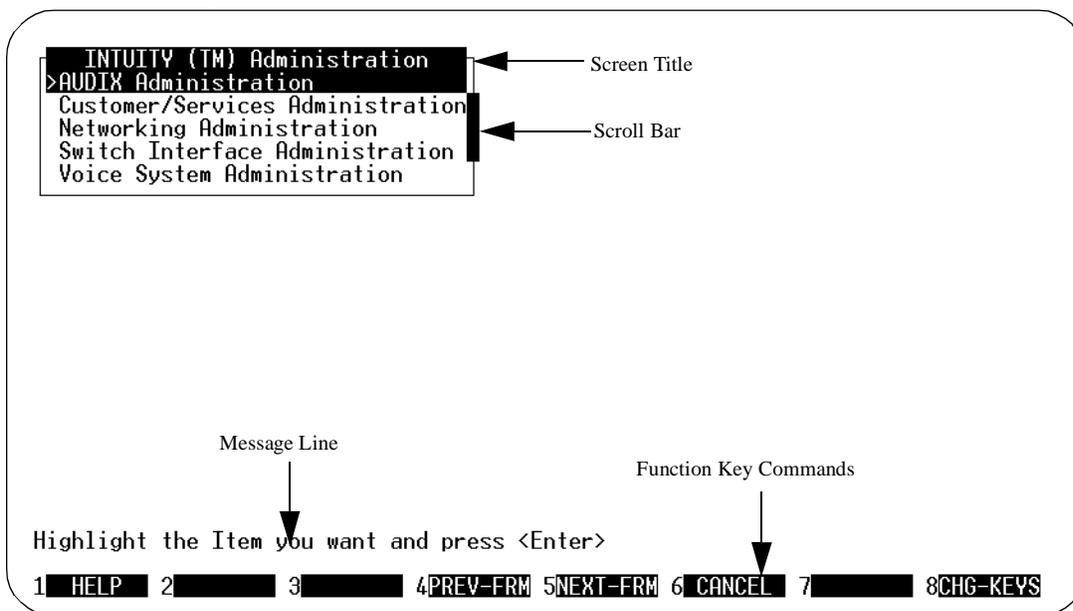
Each component of the screen is described below:

Screen Component	Description
Screen Title	A name describing the screen or menu.

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

Standard Function Keys

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

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

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

Frame Management Menu

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

```
┌─────────────────────────┐
│ Frame Management         │
│ list                     │
│ >move                  ██│
│ reshape                ██│
│ refresh                ██│
│ Color Attributes         │
└─────────────────────────┘
```
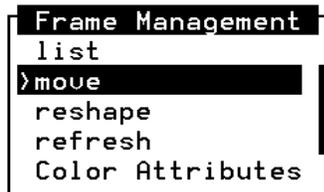
How to use each of the options on this menu is described in the following sections.

List

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

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

   The Frame Management menu is displayed.

2. Select List, and press ENTER.

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

3. To make one of the listed screens be the active screen, select the screen you want, and press ⌈ENTER⌋.

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

Move

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

1. Make sure that the screen you want to move is the active screen.

2. Press ⌈CHG-KEYS⌋ (F8), if needed, and then press ⌈FRM-MGMT⌋ (F7).

The Frame Management menu is displayed.

3. Select Move, and press ⌈ENTER⌋.

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

4. Use the arrow keys to reposition the four corners where you want to move the screen, and press ⌈ENTER⌋.

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

Reshape

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

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

Use the following procedure:

1. Make sure that the screen you want to resize is the active screen.

2. Press ⌈CHG-KEYS⌋ (F8), if needed, and then press ⌈FRM-MGMT⌋ (F7).

The Frame Management menu is displayed.

3. Select Reshape, and press ⌈ENTER⌋.

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

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

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

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

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

Refresh

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

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

   The Frame Management menu is displayed.

2. Select Refresh, and press (ENTER).

   The screen is redrawn, eliminating any extraneous information.

Color Attributes

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

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

   The Frame Management menu is displayed.

2. Select Color Attributes, and press (ENTER).

   The Color Attributes screen is displayed, as shown below:
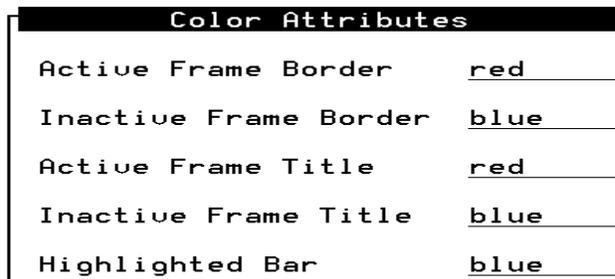
```
┌─────────────────────────────────────┐
│          Color Attributes           │
│                                      │
│  Active Frame Border     red         │
│                                      │
│  Inactive Frame Border   blue        │
│                                      │
│  Active Frame Title      red         │█
│                                      │
│  Inactive Frame Title    blue        │
│                                      │
│  Highlighted Bar         blue        │
└─────────────────────────────────────┘
```

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

4. When you are finished changing the settings, press (SAVE) (F3).

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

Selecting a Menu Option

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

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

■ Press ▲ and ▼ to move the cursor to the menu option you want to high-
light. You can scroll in a loop through the top or bottom of the menu.

■ Press HOME to highlight the first menu option. Press END to highlight the
last menu option.

■ Type the first character of the menu option you want. The first option
beginning with that letter is highlighted. When you use this method, the fol-
lowing rules apply:

■ If more than one option begins with the same letter, type enough let-
ters to identify the option you want. If the cursor is already on the
first letter of an option beginning with the same letter, type the sec-
ond letter in the option you want.

■ To move the cursor back to the beginning of a menu option's name,
press BACKSPACE.

■ This feature is not case-sensitive; you can type "a" or "A."

Filling in Fields

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

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

■ In most cases, the length of the line represents the maximum number of
characters allowed for that field.

■ The type of characters you can enter may vary depending on the screen
you are viewing. Information about what you can type may appear in the
message line at the bottom of the display.

■ Once you type information in a field, you need to save the changes made
to the screen. You also have the option to cancel your changes without
saving them.

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Moving through Fields

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

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

Choices Menu

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

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

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

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

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

Using a G3-MA

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

- Generic 3

- Generic 1

- System 75

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

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

- The ability to be simultaneously logged into both the switch and the Intuity system. You can instantly toggle back and forth between the switch and Intuity systems.

- AUDIX Data Exchange - Standalone, a G3-MA application that allows you to administer stations on the switch or subscribers on the Intuity AUDIX system and then automatically send the administered station/subscriber data from the Intuity system to the switch or vice-versa.

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

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Getting Started

2

Overview of Administration Tasks

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

Switch Administration Tasks

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

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

■ *AT&T Intuity System Integration with MERLIN LEGEND Communication System* (585-310-231)

■ *Intuity Integration with System 75 and DEFINITY Communications System G1 and G3* (585-310-214). See Chapter 3 for System 75/Generic 1, Chapter 4 for Generic 3r, or Chapter 5 for Generic 3i/3s.

■ *Intuity Integration with DEFINITY Communications System System 85* and G2 (585-310-215). See Chapter 4.

■ *Intuity Integration with 5ESS* (585-310-219)

■ *Intuity integration with DMS-100* (585-310-223)

■ *Intuity integration with Mitel* (585-310-222)

■ *Intuity Integration with Neax* (585-310-216)

■ *Intuity integration with Northern Telecom SL-1, Meridian, and Meridian SL-1* (585-310-221)

■ *Intuity Integration with ROLM 8000, 9000, 9751* (585-310-2220)

Table 2-1.   Required MERLIN LEGEND Switch Administration Tasks

Task	Purpose
Renumber the switch for a consistent 3- or 4-digit dial plan	The Intuity system requires a dial plan with numbers of fixed length.
Assign tip/ring voice ports to calling group	The Intuity voice ports are assigned to a Voice-Messaging-Interface (VMI) calling group.
Make the group an integrated VMI with linear hunt	In an integrated VMI calling group, call information sent from the MERLIN LEGEND system to the voice port indicates whether the call is direct or coverage and whether the call is from an inside station or from a trunk.
Perform initial administration of Intuity. Test voice ports assigned above.	
Add extensions to coverage group	All Intuity-system call-coverage subscribers are organized into a call coverage group.
Add trunks and pools to calling group	Include trunks and pools that are used for automated attendants bulletin boards and Intuity IVR applications

Table 2-2.   Required DEFINITY Switch Administration Tasks

Task	Purpose
1. Add voice ports for connection to the Intuity system	Define the extension number and location on the switch for each voice port that the Intuity system will use. The spoken messages that Intuity records and stores are passed between the switch and the Intuity system via the voice ports.
2. Administer the hunt groups	Create the DID (direct inward dial) extension number that subscribers will dial to access the AUDIX system and assign to this extension the analog voice port extensions.
3. Assign the data link	Create the DCIU (data communication interface unit) connection that allows the switch and the Intuity system to exchange non-voice data.
4. Administer call coverage path	Create a coverage path with the AUDIX system as a coverage point.
5. Configure class of restrictions and/or class of service	Define the calling privileges of subscribers.
6. Administer subscriber stations	Create AUDIX subscriber stations on the switch or change feature activation of existing stations to make them into AUDIX subscriber stations.

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

Table 2-3. Optional Switch Administration Tasks

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

Start-Up Administration Tasks

The following table lists tasks that must be performed in the Intuity system before the AUDIX system will work. Tasks 1 through 5 are performed initially by AT&T technicians at installation. In addition, system default values exist for Tasks 6 through 10. Therefore, if the default values meet the needs of your business, you can immediately begin adding subscribers and running the AUDIX system.

Table 2-4. Start-Up Administration Tasks

Task	Purpose	Screen(s)	Document/Chapter
1. Activate Ports and Additional Features (AT&T personnel only)	Define the number of voice ports available and other system capacities.	■ Screen unavailable	None.
2. Define the local machine	Define the machine and available range of subscriber extensions for identification by the switch.	■ Machine Profile	Chapter 16 in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554)
3. Set UNIX Date, Time, and Time Zone	Set the date, time, and time zone of the Intuity system. The Intuity AUDIX system automatically synchronizes to the system's UNIX time.	■ Set UNIX Date and Time	Chapter 17 in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554)
4. Administer Data Link to the Intuity AUDIX system	Define the switch to which the Intuity system is connected, the switch extension length, and the port/logical channel of the DCIU connection.	■ Switch Interface Administration	Refer to the Intuity integration document appropriate for your switch
5. Administer Voice Equipment	Define the voice ports to the Intuity AUDIX system.	■ Voice Equipment Administration	Chapter 17 in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554)
6. Change the Passwords	Ensure system security and prevent unauthorized access to your Intuity system.	■ Password	Chapter 2 in this document.
7. Define System Limits	Define maximum capacities for such things as stored messages and message delivery lists.	■ System Parameters Limits	Chapter 3 in this document.
8. Define Basic Features and Parameters	Define login parameters and system time limits and globally activate certain features for all subscribers (like multiple personal greetings).	■ System Parameters Features	Chapter 3 in this document.

Table 2-4.   **Start-Up Administration Tasks (Continued)**

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

Table 2-4. Start-Up Administration Tasks (Continued)

Task	**Purpose**	**Screen(s)**	**Document/Chapter**
16. Customize System Announcements and Fragments (Optional)	Change the announcements that the AUDIX system plays automatically to give instructions to subscribers/callers.	■ Add Annc-set ■ List Annc-set ■ Copy Annc-set ■ System Parameters Features ■ Copy Fragment ■ Remove Fragment ■ Copy Announcement Announcement	Chapter 8 in this document
17. Set up Automated Attendants (Optional)	Create automatic answering so that callers hear a menu of options. The callers then select options and transfer to other destinations by pressing touch-tone buttons or dialing extensions.	■ Subscriber	Chapter 5 in this document
18. Set up a Bulletin Board (Optional)	Define a bulletin board, which lets callers access a bulletin board to hear updated information or select messages from a menu of options.	■ Subscriber	Chapter 5 in this document
19. Set up ADAP (Administration and Data Acquisition Package) reports	Define custom AUDIX traffic reports if the standard traffic reports do not provide enough data. **Note:** You can use the command line interface only.	■ Command line on your ADAP P.C.	Chapters 11, 12, and 13 in *AUDIX Adminstration and Data Acquisition Package* (585-302-502)

Ongoing Administration and Maintenance Tasks

This table lists tasks you do on a regular basis to keep the Intuity AUDIX system operating properly. In addition, you may need to return to Start-up Administration Tasks 6 through 19 in the previous table as the needs of your business or subscribers change.

Table 2-5.   Ongoing Administration and Maintenance Tasks

Task	Purpose	Screen(s)	Document/Chapter
1. Tasks 6 through 19 in Start-up Administration	Revise initial administration as your business needs change.	See previous table.	This chapter.
2. Reassign Subscriber Default Password	Reassign a subscriber's default password if the subscriber forgets it	■ Subscriber	Chapter 4 in this document.
3. Unlock a Subscriber's Mailbox	Unlock a subscriber's mailbox if too many unsuccessful attempts have been made to log into the subscriber' mailbox.	■ Subscriber	Chapter 4 in this document.
4. Run traffic reports	Display AUDIX traffic information to help you troubleshoot and find ways to improve system efficiency.	■ Community DailyTraffic ■ Community HourlyTraffic ■ Feature Daily Traffic ■ Feature Hourly Traffic ■ Load Daily Traffic ■ Load Hourly Traffic ■ Special Features Daily Traffic ■ Special Features Hourly Traffic ■ Subscriber Daily Traffic ■ Subscriber Monthly Traffic ■ ADAP command line	Chapter 6 in this document and Chapters 11, 12, and 13 in *AUDIX Adminstration and Data Acquisition Package* .
5. Administer and Display the Activity Log	Investigate subscriber activity to resolve reported problems	■ System Parameters Activity Log ■ Activity Log	Chapter 7 in this document.
6. Display the Alarm Report	Display active or resolved Intuity system alarms to check that alarms are cleared after service procedures are performed and to troubleshoot intermittent problems that resolve themselves and then recur.	■ Alarm Report	Chapter 7 in this document or Chapter 3 in *Intuity Platform Administration and Maintenance.*

Table 2-5.   Ongoing Administration and Maintenance Tasks (Continued)

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

Print Screen Displays

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

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

   You may connect any of the following printers:

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

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

2. Access the desired administration form and data.

3. Press the keys appropriate to your terminal to print the screen.

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

   a. Press PRINT-SCRN to print the screen.

      The data appearing on the screen prints out.

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

   For an AT&T 513 BCT:

   a. Press F10 to display the first layer of screen-labeled keys for the terminal.

   b. Press LCL PRT (F1) to display the screen-labeled print keys.

   c. Press PRINT-SCRN (F7) to print the screen.

   d. Press F10 and F5 to return the screen-labeled keys to their original state.

   e. Display any additional pages of the form and repeat steps a through d.

   For an AT&T386 console or G3-MA:

   a. Press PRINT-SCRN to print the screen.

      The data appearing on the screen prints out.

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

Log In/Log Out/Exit the AUDIX System

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

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

Steps to Log In

To log into the AUDIX system, do the following steps:

1 Turn on your terminal.

   The login prompt appears.

2. Type **vm** (AUDIX administrator) or **sa** (system administrator) and press (RETURN).

   The Password prompt appears.

3. Type the password for your login and press (RETURN).

   The terminal type prompt appears.

4. Enter one of the following and press (RETURN):

   ■   **at386** (for the MAP console monitor)

   ■   **513** (for a 513 or 715 terminal)

   ■   **g3-ma** (for the G3-MA administration tool)

If you used the **vm** login, a blank screen (Figure 2-1) appears and the cursor
rests on the command line. If you used the **sa** login, the Main Menu (Figure 2-2)
appears.

```
AUDIX            Active          Alarms: Mm                    Logins: 1
▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬▬




























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enter command:
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```
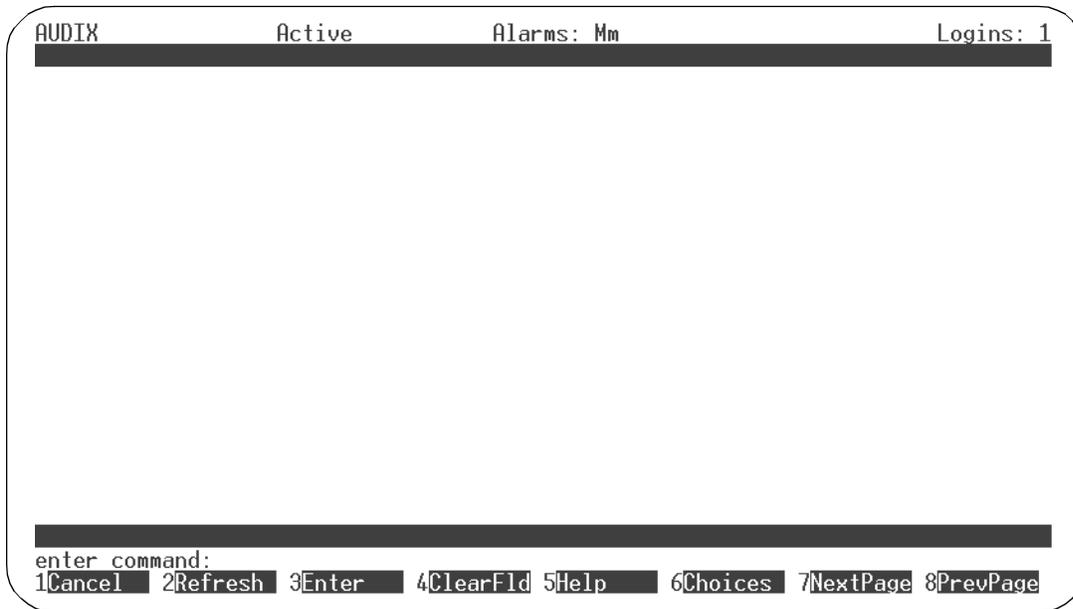
Figure 2-1.   Blank AUDIX Administration Screen

.

```
   Voice Express Administration
 ▶AUDIX Administration
  Customer/Services Administration
  Networking Administration
  Switch Interface Administration
  Voice System Administration












Highlight the Item you want and press <Enter>
1   HELP   2           3           4PREV-FRM 5NEXT-FRM 6 CANCEL  7           8CHG-KEYS
```
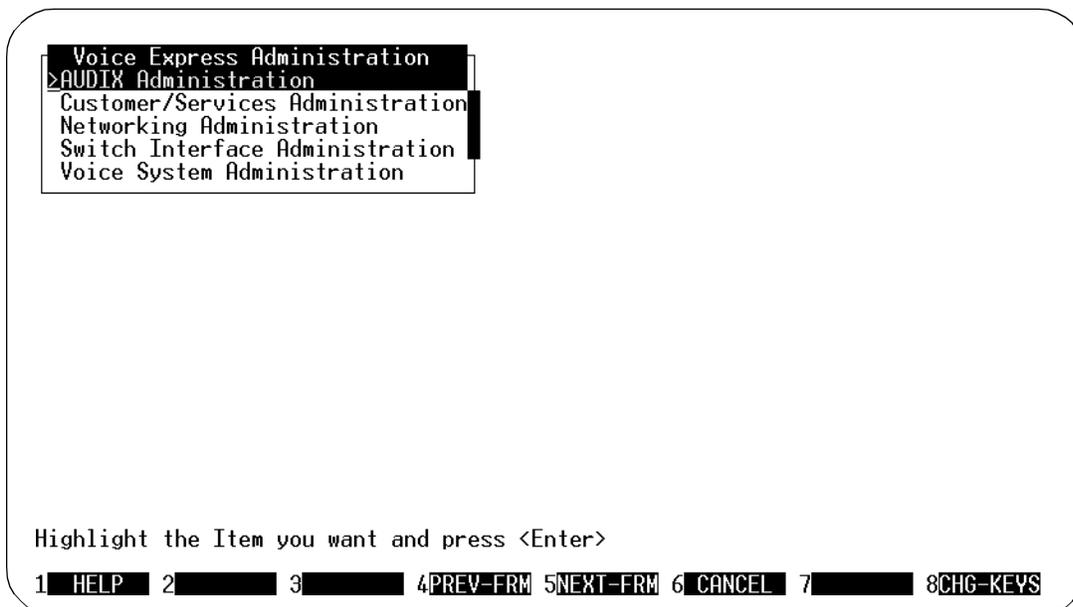
Figure 2-2.   Intuity Main Menu

2-12

5. If you have a blank AUDIX screen, skip to Step 6. If you are at the Main Menu, select `AUDIX Administration`.

   The blank AUDIX screen appears (see Figure 2-1).

6. When you have the blank screen (from either Step 4 or 5), use commands on the command line to access AUDIX screens.

Steps to Log Out

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

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

   The screen disappears and the login prompt reappears.

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

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

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

   The screen disappears and the Main Menu reappears.

Change Password

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

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

Things to Consider

Notifying Administrators	You should tell any other AUDIX or system administrators what the new password is if you change it.
Command access	Both system administrators and AUDIX administrators can change passwords. AUDIX administrators who log in with the *vm* login can change the password for the *vm* login only. System administrators who log in with the *sa* login can change the password for the *sa* login and *vm* login.
Screen use	There is no AUDIX administration password screen. Simply follow the prompts by typing your old and new passwords and pressing (ENTER) with each entry. There is an Intuity password screen. See the section, "Change Password with Intuity Screens" later in this section.
Password Guidelines	To minimize the risk of unauthorized people accessing the Intuity system, use the following guidelines for Intuity passwords.

- Never use obvious or trivial passwords, such as a phone extension, room number, employee identification number, social security number, or easily guessed numeric or letter combinations (for example, 999999 or audix).

- Establish a password as soon as the AUDIX extension is assigned.

- Use as many digits as possible, with at least 5.

- Do not post, share, print, or write down passwords.

- Do not put the password on a programmable function key.

- Change the password periodically (at least once per month).

Commands

Commands available to change the password are as follows:

Full Version	Short Version
change password	ch p

Password prompts

The password prompts are shown below.

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

Figure 2-3.   Password Prompts

Field Descriptions

A description of each field is provided below.

■ Old Password — Enter the current password for the login ID. Entries in this field are not echoed to the terminal.

■ New Password — Enter a new password consisting of 3 to 10 alphanumeric characters. Entries in this field are not echoed to the terminal.

■ Re-enter New Password —Enter the new password exactly as you entered it in the New Password field. Entries in this field are not echoed to the terminal.

Change Password with Intuity Screens

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

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

> > Customer/Services Administration
> > > System Management
> > > > UNIX Management
> > > > > Password Administration
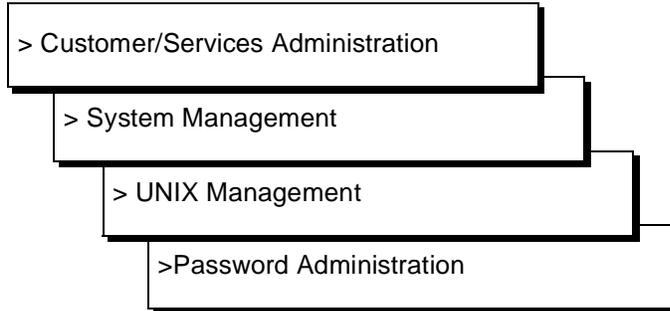
2. Select the login whose password you would like to change from the Password Administration screen.

3. Type **y** to confirm that you wish to change the password for the login selected.

    Otherwise, type **n** to cancel the request and return to the Password Administration screen.

4. Enter your new password at the following prompt.

    ```
    New password:
    ```

    Passwords must be at least 6 characters.

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

    ```
    Re-enter new password:
    ```

6. Press (CANCEL) to return to the UNIX Management screen.

Add Switch Time Zones

Use the following screen to advise your AUDIX system of the locations of the switches that it serves. To do so, first enter **ch sw** (for *change switch-time-zone).* The following screen appears:

```
drmid10                Active              Alarms:  mwA                      Logins: 3
change switch-time-zone                                                   Page 1 of 1
                                     SWITCH TIME ZONE

Switch         Time       Daylight              Switch         Time       Daylight
Number         Zone       Savings?              Number         Zone       Savings?

  1:            7           y                     2:            5            y
  3:            5           y                     4:
  5:                                              6:
  7:                                              8:
  9:                                             10:
 11:                                             12:
 13:                                             14:
 15:                                             16:
 17:                                             18:
 19:                                             20:


                            Host Switch:     2



enter command: change switch-time-zone
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices   7NextPage 8PrevPage
```

Figure 2-4.   Change Switch Time Zone

If the time zones of your associated switches have not been defined for your
AUDIX system, only the columns of switch numbers will appear. Fill in the table
for those switches that are part of your DEFINITY communications system net-
work.

In the *Time Zone* column, enter a number that indicates how many time zones
east of Greenwich (England) the indicated switch is located (here, the prime
meridian introduces time zone zero, and time zone 5 is U.S. eastern time).

In the *Daylight Savings* column, enter *y* if the indicated switch is located in a
region where daylight savings is observed (that is, where time is adjusted by an
hour in April and October to take advantage of more sunlight). Otherwise, enter
n in this column.

Change the Sequence of the AUDIX Screen-Labeled Keys

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

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

System Feature Administration

3

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

Defining System Limits

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

Use the System Parameters Limits screen to define system capacities.

Things to Consider

Screen access   You must log in as system administrator (using the *sa* login) to change data on the System Parameters Limits screen. Voice messaging administrators who use the *vm* login can only view data on this screen.

Screen use   The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the System Parameters Limits screen.

Commands

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

Full Version   **Short Version**

change system-parameters limits   **ch sy lim**

display system-parameters limits   **di sy lim**

System Parameters Limits Screen

The System Parameters Limits screen is shown below.

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

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

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




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

Figure 3-1.   **System Parameters Limits Screen**

Field Descriptions

Enter data in the System Parameters Limits fields as follows:

■ Message Lengths, Maximum — Enter the length, in seconds, of the longest message that can be created by any subscriber. Maximum message lengths for individual subscribers can be further restricted on the CLASS OF SERVICE and SUBSCRIBER screens.

■ Message Lengths, Minimum — Enter the length, in tenths of a second, of the shortest message that the AUDIX system recognizes as a message. A valid entry in this field is an integer from 0 to 99. The default value is 10 tenths of a second.

■ Messages, Total in All Mailboxes — Enter the maximum number of messages expected in all subscribers' mailboxes at any one time. A valid entry in this field is an integer from 0 to 999999. The default value is 50000 messages. This number tells the system when to start generating alarms. It does not prevent message delivery.

■ Messages, Awaiting Delivery — Enter the maximum number of messages expected in the system delivery queue. The recommended value is 10% of the value in the Messages, Total in All Mailboxes field. A valid entry in this field is an integer from 0 to 999999. The default value is 5000 messages. This number tells the system when to start generating alarms. It does not prevent message delivery.

■ Subscribers, Local — Enter the maximum number of subscribers that can be administered on this AUDIX system.

■ Administered Remote — Enter the maximum number of remote subscribers that can be administered on this AUDIX system.

■ Lists, Total Entries — Enter the total number of entries allowed in all subscribers' lists. The default value is 50000.

■ Lists/Subscribers — Enter the maximum number of lists allowed per subscribers. A valid entry in this field is an integer from 0 to 999. The default value is 100.

■ Recipients/List — Enter the maximum number of entries (recipients) allowed per subscriber list. A valid entry in this field is an integer from 0 to 250. The default value is 250.

Defining Basic Features and Parameters

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

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

Things to Consider

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

Commands

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

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

System Parameters Features Screen — Page 1

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

```
drintuit          Active          Alarms: Mm A              Logins: 3
change system-parameters features                        Page 1 of 4
                    SYSTEM-PARAMETERS FEATURES

LOG-IN PARAMETERS
          Login Retries: 3        Consecutive Invalid Attempts: 18
 System Guest Password: 28825           Minimum Password Length: 5

PASSWORD AGING LIMITS (DAYS)
    Password Expiration Interval: 0    (0 for no password aging)
       Minimum Age Before Changes: 0
             Expiration Warning: 0    (0 for no warning)

INPUT TIME LIMITS (SECONDS)
          Normal: 60    Full Mailbox Timeout: 5     Wait (*W): 180
          Between Digits at Auto-attendant or Standalone Menu: 3  (3-12)

DISCONNECT OPTIONS
          Quick Silence Disconnect? n        Silence Limit? 30 (5-30 seconds)




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

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

Field Descriptions

Enter data in the fields as described below.

Log-in Parameters:

■ Login Retries — Display only. This field displays the number of login retries allowed per session. The value is 3.

■ Consecutive Invalid Login Attempts — Enter the maximum number of consecutive unsuccessful login attempts allowed before the user is locked out of the system. A valid entry in this field is an integer from 0 to 999. The default value is 18.

■ System Guest Password — Enter a password that can be used by non-subscribers to leave messages for subscribers. A valid entry in this field is a blank or an integer from 1 to 15 digits long. The default value is a blank.

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

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

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

Password Aging Limits (Days):

The Security Password feature prohibits unauthorized access to the Intuity AUDIX system. It prevents nonsubscribers from accessing confidential information, messages, and lists.

Password Aging requires subscribers to change their password at an interval defined by the system administrator. Password Aging enhances overall system security and helps protect against toll fraud by making the Intuity AUDIX system less vulnerable to break-ins.

Administer Password Aging on the System-Parameters Features screen illustrated above. The Password expiration interval field specifies the number of days that a password is active on the Intuity AUDIX system. The Minimum age before change field specifies the minimum number of days which must pass before a subscriber can change his/her password after a successful change. The expiration warning field specifies the number of days prior to password expiration the system notifies the user of impending expiration.

If Password Aging is active, the system administrator can force the expiration of a subscriber's password by entering "e" in the password field of the Subscriber screen.

Turning Password Aging on immediately expires all passwords. Consequently, the system administrator can expire all passwords at any time. To make all passwords expire, simply set the password expiration interval to **0**, press (ENTER) (F3), then set it back to its original value and press (ENTER) (F3).

Input Time Limits (Seconds):

■ Normal — Enter the number of seconds that the AUDIX system waits for a subscriber to enter a command before sending a time-out warning. The default value is 60 seconds. A valid entry in this field is an integer from 1 to 99.

■ Full Mailbox Timeout — Enter the number of seconds that the AUDIX system waits for a touch-tone entry from a caller after informing the caller that the called subscriber's mailbox is full. A valid entry in this field is an integer from 1 to 9. The default value is 5 seconds.

- Wait — Enter the number of seconds that the AUDIX system waits after a subscriber enters the wait command (*W) before sending a time-out warning. A valid entry in this field is an integer from 1 to 999. The default value is 180 seconds.

- Between Digits at Auto-attendent or Standalone Menu — Enter the maximum number of seconds AUDIX should wait between dialed touch-tones. This maximum applies both to touch tones dialed into an automated attendant menu and (when the system is operated standalone) to touch tones dialed onto the call answer prompt for a destination extension. The minimum and default values are 3 seconds. Higher values are available for those who need extra time for (for example) pulse-to-tone converters.

Disconnect Options

The DEFINITY switch is able to detect the following types of disconnect signaling employed in North America, the United Kingdom, Australia, Belgium, Holland, and a few other countries:

- Open loop (analog trunks)

- Polarity reversal (analog trunks)

- Bit Oriented Signaling (digital trunks)

In some countries, however, there is no disconnect signaling. When the Intuity AUDIX system does not receive reliable disconnect information, valuable storage space on the Intuity AUDIX system may be used needlessly because the system continues recording longer than is necessary.

Quick silence disconnect signaling enhances Intuity AUDIX operation for calls in which there is no disconnect signaling and the line simply goes silent after the caller hangs up. When Quick Silence Disconnect is administered, the system disconnects as follows:

During a call answer recording, immediately upon detecting silence for a period that exceeds the *Silence Limit* (administered on the previous screen).

At all other times, immediately after two expirations of the Input Time Limit. The Intuity AUDIX system provides a system prompt and a help message after the first expiration. The system says *Goodbye* and disconnects after the second expiration.

When recording a message in a voice mail session (as opposed to a call answer session), the system does not disconnect upon detecting silence but disconnects after two expirations of the Input Time Limit. If you need Quick Silence Disconnect, there will be long periods of silence at the end of call answer messages. Query users for reports of these problems.

Administer these disconnect options on the previous screen.

System Parameters Features Screen — Page 2

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

```
drmid10            Active            Alarms: MmwA              Logins: 3
change system-parameters features                             Page 2 of 4
                        SYSTEM-PARAMETERS FEATURES


MISCELLANEOUS PARAMETERS
        Broadcast Mailbox Extension: 29990
          System Prime Time, Start: 08:00      End: 17:00
              Increment(l/s), Rewind: s      Advance: s

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

CALL TRANSFER OUT OF AUDIX
 Transfer Type: enhanced_cover_0             Transfer Restriction: subscribers
 Covering Extension:



enter command: change system-parameters features
```

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

Miscellaneous Parameters:

- Broadcast Mailbox Extension — This field displays the extension number of the system broadcast mailbox. This is a display-only field.

- System Prime Time, Start — Enter the starting time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company opens for business.) A valid entry in this field is a 1- or 2-digit hour number from 0 to 23 and a 2-digit minute number from 00 to 59 in the format *hh:mm*. The default value is 8:00.

- System Prime Time, End — Enter the ending time for the prime-time interval for traffic collection and multiple personal greetings. (This is normally the time your company closes.) A valid entry in this field is a 1- or 2-digit hour number from 0 to 23 and a 2-digit minute number from 00 to 59 in the format *hh:mm*. The default value is 17:00.

- Increment (l/s), Rewind — Enter *s* or *l* to instruct AUDIX to rewind a message by 4 seconds or 10 seconds. Here, *s* indicates the shorter time (4 seconds), and *l* indicates the longer time. This parameter pertains to times when the user is listening to a message and wishes to press **5** and repeat the last few seconds of the message.

■ Increment (l/s), Advance — Enter *s* or *l* to instruct AUDIX to advance a message by 4 seconds or 10 seconds. Here, *s* indicates the shorter time (4 seconds), and *l* indicates the longer time. This parameter pertains to times when the user is listening to a message and wishes to press **6** and jump ahead in the message by a few seconds.

Feature Activation:

■ Traffic Collection? — Enter **y** to turn on traffic data. Enter **n** if you do not want to collect traffic data. The default value is n.

■ Name Record by Subscriber? — Enter **y** to allow subscribers to record their own names. Enter **n** if subscribers cannot record their own names. The default value is y. Allowing subscribers to record their own names will save you a lot of time.

■ Multiple Personal Greetings? — Enter **y** to activate the multiple personal greetings feature. Enter **n** if you do not want subscribers to be able to use the multiple personal greetings feature. The default value is y.

■ End of Message Warning — Enter **y** to activate the End of Message Warning feature. Enter **n** to deactivate the End of Message Warning feature). The default value is y.

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

■ Priority on Call Answer — A caller can designate a message as priority for any extension having call answer coverage to the Intuity AUDIX system if the Priority on Call Answer field is set to "y" on the System-Parameters Features screen. (Callers also can designate the message as private.)

Field Descriptions

Enter data in the fields as described below.

Call Transfer Out of AUDIX

■ Transfer Type — Enter one of the following values to determine whether the Call Transfer Out Of AUDIX feature is active and what type of transfer will be used:

none — deactivate the Call Transfer Out Of AUDIX feature
enhanced_no_cover_0 — activate the Enhanced Transfer feature, but do not allow callers that press 0 to go down the coverage path of the covering person.
enhanced — activate the Enhanced Transfer feature and allow callers that press 0 to go down the coverage path of the covering person.

basic — activate the transfer feature for non-AT&T switches.

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

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

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

⚠ **CAUTION:**
A restriction of ''digits'' increases the risk of toll fraud.

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

NOTE:

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

Page 3 of the System Parameters Features screen is shown below.

```
drintuit            Active              Alarms: Mm A                    Logins: 3
change system-parameters features                                    Page 3 of 4
                          SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
              System: us-eng                     Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
 Incr 1: 0  days  0  hrs 5  mins      Incr 2: 0  days 0  hrs 15 mins
 Incr 3: 0  days  0  hrs 30 mins      Incr 4: 0  days 1  hrs 0  mins
 Incr 5: 0  days  2  hrs 0  mins      Incr 6: 0  days 6  hrs 0  mins
 Incr 7: 1  days  0  hrs 0  mins      Incr 8: 1  days 0  hrs 0  mins
 Incr 9: 7  days  0  hrs 0  mins      Incr10: 14 days 0  hrs 0  mins




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

Figure 3-4.   System Parameters Features Screen — Page 3

Announcement Sets:

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

For more information on announcement sets, see Chapter 8 and Appendix D of this document.

■ Administrative — Enter the name of the announcement set used when modifying announcement fragments and compositions. A valid entry in this field is a valid announcement-set name of up to 14 alphanumeric characters. The default value is a blank. This field should normally be blank when not customizing announcements. This announcement set can be the same as the Active announcement set but, if so, any changes made will affect the announcements heard by users. See the appropriate document listed in the preceding item for more information on announcement sets.

■ Rescheduling Increments — Enter the time intervals (in minutes, hours, and days) between attempts to resend a message after an unsuccessful delivery attempt. Valid entries and defaults for this field are:

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

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

Page 4 of the System Parameters Features screen is shown below.

```
drbig10              Active           Alarms:  mwA                    Logins: 2
change system-parameters features                                   Page 4 of 4
                        SYSTEM-PARAMETERS FEATURES


NETWORKING PARAMETERS

        Automatic Deletion of Non-administered Remote Subscribers
        Days without Activity: 0              Even If on a Mailing List? n














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

Figure 3-5.   System Parameters Features Screen — Page 4

Networking Parameters

■ Automatic Deletion of Non-administered Remote Subscribers —

   ■ Days without Activity — Enter the number of days after which non-administered remote subscribers with no activity will be automatically removed. Zero is a valid entry, and the largest number you can enter is 999.

   ■ Even if on a Mailing List? — Enter *n* in this field to except non-administered remote subscribers *who are on mailing lists* from the automatic deletion administered above.

Intuity and LAN Operations

These paragraphs provide information for handling Intuity AUDIX system administration as it relates to the Intuity Message Manager (IMM). The Intuity AUDIX system can be administered as a server on a Local Area Network (LAN). Have the LAN administrator at your site handle LAN installation, administration,

and troubleshooting. It is likely that you will use Intuity Message Manager in conjunction with an already-existing LAN installation. Access to Intuity Message Manager is purchasable as a right-to-use for the Intuity AUDIX system. If you have not purchased this feature, contact your AT&T sales representative to do so.

Intuity Message Manager Client Software

Each PC (or client) that accesses the Intuity Message Manager must have access to the Intuity Message Manager client software (either installed on each PC or accessible on the LAN server). If you have not ordered this software previously, contact your AT&T sales representative to order the Intuity Message Manager client software and documentation. You will need to decide whether you want a client license or a site license and the number of copies of the software and user's guide.

Refer to the *Intuity Message Manager User's Guide*, 585-310-725, for Intuity Message Manager client software installation instructions.

Message Manager Parameters

Any number of Intuity AUDIX subscribers can be administered to use the Intuity Message Manager feature either on the Class of Service screen or on the Subscriber screen. This feature has the following limitations on its usage:

- Up to 500 TCP/IP sessions can be connected at any one time. This means subscribers have started the client application from their PC. (Subscribers must exit the client application in order to disconnect a TCP/IP session.)

- Up to 32 AUDIX login sessions can be in progress at any one time (the number of sessions is administrable in the Maximum Number of Enabled LAN Sessions field on the System-Parameters IMAPI-Options screen). This means subscribers have logged in to the AUDIX mailbox from their PC. The Intuity AUDIX server terminates a login session if a session has been inactive for the amount of time set in the LAN Session Timeout field on the System-Parameters IMAPI-Options screen, but the TCP/IP session remains active until the subscriber exits from the client application. If the TCP/IP session is active, an AUDIX login session is established automatically when the client starts using the application again.

- Up to 16 audio sessions (depending on the number of voice ports purchased with your Intuity AUDIX system) can be in progress at any one time (one of the AUDIX voice ports is being used). This means a subscriber is logged in to AUDIX (one of the up to 32 login sessions) and an audio session is active (for example, the subscriber is listening to a voice mail message). When the audio session has completed, Intuity AUDIX disconnects the voice port and the client application remains one of the up to 32 AUDIX login sessions.

Administering the Intuity AUDIX System as a LAN Server

Follow the steps in this section to administer the Intuity AUDIX system as a server on the LAN for the Intuity Message Manager.

Activating the IMM Feature

The Intuity Message Manager is purchasable as a right-to-use and must be activated by AT&T.

Completing the System-Parameters IMAPI-Options Screen

Complete the System-Parameters IMAPI-Options screen shown below to administer the feature.

```
drintuit            Active            Alarms:  m A                      Logins: 2
change system-parameters imapi-options                               Page 1 of 1

                        SYSTEM-PARAMETERS IMAPI-OPTIONS


          Maximum Number of ENABLED IMAPI Sessions: 32

                         Enable Check New Messages: y

                          Enable Deliver CA Message: y

                          Enable Voice File Transfer: y

                            IMAPI Session Timeout: 60




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

Maximum Number of Enabled IMAPI Sessions

You can set the maximum number of enabled IMAPI sessions to help you regulate the performance of your Intuity AUDIX system. Enter a value from 0 to 32. The maximum is 32 sessions (the default).

3-15

Enable Check New Messages

Enter y (yes) (default) in this field if you want IMM to automatically notify subscribers of new messages on the Intuity Message Manager screen (yes is recommended for Intuity Message Manager). Enter n (no) in this field if you do *not* want the Intuity Message Manager to display that there are new messages for subscribers. If the field is set to n, subscribers have to log in to see if they have new messages. This potentially can increase traffic over the LAN.

Enable Deliver CA Message

Enter y (yes) in this field to enable call answer message delivery, which allows an IMAPI client to send voice mail messages across the LAN between the AUDIX server and a client. Enter n (no) (default) in this field to prevent call answer message delivery. Call answer message delivery is not available with IMM Release 1.

Enable Voice File Transfer

In most cases, you will probably want to allow voice file transfers over the LAN; however, the ability to restrict the transfer of voice files over the LAN is available on a system level, as well as on a per subscriber level. Messages have a voice file associated with them. These voice files also can be archived on the PCs local or network disk by transferring a voice file from the AUDIX server to the client PC. Enter y (yes) to enable voice file transfers over the LAN. This allows IMM subscribers to use the Personal Folder feature for storing messages on a PC disk. Enter n (no) (default) to disable voice file transfers over the LAN (this limits LAN overhead).

IMAPI Session Timeout

Enter the amount of time that a login session can be inactive before the session is terminated by the server. Intervals may be set in five-minute increments from 5 to 60 minutes. If you have many IMM users, keep this number low so that new login sessions are made available for other IMM users.

Defining Thresholds for Warnings

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

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

Things to Consider

Screen access   You must log in as system administrator (using the *sa* login) to change data on the System Parameters Thresholds screen. Voice messaging administrators who use the *vm* login can only view data on this screen.

Screen use   The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the System Parameters Thresholds screen.

Commands

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

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

System Parameters Thresholds Screen

The System Parameters Thresholds screen is shown below.

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

SUBSCRIBER MESSAGE SPACE WARNING

    Lower: 50 %       Upper: 80 %

    
    
    
    
    
    
    
    
    
    
    
    

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

Figure 3-6.   System Parameters Thresholds Screen

Field Descriptions

A description of each field is provided below.

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

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

Setting Up Community Sending Restrictions

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

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

Things to Consider

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

Commands

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

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

System Parameters Sending Restrictions Screen

The System Parameters Sending Restrictions screen is shown below.

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

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

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

Figure 3-7.   **System Parameters Sending Restrictions Screen**

Field Descriptions

A description of each field is provided below.

■ Activate Restrictions? — Enter **y** to activate the sending restrictions fea-
   ture. Enter **n** if you do not want to use the sending restrictions feature. The
   default value is n.

■ Sender/Recipient Community — Enter **r** in each field where you want to
   restrict the corresponding Sender Community from sending mail to the
   corresponding Recipient Community. The default value, a blank, indicates
   no restrictions between the corresponding two communities. Any charac-
   ter other than a blank or an r is interpreted as an r.

Steps to Set Up Community Sending Restrictions

1. At the command line, type **ch sy s** and press ENTER (F3).

   The Sending Restrictions screen appears.

2. Move the cursor to the field(s) you wish to change and type the new data.

3. Press ENTER (F3) to save your changes.

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

Setting Up Outcalling

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

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

Things to Consider

Voice ports   This feature uses voice ports and can affect the AMIS Analog Networking, Intuity Message Manager, and Message Delivery features.

Screen access   You must log in as system administrator (using the *sa* login) to change data on the System Parameters Outcalling screen. Voice messaging administrators who use the *vm* login can only view data on this screen.

Screen use   The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the System Parameters Outcalling screen.

Commands

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

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

System Parameters Outcalling Screen

The System Parameters Outcalling screen is shown below.

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

        Outcalling Active? y

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


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




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

Figure 3-8.   System Parameters Outcalling Screen

Field Descriptions

A description of each field is provided below.

■ Outcalling Active? — Enter **y** to activate outcalling on a system-wide basis. Enter **n** if you do not want outcalling to be active. The default value is n.

■ Start Time — Enter the beginning of the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value is *00:00*. Up to three time periods can be specified. The time periods cannot overlap and the sum of their durations must be less than 24 hours.

■ End Time — Enter the end of the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value is 23:59. Up to three time periods can be specified. The time periods cannot overlap and the sum of their durations must be less than 24 hours.

- Interval — Enter the time interval between outcalling attempts within the time period during which outcalling can occur. A valid entry in this field is an hour number from 0 to 23 and a minute number from 00 to 59 in the format *hh:mm*. The default value for the first time period is 00:15 (15 min). The minimum interval is 15 minutes. The maximum is 24 hours.

- Maximum Simultaneous Ports — Enter the maximum number of voice ports that can be used simultaneously for outcalling during this time period. (AMIS Analog Networking and Message Delivery calls are included in this maximum.) A valid entry in this field is an integer from 1 to 64. The default value is 1.

- Initial Delay — Enter the number of minutes that should pass after the delivery of a message before the AUDIX system makes an outcall. A valid entry in this field is an integer from 0 to 60. The default value is 0 minutes.

- Maximum Number Digits — Enter the maximum number of button-presses (including digits and the symbols ∗ and #) that the subscriber can specify for outcalling. A valid entry in this field is an integer from 3 to 60. The default value is 29.

Steps to Set up Outcalling

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

1. Enter **ch sy o** and press (ENTER) (F3).

2. Move the cursor to the field you wish to change and type the new data.

3. Press (ENTER) (F3) to save your changes.

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

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

Setting Up a Broadcast Mailbox

For subscribers to have the ability to send broadcast messages or login announcements, you must set up a broadcast mailbox. The broadcast mailbox is the actual place where broadcast messages are stored. When subscribers listen to a broadcast message or login announcement, the system actually retrieves it from the broadcast mailbox. Likewise, when subscribers record and send broadcast messages, they store and send it via the broadcast mailbox.

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

Things to Consider

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

Steps to Set up a Broadcast Mailbox

To set up a broadcast mailbox, do the following:

1. At the command line, enter **ad su** (for add subscriber) and press (ENTER) (F3).

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

2. Enter data in the following fields:

   - Name — Enter the name of the broadcast mailbox.

   - Extension — Enter the broadcast mailbox's extension. Use an extension that is *not* administered on the switch.

   - COS — Enter the class of service name or number you want for this broadcast mailbox.

   - Switch Number — Enter **0**, which means that the broadcast mailbox has a voice messaging mailbox but does not have an extension on the switch.

   - Broadcast Mailbox? — Enter **y**, which identifies this subscriber as a broadcast mailbox. You can enter data in this field only via the **add subscriber** command. You cannot change this field from y to n or

vice-versa via the **change subscriber** command. If you want to change the broadcast mailbox, you must remove the current broadcast mailbox and add a new one.

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

Page 2 of the Subscriber screen appears.

4. Enter data in Page 2 for each of the following fields (all other fields are irrelevant for a broadcast mailbox):

   ■ Permissions, Type — Enter **none**.

   ■ Permissions, Broadcast — Enter **none**.

   ■ Incoming Mailbox, Retention Times (days) — Enter the maximum number of days for which you want any particular broadcast message active in your system. Enter the same number of days for New, Old, and Unopened.

   ■ Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for the broadcast mailbox. A valid entry is a number from 0 to 32767. You should be sure you enter enough seconds for all the messages you think your system may need to store at one time.

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

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

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

Subscriber Administration

4

This chapter describes how to administer Intuity AUDIX subscribers.

Changing Class of Service Options

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

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

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

Things to Consider

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

Commands

Commands available to access the COS screen are as follows:

Full Version	Short Version
change cos *cos-number*	**ch c *cos-number***
change cos *cos-name*	**ch c *cos-name***
display cos *cos-name*	**di c *cos-name***
display cos *cos-number*	**di c *cos-number***

Where:

cos-name is the name of the class of service

cos-number is the number of the class of service (0-11)

Class of Service Screen

Page one of the Class of Service screens is shown below.

```
drmid10              Active            Alarms: M wA                    Logins: 7
change cos 1                                                          Page 1 of 2
                                   CLASS OF SERVICE


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


                                       Login Announcement Set: System
System Multilingual is OFF        Call Answer Primary Annc. Set: System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System


PERMISSIONS  Type: call-answer                   Announcement Control? n
       Outcalling? y            Priority Messages? n      Broadcast: none
       IMAPI Access? y    IMAPI Voice File Transfer? y




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

Figure 4-1.   Class of Service Screen, Page 1

Field Descriptions

Enter class of service data as described below:

■   Name — Enter the name of the class of service. A valid entry in this field is a unique class of service name from 1 to 8 alphanumeric characters long. Default COS names are class0 through class11.

■   COS Number — This is a display-only field that shows the number for this COS.

■   Addressing Format — Enter the format a subscriber must use when addressing voice mail messages. Valid entries are extension (default) and name.

■   Modified? — This is a display-only field indicating whether this COS has been changed since installation.

■   System Multilingual is — This is a display- only field indicating whether the multilingual feature has been turned on.

■ Login Announcement Set — Enter the announcement set that is to be used when a subscriber logs into the system. A single announcement set comes with an Intuity AUDIX system. Additional announcement sets may be separately purchased. If the multilingual feature is turned off, this field can only be blank or contain *System*.

Access the *list annc-sets* screen to discover which announcement sets have been installed on your system. Access the *display system-parameters features* screen to discover which announcement set has been assigned to the *system* set.

Contact your AT&T representative for an up to date list of available announcement sets.

■ Call Answer Language Choice — If System Multilingual is on, enter *y* to enable Call Answer language choice. If this feature is on, a call is answered in a primary language, then the caller is invited (in the secondary language) to enter *1 to switch to the secondary language.

■ Call Answer Primary Annc. Set — Enter the announcement set that is to be used for system prompts and for the personal or standard system greeting (until the caller switches languages). Valid entries are the same as for the *Login Announcement Set*.

■ Call Answer Secondary Annc. Set — Enter the announcement set that is to be used for system prompts and for the personal or standard system greeting after the caller switches languages. Valid entries are the same as for the *Login Announcement Set*.

■ PERMISSIONS, Type — Enter one of the following:

call-answer The caller will have both call answer and voice mailbox capabilities.

none The caller will have voice mailbox capability only, and *no* call answer capability.

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

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

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

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

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

> **⚠ WARNING:**
> *This capability can enhance the risk of toll fraud. See "System Security' and Toll Fraud' at the front of this document.*

■ PERMISSIONS, Priority Messages? — Enter *y* to allow a subscriber to send priority voice-mail messages to other subscribers. Enter *n* if you do not want a subscriber to have this capability.

■ PERMISSIONS, Broadcast — Enter one of the following to specify the types of broadcast messages that a subscriber can create. Valid entries in this field are:

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

■ PERMISSIONS, IMAPI Access? — Enter *y* to enable Intuity Message Manager Voice Messaging client access to the server for these subscribers.

■ PERMISSIONS, IMAPI Voice File Transfer? — Enter *y* to enable the Intuity AUDIX server to transfer client voice files over the LAN to a client PC. Set this to *y* to allow subscribers to archive messages they receive.

The second Class of Service screen is shown below.

```
drintuit            Active            Alarms: Mm A                    Logins: 2
change cos 1                                                        Page 2 of 2
                              CLASS OF SERVICE


INCOMING MAILBOX            Order: fifo             Category Order: nuo
  Retention Times (days),   New: 90      Old: 90        Unopened: 90

OUTGOING MAILBOX            Order: fifo             Category Order: undfa
 Retention Times(days),File Cab: 90    Delivered/Nondeliverable: 5


Voice Mail Message (seconds),  Maximum Length: 240  Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 240  Minimum Needed: 8

        End of Message Warning Time (seconds):

          Maximum Mailing Lists: 25     Total Entries in all Lists: 500
Mailbox Size (seconds), Maximum: 4000          Minimum Guarantee: 0




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

Figure 4-2.   Class of Service Screen, Page 2

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

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

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

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

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

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

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

■ OUTGOING MAILBOX, Category Order — Enter the order for scanning
the outgoing mailbox message categories for a subscriber. Valid entries in
this field are the following five characters in any order:

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

The initial default value is unfda.

■ OUTGOING MAILBOX, Retention Times (File Cab and Delivered /Nonde-
liverable) — Enter the number of days, from 0 to 3999, that (file cabinet or
delivered/nondeliverable) messages are retained in the outgoing mailbox
for a subscriber.

■ Voice Mail Messages, Maximum Length — Enter, in seconds, the maxi-
mum duration of voice-mail messages that can be created by a sub-
scriber. A valid entry in this field is a number from 0 to 1200. The initial
default value is 300 seconds.

■ Voice Mail Messages, Minimum Needed — Enter, in seconds, the mini-
mum mailbox space that must be available for a subscriber to create a
voice-mail message. A valid entry in this field is an integer from 0 to 1200.
The initial default value is 32 seconds. If less than 32 seconds remain in
this subscriber's mailbox, the subscriber will be told he/she cannot create
a new message (or reply).

■ Call Answer Messages, Maximum Length — Enter, in seconds, the maximum duration of call-answer messages that can be left for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 120 seconds.

■ Call Answer Messages, Minimum Needed — Enter, in seconds, the minimum mailbox space that must be available to leave a call-answer message for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 8 seconds. If less than 8 seconds remain in this subscriber's mailbox, the caller will hear the "full mailbox" greeting.

■ End of Message Warning Time — Enter, in seconds, the time when the End of Message Warning recording is played. The system plays a warning message this number of seconds before the maximum recording time has been reached. Valid entries in this field are a blank, the number zero (0), or an integer from 15 to 60. If you enter a zero (0), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System Parameters Features screen. Otherwise, this value overrides the value on the System Parameters Features screen.

■ Maximum Mailing Lists — Enter the maximum number of mailing lists that can be created by a subscriber. A valid entry in this field is an integer from 0 to 999. The initial default value is 25 seconds.

■ Total Entries in all Lists — Enter the maximum total number of mailing list entries that can be created for all mailing lists owned by a subscriber. A valid entry in this field is an integer from 0 to 9999.

■ Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for a subscriber. A valid entry in this field is a number from 0 to 32767 (just over 9 hours). The initial default value is 1200 seconds (20 min).

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

Steps to Change a Class of Service Name or Options

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

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

2. Press (ENTER) (F3).

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

3. Overtype existing values with the values you want.

4. Press ENTER (F3) to save the changes.

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

Listing COS Names

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

Things to Consider

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

Commands

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

Full Version	Short Version
list cos	**li cos**

List Classes of Service Screen

The List Classes of Service screen is shown below.

```
AUDIX            Active            Alarms: M  A              Logins: 4
list cos                                                       Page 1
                          CLASSES OF SERVICE

                        Number         Name

                          0          class00
                          1          class01
                          2          class02
                          3          class03
                          4          class04
                          5          class05
                          6          class06
                          7          class07
                          8          class08
                          9          class09
                         10          class10
                         11          class11



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

Figure 4-3.   List Classes of Service Screen

Field Descriptions

A description of each display field is provided below.

■   Number — The number for this COS.

■   Name — The class of service name.

Adding, Changing, and Removing Subscribers

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

Things to Consider.

Pages of screen	The Subscriber screen has 3 pages. Only Pages 1 and 2 are described in this section. Page 3, which concerns Automated Attendant, is described in Chapter 5, "Automated Attendant and Bulletin Board".
Call coverage	To get call answer messages, each subscriber must have the AUDIX hunt group as a coverage point in that subscriber's coverage path.
Custom COS	After you assign a COS for a subscriber on Page 1 of the Subscriber screen, the specific options for that COS appear on Page 2 of the Subscriber screen. You can then further customize the subscriber's COS options by over-typing any data on Page 2.
Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can change data on this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Subscriber screen.
G3-MA AUDIX Data Exchange (if available)	You may use AUDIX Data Exchange to transfer the name and extension of the subscriber, as well as the command (add, change, delete), to the switch or vice-versa.
	In addition, you can specify other default values to be transferred with the name and extension. These are as follows: ■ To AUDIX — COS, Switch Number, Password ■ To the switch — COS, COR, Station Type

Commands

The commands available to administer a subscriber are as follows:

Full Version	Short Version
add subscriber	**ad su**
add subscriber *name*	**ad su** *name*[*]
add subscriber *extension*	**ad su** *extension*
add subscriber *name extension*	**ad su** *name* * *extension*
change subscriber *name*	**ch su** *name**
change subscriber *extension*	**ch su** *extension*
display subscriber *name*	**di su** *name**
display subscriber *extension*	**di su** *extension*
remove subscriber *name*	**rem su** *name**
remove subscriber *extension*	**rem su** *extension*

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

Where:

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

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Subscriber Screen – Page 1

```
AUDIX            Active          Alarms: Mm                    Logins:
change subscriber 32111                                    Page 1 of
                              SUBSCRIBER

           Name: Barton, Clara                    Locked? n
      Extension: 32111                           Password:
            COS: custom                     Miscellaneous:
  Switch Number: 15                  Covering Extension: 32101
   Community ID: 1                    Broadcast Mailbox? n




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

Figure 4-4.   Subscriber Screen – Page 1

Field Descriptions

Enter subscriber data as described below:

■   Name — Enter the name of the subscriber to be added or changed. A
    valid entry in this field is from 1 to 29 alphabetic characters. The sub-
    scriber name should be entered in last name, first name format. This is a
    mandatory input field; there is no default value. The name must be touch-
    tone unique.

■   Locked? — Tab over this field. When adding a subscriber, this field
    always displays an n. See "Unlocking a Subscriber's Mailbox" for more
    information on this field.

■   Extension — Enter the subscriber's extension. A valid entry in this field is a
    3- to 10-digit extension that is within range, is not assigned to another
    local subscriber, and is of valid length on the local Intuity machine (see the
    Machine Profile screen in *Intuity Platform Administration and Maintenance
    for Release 2.0* (585-310-554).

■   Password — Enter a default password the subscriber must use to log into
    the subscriber's voice terminal. A valid entry in this field is a 0- to 15-digit
    number. The default is a blank. If you do not enter a password or you enter

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

⟹ **NOTE:**

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

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

⟹ **NOTE:**

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

■ Miscellaneous — Enter additional information about the subscriber that may be helpful to the administrator. A valid entry in this field is 1 to 11 alphanumeric characters. The default is a blank. Values in this field are not used by the AUDIX system.

■ Switch Number — Enter the number of the switch on which this subscriber's extension is administered. A valid entry in this field is an integer from 0 to 20. A 0 in this field means that the subscriber has an AUDIX mailbox but does not have an extension on the switch. Mailboxes for shared extensions should also have a 0 in this field. The default is the administered host switch number from the switch-link screen.

⟹ **NOTE:**

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

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

⟹ **NOTE:**

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

- Community ID — Enter the community ID to be assigned to this subscriber. A valid entry in this field is a blank or a 1- or 2-digit integer from 1 to 15. If this field is left blank, the system default community ID from the Machine screen for the local machine is used. See the System Parameters Sending Restrictions screen for restrictions on sending messages between communities.

- Broadcast Mailbox — Tab over this field. When adding a subscriber, this field always displays an n. See "Setting Up a Broadcast Mailbox" in Chapter 3 for more information on this field.

```
drbig10             Active            Alarms:  mwA                    Logins: 2
change subscriber 38237                                            Page 2 of 2
                     SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension
                                       Login Announcement Set: System
System Multilingual is ON          Call Answer Primary Annc. Set: System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System

PERMISSIONS  Type: call-answer                  Announcement Control? n
       Outcalling? n            Priority Messages? n       Broadcast: none
      IMAPI Access? y    IMAPI Voice File Transfer? y

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

Voice Mail Message (seconds),  Maximum Length: 230  Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120  Minimum Needed: 8
        End of Message Warning Time (seconds):
           Maximum Mailing Lists: 25     Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200             Minimum Guarantee: 0

enter command: change subscriber 38237
 1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 4-5.   Subscriber Screen – Page 2

Subscriber Screen – Page 2

Field Descriptions

Enter subscriber data as described below:

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

- System Multilingual is — This is a display- only field indicating whether the multilingual feature has been turned on.

- Login Announcement Set — Enter the announcement set that is to be used when a subscriber logs into the system. A single announcement set comes with an Intuity AUDIX system. Additional announcement sets may be separately purchased. If the multilingual feature is turned off, this field can only be blank or contain System.

- Call Answer Language Choice — If System Multilingual is on, enter y to enable Call Answer language choice. If this feature is on, a call is answered in a primary language, then the caller is invited (in the secondary language) to enter *1 to switch to the secondary language.

- Call Answer Primary Annc. Set — Enter the announcement set that is to be used for system prompts and for the personal or standard system greeting (until the caller switches languages). Valid entries are the same as for the Login Announcement Set.

- Call Answer Secondary Annc. Set — Enter the announcement set that is to be used for system prompts and for the personal or standard system greeting after the caller switches languages. Valid entries are the same as for the Login Announcement Set.

- PERMISSIONS, Type — Enter one of the following:

call-answer   The caller will have both call answer and voice mailbox capabilities.

none   The caller will have voice mailbox capability only, and *no* call answer capability.

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

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

⚠ WARNING:

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

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

⚠ WARNING:

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

- PERMISSIONS, Priority Messages? — Enter **y** to allow this subscriber to send priority voice-mail messages to other subscribers. Enter **n** if you do not want the subscriber to have this capability.

- PERMISSIONS, Broadcast — Enter one of the following to specify the types of broadcast messages that this subscriber can create. Valid entries in this field are:.

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

- PERMISSIONS, IMAPI Access? — Enter y to enable Intuity Message Manager Voice Messaging client access to the server for these subscribers.

- PERMISSIONS, IMAPI Voice File Transfer? — Enter y to enable the Intuity AUDIX server to transfer client voice files over the LAN to a client PC. Set this to y to allow subscribers to archive messages they receive.

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

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

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

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

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

> ⇒ **NOTE:**
> The retention time clock is not reset to zero when a message is
> moved between the old, unopened, and new categories. For exam-
> ple, if the retention time is 10 days for all three categories, a mes-
> sage is removed after 10 days (not 30 days) regardless of whether
> or when it is moved from one category to another.

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

- OUTGOING MAILBOX, Category Order — Enter the order for scanning
  the outgoing mailbox message categories for this subscriber. Valid entries
  in this field are the following five characters in any order:

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

The initial default value is unfda.

- OUTGOING MAILBOX, Retention Times (File Cab and Delivered /Nonde-
  liverable) — Enter the number of days, from 0 to 999, that (file cabinet or
  delivered/nondeliverable) messages are retained in the outgoing mailbox
  for this subscriber.

- Voice Mail Messages, Maximum Length — Enter, in seconds, the maxi-
  mum duration of voice-mail messages that can be created by this sub-
  scriber. A valid entry in this field is a number from 0 to 1200. The initial
  default value is 300 seconds.

- Voice Mail Messages, Minimum Needed — Enter, in seconds, the mini-
  mum mailbox space that must be available for a subscriber to create a
  voice-mail message. A valid entry in this field is an integer from 0 to 1200.
  The initial default value is 32 seconds. If less than 32 seconds remain in
  this subscriber's mailbox, the subscriber will be told he/she cannot create
  a new message (or reply).

- Call Answer Messages, Maximum Length — Enter, in seconds, the maxi-
  mum duration of call-answer messages that can be left for a subscriber. A
  valid entry in this field is an integer from 0 to 1200. The initial default value
  is 120 seconds.

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- Call Answer Messages, Minimum Needed — Enter, in seconds, the minimum mailbox space that must be available to leave a call-answer message for a subscriber. A valid entry in this field is an integer from 0 to 1200. The initial default value is 8 seconds. If less than 8 seconds remain in this subscriber's mailbox, the caller will hear the "full mailbox" greeting.

- End of Message Warning Time — Enter, in seconds, the time when the End of Message Warning recording is played. The system plays a warning message this number of seconds before the maximum recording time has been reached. Valid entries in this field are a blank, the number zero (0), or an integer from 15 to 60. If you enter a zero (0), no end-of-message warning is played. If you leave this field blank, the system uses the value on the System Parameters Features screen.

- Maximum Mailing Lists — Enter the maximum number of mailing lists that can be created by this subscriber. A valid entry in this field is an integer from 0 to 999. The initial default value is 25 seconds.

- Total Entries in all Lists — Enter the maximum total number of mailing list entries that can be created for all mailing lists owned by this subscriber. A valid entry in this field is an integer from 0 to 9999.

- Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for this subscriber. A valid entry in this field is a number from 0 to 32767 (just over 9 hours). The initial default value is 1200 seconds (20 min).

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

Steps to Add a Subscriber

Use the following steps to add subscribers:

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

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

   > **NOTE:**
   > A subscriber name must be in quotes if the name contains spaces.

The Subscriber screen (Figure 4-4) appears.

2. Enter subscriber information in the fields of Page 1 as described below:

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

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

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

⚠ **CAUTION:**
If you change the value in any field on Page 2, the subscriber's COS becomes a custom COS. As such, you can change the subscriber's COS only on the Subscriber screen. When you change values on the COS screen for the COS number assigned on Page 1, those changes will no longer apply to this subscriber. Also, the COS name on page one for this subscriber will be "custom."

4. Change the data in any of the following fields as desired.

5. Press (ENTER) (F3) to add the subscriber.

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

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

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

> **NOTE:**
> If you enter a large number of subscribers, you may want to back up system data, though your exposure to data loss is not so great because the system data filesystem is backed up automatically each night. However, to perform a demand backup of system data, refer to ''Backing Up Data'' in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554) for more information about manually backing up data.

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Steps to Change Subscriber Data

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

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

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

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

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

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

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

2. Overtype any existing data with new data.

3. Press (ENTER) (F3) to save the subscriber changes.

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

Step to Remove a Subscriber

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

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

To remove a subscriber, do the following:

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

   The Subscriber screen (Figure 4-4 andFigure 4-5) appears, containing data for that subscriber.

2. Check that this is the subscriber you want to delete.

3. Press (ENTER) (F3) to delete the subscriber.

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

Listing Subscribers by Name

The List Subscribers screen lists, in alphabetical order, the names of local sub-scribers, along with their extensions, classes of service, and miscellaneous infor-mation.

Things to Consider

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

Commands

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

Full Version	Short Version
list subscribers	**li s**
list subscribers *name-characters*	**li s** *

* Enter the name of the subscriber here.

List Subscriber Screen

The List Subscribers screen is shown below.

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

Figure 4-6.   List Subscriber Screen

Field Descriptions

A description of each field is provided below.

■ Name — The names of the local subscribers. The subscriber names are listed in alphabetic order starting with the first alphabetic name or starting with the characters specified on the command line.

■ Extension — The extension numbers of the local subscribers.

■ Class-of-Service — The name of the subscriber's assigned class of service.

■ Misc.— Additional subscriber information, as specified in the Miscellaneous field on the Subscriber screen.

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Listing Subscribers by Extension

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

Things to Consider

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

Commands

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

Full Version	Short Version
list extensions	**li e**
list extensions *extension*	**li e *extension***

List Extensions Screen

The List Extensions screen is shown below.

```
AUDIX              Active           Alarms: Mm                      Logins: 1
list extensions                                                       Page 2
                                  LIST EXTENSION

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


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

Figure 4-7.   List Extensions Screen

Field Descriptions

A description of each display field is provided below.

■ Extension — This field displays the extension numbers of the local sub-scribers. The list begins with the extension specified in the command line, or with the numerically-lowest extension number if an extension is not specified on the command line.

■ Name — This field displays the names associated with the listed exten-sions.

Creating and Changing Subscriber Name Recordings

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

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

You have two options for recording subscriber names:

■ Record the names yourself from the extension that has announcement control permission.

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

Steps to Create and Change Subscriber Name Recordings

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

1. Dial the AUDIX system extension on your telephone.

2. Enter your extension (the one that has announcement control permission) followed by the pound sign #️ when prompted.

3. Enter your password followed by the pound sign #️ when prompted.

4. Press 9️ to perform system administration.

5. Press 4️ to record a subscriber's name.

6. Enter the extension of the subscriber whose name you are about to record followed by the pound sign #️ when prompted.

7. Speak the subscriber's name clearly when prompted.

8. Press #️ to signify the end of the recording.

9. When you are finished with this subscriber, choose one of the following:

- Repeat steps 6 - 8 for each additional subscriber to be added.

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

Reassigning Subscriber Default Passwords

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

➡ NOTE:

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

Steps to Reassign a Subscriber Default Password

To reassign a password, do the following:

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

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

2. Type a default password into the Password field.

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

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

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

Unlocking a Subscriber's Mailbox

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

Use the Subscriber screen (see Figure 4-4 earlier in this chapter) to unlock a subscriber's mailbox.

Things to Consider

Security/ Toll Fraud	If a subscriber is repeatedly being locked out of the AUDIX system, some unauthorized person may be attempting to tamper with that subscriber's mailbox. Report this to the subscriber's manager or to your company security office before unlocking the login ID.
	If the unsuccessful login attempts have been made from an extension other than that of the owner of the mailbox, the Administration Log will contain information about the break-in attempts.
Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can access the Subscriber screen and unlock a subscriber's mailbox.

Steps to Unlock a Subscriber Mailbox

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

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

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

2. Type an **n** in the Locked? field.

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

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

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

Automated Attendant and Bulletin Board

5

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

What is an Automated Attendant

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

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

Auto-attendant applications can include any of the following:

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

A business can deploy automated attendant service in either primary or second-ary operational mode.

Primary Mode Operation

When an automated attendant service is deployed in primary mode, it is expected to answer all incoming calls as soon as they come in. The company receptionist backs up the automated attendant by handling over- flow calls and calls from people needing assistance (i.e timeouts, dial 0 etc.).

Secondary (Backup) Mode Operation

When an automated attendant service is deployed in backup mode, the com-pany receptionist is expected to answer as many calls as possible. The auto-mated attendant service should be configured to back up the company receptionist by handling calls he or she is unable to answer.

Automated Attendant Operational Schedule

Customers may use the Intuity AUDIX automated attendant service to answer incoming calls on a 24-hour/day basis or at night only depending upon their business needs. Typically, though not always, businesses are considered "open" during day time and "closed" during night time. We use the terms "day" and "open" and "night" and "closed" interchangeably.

Intuity AUDIX can use its own weekly business schedule for time of day operation. Alternately, it can rely on the telephone system to indicate when it should operate in day mode and night mode. Note that some telephone systems (for example, MERLIN LEGEND) can provide day/night status to Intuity AUDIX, while other telephone systems (for example, DEFINITY) cannot. It makes no difference to the Intuity AUDIX automated attendant service whether day/night operation is controlled by the associated telephone system status or by Intuity's own weekly business schedule.

Some businesses would like the Intuity Automated Attendant to play a different menu and/or handle calls slightly differently during lunch time. Some other businesses may want a transition automated attendant to handle callers from other time zones. The new alternate service hours feature provides a way to do this. This feature can be used independently of whether the business schedule is set to follow the telephone system's night service status.

See also the overview of this subject given on page 26 of this chapter.

Schedule Based on MERLIN LEGEND Status

MERLIN LEGEND can be administered to switch from day mode operation to night mode operation either by a schedule administered on the telephone system or by pushing a Night Service button on the attendant console. The advantage of linking Intuity's automated attendant service schedule to MERLIN LEGEND's status is that the two are then guaranteed to be synchronized.

It should be noted that the MERLIN LEGEND telephone system can be programmed to route calls differently when Night Service is in effect. This feature can be used to provide automated attendant service only when the MERLIN LEGEND telephone system is in Night Service mode.

Setting Up an Automated Attendant

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

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

Things to Consider

10 options per attendant	The automated attendant can have as many as 10 menu options, corresponding to the buttons 0 through 9 on a touch-tone telephone
auto-attendant extension on the switch	If the auto-attendant extension is to be called directly, administer the switch to route calls to the auto-attendant's extension. In this case, you (or the switch administrator) may have administered the switch to route all incoming calls to an auto-attendant instead of to a receptionist, or perhaps to route calls to this extension only after normal business hours. (If the auto-attendant is to be reached only as a nested auto-attendant, administer the extension in the AUDIX system but not on the switch).
Call transfer out of AUDIX	For the Automated Attendant feature to work fully, the Call Transfer Out of AUDIX feature must be activated. This is accomplished via the System Parameters Features screen. Choose `basic` at the Call transfer out of AUDIX feature field on that screen. (Enter `enhanced` if the switch is a DEFINITY switch.) If `none` is entered instead, you cannot use the `transfer` treatment type on the Subscriber screen.
COS for auto-attendants	If you plan to use a number of auto-attendants, you might want to set up a class of service with the PERMISSIONS, Type field already set to `auto-attendant` for use with auto-attendants. If you do, be sure that existing subscribers are not already assigned to that class of service.

*T transfers

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

⚠ **CAUTION:**
  Allowing transfers out of AUDIX increases the risk of toll fraud.

Direct transfers without *T

An exception to the rule that a button is assigned to an extension makes it possible for callers to dial an extension directly from the auto-attendant without using ⊛ Ⓣ. To administer such direct dialing, place the letter **e** in the *Extension* field that applies to a button whose number is the first digit of real switch extensions. For example, if internal extensions begin with 5, assign button 5 as extension *e* , which would allow the caller to dial any extension that started with 5.

⇒ **NOTE:**

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

Pay particular attention to the switch dial plan when assigning the *e* option. Consider that some extensions within the group may not exist, may not be assigned, or may be assigned to special features. Any of these situations may cause problems if a caller attempts to dial anything but a voice terminal.

coverage to AUDIX	The auto-attendant extension must be redirected to the AUDIX extension with Call Coverage (Call Forwarding, if your switch is a DEFINITY switch). Calls are then sent to the auto-attendant mailbox where the menu of options is heard.

Multilingual Automated Attendants

You can set up a multilingual automated attendant. The first level of an automated attendant in a multilingual environment might ask the user to select a language. Subsequent levels implement the automated attendant in the language chosen. For example, your company operates in a U.S. English/Canadian French bilingual environment and needs an automated attendant to redirect calls to the appropriate extension (possibly because Direct Inward Dialing is not available on the switch).

1. The recording for the *main* or *first-level* automated attendant is (except for the invitation to press 1) in U.S. English for this example.

   "Hello, this is ABC Company."
   "Pour Francais, appuyez sur le 1."
   "To talk to a sales agent, please press 2."
   "For billing problems, please press 3."
   "If you know the number of the person you wish to reach, please enter it."
   "Or you may wait for an operator to help you."

2. The user presses 1. The recording for the *second-level* automated attendant is in Canadian French.

   (In Canadian French)
   "To talk to a sales agent, please press 2."
   "For billing problems, please press 3."
   "If you know the number of the person you wish to reach, please enter it."
   "Or you may wait for an operator to help you."

   (If the user enters *H for help, Canadian French prompts are used if the primary announcement set is Canadian French.)

3. The caller enters extension number 432.

   (IN Canadian French)
   "Please wait."

4. The call is transferred to extension 432. If the call covers to the Intuity AUDIX system, call treatment will be as described above in the call answer scenario.

You also can use the Multiple Personal Greetings feature to customize an automated attendant's spoken menu (that is, the extension's personal greeting) for calls of various types. This customization could be cosmetic, such as a formal or informal personal greeting depending on whether the call is external or internal, or it could voice a different set of options, such as offering a restricted menu of choices to out-of-hours callers.

You can record as many languages within the Automated Attendant as needed. Since you record the Automated Attendant menu, an Automated Attendant is not limited to two languages. If you have the Multilingual feature set to ON, Automated Attendants can use the Multiple Personal Greetings feature as long as the Call Answer Language Choice field is set to "n". If you set the Call Answer Language Choice field to "y", the first menu in the automated attendant should be one where the caller chooses a language (such as press 1 for English or press 2 for French Canadian); then you can set up separate menu trees for each language.

These are just a few of the useful applications for the automated attendant feature that are described in this chapter. As you will see, this feature is limited only by your imagination and your requirements for having calls transferred without human intervention.

Subscriber Screen — Page 3

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

```
AUDIX              Active           Alarms: Mm A                    Logins: 2
change subscriber                                                 Page 3 of 3
                        SUBSCRIBER AUTOMATED ATTENDANT MENU

    Allow Call Transfer? y

    Button  Extension      Treatment              Comment
      1:     52100      guest-greeting  leave message for sales
      2:     52200      call-answer     go to accounting
      3:     52300      call-answer     go to personnel
      4:
      5:     e          transfer        go to ext 5xxxx as requested
      6:
      7:
      8:
      9:     52410      call-answer     repeat this menu
      0:     50000      transfer        go to receptionist
 Timeout:   50000      transfer        on time-out transfer to rec

    Length Of Time-Out On Initial Entry : 5



 ███████████████████████████████████████████████████████████████████████
 enter command: change subscriber    52410
 1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 5-1.   Subscriber Screen — Page 3

Field Descriptions

Enter data in the fields as follows:

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

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

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

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

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

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

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

The default is a blank.

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

■ Comment — This optional field can be used for any comment that may help to identify the extension if you have to modify the attendant's functions or re-record the attendant menu. Valid entries in this field are a blank or from 1 to 29 alphanumeric characters.

■ Timeout, Extension — This field specifies the extension and treatment to which the caller goes when the timeout period has elapsed. A valid entry in this field is a 3- to 10-digit extension number. If this field is left blank, the caller is disconnected after two timeout periods have elapsed.

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

> **➡ NOTE:**
> A blank in the Timeout, Extension field requires a blank in the Timeout, Treatment field. A non-blank value in the Extension field requires a non-blank value in the Treatment field.

■ Timeout, Comment — This optional field can be used for any comment that may help to identify the timeout extension. Valid entries in this field are a blank or from 1 to 29 alphanumeric characters.

■ Length of Timeout on Initial Entry — Enter the number of seconds the AUDIX system will wait for a response from the caller. A valid entry in this field is an integer from 0 to 9. The default value is 5 seconds.

Steps to Set Up an Automated Atttendant

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

Step One: Fill Out Subscriber Screen

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

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

2. Enter data in Page 1 for each of the following fields:

   ■ Name — Enter the name of the auto-attendant. A valid entry in this field is from 1 to 29 alphabetic characters. This is a mandatory input field; there is no default value. The name must be touch-tone unique.

   ■ Extension — Enter the extension of the auto-attendant. For a main auto-attendant, the extension will be the extension a caller would dial to access the attendant. For a nested auto-attendant, the extension will be an extension accessed as an option on a main or higher-layer auto-attendant.

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

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

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

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

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

3. Press ⌨NEXTPAGE to access Page 2 of the Subscriber screen.

   Page 2 of the Subscriber screen appears.

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

   ■   Addressing Format — If you want callers to be able to enter names, *not* extensions, to select certain destinations, enter **name**. If callers will be able to enter extension numbers to select destinations, enter ***extension***.

   ■   PERMISSIONS, Type — Enter **auto-attendant** .

      Press ⌨NEXTPAGE to access Page 3 of the Subscriber screen.

5. Complete all necessary fields. See "Subscriber Screen — Page 3" for information on the fields.

6. Press ⌨ENTER.

Step 2: Record the Attendant Menu(s)

Use your touch-tone telephone to record the auto-attendant menu that will be spoken to callers. You record an attendant menu in the same way you record a personal greeting, except that you record the greeting for the attendant exten-

sion, and the greeting describes the option for the attendant. It is a good idea to write down the menus and greeting numbers so that you will have them if you need to re-record them at a later time.

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

■ A greeting followed by the menu choices available to the caller

■ An instruction on pressing ⊛ ⓣ to transfer to a specific extension (if this option is active)

■ An instruction to wait if a time-out extension is administered

■ An instruction on pressing ⊛ ⓗ to repeat the menu

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

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

1. Log in as the auto-attendant using the extension and password (if any) you assigned on the Subscriber screen.

2. At the activity menu, press ③ to administer the attendant menu.

3. Press ① to record the attendant menu.

4. At the tone, speak the menu and then press ① to stop the recording.

   ■ Press ① again to record from where you last stopped.

   ■ Press ② ③ if you want to listen to the recording.

   ■ Press ⊛ ⓓ to delete and re-record.

5. Press ⌗ to approve.

With multiple personal greetings, your auto-attendant menu can change according to call type(s) (for example, one menu for out-of-hours calls and another menu for regular hours calls).

⇒ **NOTE:**
If your system should lose any voice messages, perhaps due to a disk crash, you must check each of the auto-attendant menus to ensure that they were not lost. It would be a good idea to write down the text of the menus and keep them together as a precaution. If an auto-attendant menu is lost, simply rerecord it. If an auto-attendant menu is lost or was never recorded, callers hear a canned announcement indicating that attendant services are not available. The Intuity system also makes an entry in the administrative system log each time a caller calls the auto-

attendant extension. You can view these logs by accessing the Administration Log (see Chapter 7).

Step 3: List Automated Attendants

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

Automated Attendant Examples

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

Setting Up a Main Attendant

A main attendant is an attendant that can be reached directly by callers who dial it through your switch. This attendant can answer your company's main phone, or it can answer a department's main phone. It must be associated with an extension that is administered on the switch. The auto-attendant in this example is set up to answer the company's main phone. It offers callers the option of transferring to the sales, accounting, or personnel departments by pressing a number or dialing any internal extension that begins with 5, or transferring to a receptionist. If the caller does not respond within five seconds (perhaps because the caller has a rotary phone), the call is transferred automatically to the receptionist. If the caller chooses to transfer to accounting or personnel, the caller will immediately hear the call answer greeting active for the mailbox associated with extension 52200 or 52300 rather than being transferred through the switch (because of the call-answer treatment). Finally, to repeat this menu, callers can press $\boxed{9}$.

Switch administration determines the circumstances for routing calls to the main attendant's extension. For example, the switch could be administered to route all incoming calls to this extension instead of to a receptionist, or to only route calls to this extension after normal business hours or during busy periods.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ AUDIX            Active             Alarms: Mm A              Logins: 2   │
│ change subscriber                                           Page 3 of 3  │
│                    SUBSCRIBER AUTOMATED ATTENDANT MENU                    │
│                                                                          │
│     Allow Call Transfer? y                                               │
│                                                                          │
│     Button  Extension     Treatment             Comment                  │
│       1:     52100     guest-greeting  leave message for sales           │
│       2:     52200     call-answer     go to accounting                  │
│       3:     52300     call-answer     go to personnel                   │
│       4:                                                                 │
│       5:     e         transfer        go to ext 5xxxx as requested      │
│       6:                                                                 │
│       7:                                                                 │
│       8:                                                                 │
│       9:     52410     call-answer     repeat this menu                  │
│       0:     50000     transfer        go to receptionist                │
│   Timeout:   50000     transfer        on time-out transfer to rec       │
│                                                                          │
│     Length Of Time-Out On Initial Entry : 5                              │
│                                                                          │
│                                                                          │
│ ████████████████████████████████████████████████████████████████        │
│ enter command: change subscriber    52410                                │
│ 1Cancel   2Refresh  3Enter   4ClearFld 5Help    6Choices  7NextPage 8PrevPage │
└─────────────────────────────────────────────────────────────────────────┘
```

Setting Up Nested Attendants

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

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

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

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

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

Attendant	Button	Extension	Treatment	Comment
main	2	52200	call-answer	go to accounting attendant
accounting	3	52205	transfer	transfer to payroll extension

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

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

Setting Up Shared Extensions

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

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

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

```
┌─────────────────────────────────────────────────────────────────────────┐
│ drbig1          Active           Alarms: MmwA              Logins: 4      │
│ change subscriber 32310                                   Page 3 of 3     │
│                    SUBSCRIBER AUTOMATED ATTENDANT MENU                    │
│                                                                           │
│    Allow Call Transfer? y                                                 │
│                                                                           │
│    Button  Extension      Treatment              Comment                  │
│      1:     32310       guest-greeting  leave message for info desk       │
│      2:     33304       call-answer     leave message George Smith        │
│      3:     33307       call-answer     leave message Jane Doe            │
│      4:                                                                    │
│      5:                                                                    │
│      6:                                                                    │
│      7:                                                                    │
│      8:                                                                    │
│      9:                                                                    │
│      0:     30000       transfer         go to receptionist               │
│ Timeout:    32310       guest-greeting  leave message for info desk       │
│                                                                           │
│    Length Of Time-Out On Initial Entry : 5                                │
│                                                                           │
│                                                                           │
│ ████████████████████████████████████████████████████████████            │
│ enter command: change subscriber 32310                                    │
│ 1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage │
└─────────────────────────────────────────────────────────────────────────┘
```

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

If the caller selects an individual (button 2 or 3 in this example), the caller goes
directly to the subscriber's AUDIX mailbox to hear the individual's call answer
greeting and then leaves a message. If the caller does not respond to the auto-
attendant prompt within five seconds, the AUDIX system will prompt with the sys-
tem guest password greeting "Please leave a message for *<name>* ." The
voiced name in this example would be whatever name had been recorded for the
subscriber with extension 32310, probably *information desk* since that is the
name of the extension.

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

Setting Up Non-Resident Subscriber Extensions

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

⚠ WARNING:

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

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

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

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

    Allow Call Transfer? y

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

   Length Of Time-Out On Initial Entry : 5



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

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

Setting Up Attendant Transfers by Name

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

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

   Allow Call Transfer? y

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

   Length Of Time-Out On Initial Entry : 3



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

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

Using Multiple Greetings for Automated Attendants

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

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

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

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

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

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

1. For all external calls, the greeting is:

   "Thank you for calling Smith and Jones."

   "To transfer to a specific extension, enter that extension."

   "To reach the sales department, press 1."

   "To reach the accounting department, press 2."

   "To reach the personnel department, press 3."

   "To get further assistance, press 0 or wait."

2. For all internal calls, the greeting is:

   "To reach a specific person, enter the extension."

   "To reach sales, press 1."

   "For accounting, press 2."

   "For personnel, press 3."

   "For Security, press 8."

   "To access employee bulletin board information, press 9."

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

   "Thank you for calling Smith and Jones."

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

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

   "If this is an emergency, please press 8."

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

Listing Attendants

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

Things to Consider

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

List Attendants Commands

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

Full Version	Short Version
list attendants	**li at**
list attendants *extension*	**li at *extension***

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

List Attendants Screen

The List Attendants screen is shown below.

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

Extension       Name
32130           Lincoln, Abe
32131           Barton, Clara
32310           test32310

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

Figure 5-2.   List Attendants Screen

Field Descriptions

A description of each display field is provided below.

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

- Name — This field displays the names of the auto-attendants associated with the listed extensions.

TDD Automated Attendant

The TDD (Telecommunications Device for the Deaf) announcement set makes it more convenient to set up TDD automated attendants that provide automated attendant service to hearing-impaired callers. (The TDD announcement set is not required to set up TDD automated attendants; but, it is recommended.)

Here are some characteristics of a mailbox set up for TDD:

- Instead of recording the automated attendant menu using the telephone, the system administrator types the menu using the TDD keyboard.

- The system administrator needs a stand-alone, acoustically-coupled TDD and the touch-tone keypad to set up TDD automated attendant menus.

- Separate telephone numbers are strongly recommended, but not required, for TDD automated attendants and for voice automated attendants.

- The Multilingual feature can be used to administer an automated attendant with nested TDD menus and nested voice menus; although, TDD users will see nothing or unreadable characters resulting from voiced prompts or greetings, and hearing users will encounter some TDD messaging *noise*.

- The TDD automated attendant can be administered to use name addressing. Refer to the "TDD Automated Attendant" feature for more information.

Applications

The TDD Automated Attendant feature provides automated attendant service to TDD users. All that hearing-impaired callers need are a standard stand-alone, acoustically-coupled TDD along with a touch-tone telephone.

Separate telephone numbers are strongly recommended, but not required, for TDD automated attendants and for voice automated attendants. (Separate voice and TDD automated attendant numbers tend to be more user-friendly.)

Considerations

It is recommended that the TDD announcement set be running when administering the TDD automated attendant menus. If the TDD announcement set is not running, you can put your ear to the handset resting in the TDD acoustic coupler to hear the spoken Intuity AUDIX announcements you need to follow while administering the automated attendant menus.

Guidelines for setting up TDD automated attendant menus. There are some guidelines the system administrator should follow when setting up TDD automated attendant menus. TDDs use the Baudot communications protocol in which the same five-bit code can represent either a letter or a non-alphabetic character, such as a number or figure. (For example, the binary code 00001 is both the letter E and the number 3.) This sharing of five-bit codes is made possible by having two modes, a letters mode and a numbers/figures mode.

If a receiving TDD is set to letters mode (by receiving the five-bit code 11111), then the TDD assumes all subsequent five-bit character codes received are letters. By contrast, if a receiving TDD is set to numbers/figures mode (by

receiving the five-bit code 11011), then the TDD assumes all subsequent five-bit character codes received are numbers and figures. This is important; when a TDD is not in the same mode as the device that is transmitting to it, the characters that display on the receiving TDD will make no sense to the user.

All Intuity AUDIX TDD announcements contain the appropriate mode reset codes to ensure that the receiving TDD stays mode-synchronized with the Intuity AUDIX System during announcement playback. It is, however, the system administrator's responsibility to ensure mode synchronization when recording automated attendant menus.

Mode synchronization when recording menus. Some TDDs have both a letters key and a numbers/figures key for switching to the indicated mode. If the first character in an automated attendant menu is a letter, press the letters key before you type anything else; or, if the first character in an automated attendant menu is a number or figure, press the numbers/figures key before you type anything else.

Most TDDs do not have a letters key and a numbers/figures key. If you do not have separate letters and numbers/figures keys, synchronization of modes is less convenient but can be accomplished in the following way:

- If the first character you need to type is a letter, enter a slash (/); then press the space bar a few times before you start typing. This causes the system to reset to letters mode.

- If the first character you need to type is a number or figure, type **x**; then press the space bar a few times before you start typing. This causes the system to reset to numbers/figures mode.

TDD users need to use both the keypad on their touch-tone telephone and the keyboard on the TDD. In menu instructions, make it clear which to use. You might want to use *dial* when the user needs to use the telephone keypad and *type* when the user needs to use the TDD keyboard.

When using a TDD to type directly to the Intuity AUDIX System, the Intuity AUDIX System captures and preserves any hesitations in typings, misspellings, and so on. For this reason, it is recommended that system administrators use a TDD with a built-in buffer and completely edit the menu before calling the Intuity AUDIX System to download the buffer. Refer to your TDD user's guide for instructions on editing and downloading the TDD buffer.

Requirements

The following are requirements for using the TDD automated attendant feature:

- It is recommended that the purchasable TDD announcement set be installed. If the TDD announcement set is not installed, you can put your ear to the handset resting in the TDD acoustic coupler to hear the spoken

Intuity AUDIX announcements you need to follow while administering the automated attendant menus. Without the TDD announcement set, a hearing-impaired person cannot set up automated attendant menus.

■ To record automated attendant menus, the system administrator needs a TDD (available from any AT&T Phone Center store); a TDD with a buffer is recommended since the system administrator may want to edit a menu before downloading it to the Intuity AUDIX System. (Refer to the user's guide that came with the TDD for instructions on using the TDD.)

■ Each subscriber or caller who wishes to communicate with the TDD automated attendant needs a standard stand-alone, acoustically-coupled TDD and a touch-tone telephone. Devices that bypass the touch-tone telephone, such as computers with nondialing TDD modems, are unable to issue commands to the Intuity AUDIX System.

■ The TDD announcement set needs to be identified on the Subscriber or Class of Service screen for the automated attendant.

Feature Operation

Assign the TDD announcement set on the automated attendant Subscriber or Class of Service screen, and record a TDD automated attendant menu using a TDD (the menu is actually the personal greeting for the automated attendant extension). Instead of speaking the menu into the telephone, type the menu using the TDD keyboard.Callers who reach the TDD automated attendant must use a TDD to interact with the automated attendant.

Here is how a TDD automated attendant relates to other AUDIX features.

■ *Automated Attendant:* The TDD Automated Attendant feature enables the system administrator to set up automated attendants for hearing-impaired callers. Any number of sub-attendants can be administered.

■ *Multilingual*: It is recommended, but not required, that TDD automated attendants have a separate telephone number than voice automated attendants (Call Answer Language Choice set to n (no)). Call Answer Language Choice can be set to y (yes) to administer an automated attendant with nested TDD menus and nested voice menus; although, TDD users will see nothing or unreadable characters resulting from voiced prompts or greetings, and hearing users will encounter some TDD messaging *noise*.

■ *Multiple Personal Greetings*: TDD automated attendant menus must be recorded with a TDD. TDD Automated Attendants may take advantage of the Multiple Personal Greetings feature to record different menus for out-of-hours, internal, and external calls. If the Multilingual feature is on and Call Answer Language Choice is y (yes), the system administrator records menus using personalized Dual Language Greetings rather than Multiple Personal Greetings.

Setting Up a Call Routing Table

Intuity AUDIX provides a conditional routing capability. You can use the routing table and its associated screens to base automated attendant operation on as many as four *business schedules* and as many as four *holiday scedules*. (If your switch is a MERLIN LEGEND switch, you can also base operations on the switch's night service schedule.)

Overview

The business schedule just mentioned divides the 24-hour day into two parts called *day service* and *night service*. Calls can be routed to one mailbox for day service, and to another for night service. A business may, for example, set day-service hours to be the period when the business is open, and it may send calls to a night-service mailbox during the remaining hours.

If your switch is a MERLIN LEGEND switch, you can set day and night service for a particular business schedule in either of two ways. You can fill in the day-service hours in a business schedule or you can choose to have a business schedule follow the night-service schedule established for the switch. Since four business schedules are available to you, you can use both arrangements as necessary for differing purposes.

The business schedule also provides for *alternate-service* hours. This is a period of time that you can define when calls may be sent to a third destination during either day- or night-service hours. This period may be used by some businesses to provide a special automated attendant to handle calls from other time zones during the transition from day to night service. (Another business may use the period simply to cover an operator during lunch hour.)

The previously-mentioned *holiday schedules* make it possible to deviate from the normal business schedule for a day at a time. You might use these schedules to play different greetings and to handle calls differently on holidays. There are four holiday schedules. On each of them, you can record up to 26 dates along with the automated-attendant mailbox to be used on each date. If you had separate schedules for the sales office and for the warehouse, for example, you could send sales-office calls to one mailbox during a sales conference, and you could send warehouse calls to another mailbox during inventory time.

The services just described are tied together within a *routing table*. Here is where you apply a business schedule and a holiday schedule to an incoming called number such as an incoming trunk. Finally, you assign mailboxes to the number: one each for day, night, and alternate service.

Therefore, if a number is called that appears on the routing table, the holiday schedule is first checked. If the current date does not appear in the holiday

schedule, the business schedule is checked. If the time of day is covered in the business schedule under alternate service, the call is sent to the alternate service mailbox. If not, then depending on the time of day, the call is sent to the day-service mailbox or to the night-service mailbox.

Setting up a Business Schedule

Here is how to fill in a business schedule (there is an overview of the process on page 26 of this chapter). First, access the *change auto-attend-routing business-schedule* administration screen. The screen you access will be one of four such screens you can use for separate schedules. Consequently, you will have to give the administration program the name or number of a particular schedule to access this screen (numbers 1 through 4 will access a screen anytime):

```
drintuit              Active            Alarms: MmwA                    Logins: 1
display auto-attend-routing business-schedule 1                        Page 1 of 1
                    AUTO-ATTENDANT ROUTING BUSINESS SCHEDULES

                          Business Schedule 1: bus1

                    Follow Switch Night Service Status?  n
             (Night Service applies to all hours not specified below)

              Day        Day Service Hours   Alternate Service Hours
              of         Start    End         Start    End
              Week       Time     Time        Time     Time
                         (hh:mm)  (hh:mm)     (hh:mm)  (hh:mm)

              Monday:    08:00 - 17:00            :  -  :
              Tuesday:   08:00 - 17:00            :  -  :
              Wednesday: 08:00 - 17:00            :  -  :
              Thursday:  08:00 - 17:00            :  -  :
              Friday:    08:00 - 17:00            :  -  :

              Saturday:      :  -  :              :  -  :
              Sunday:        :  -  :              :  -  :
Command Successfully Completed
enter command:
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 5-3.   Auto-Attend-Routing Business-Schedule

Default hours are shown in the illustration. Set up the business schedules by filling in these fields:

■   Business Schedule — If the default name of the schedule does not seem descriptive enough, name the schedule in this field.

■   Follow Switch Night Service Status? — This field appears only *if your switch is a MERLIN LEGEND switch*. Enter *n* to have night service hours determined by the business schedule. Enter *y* to have night service hours

determined by the Night Service status of the switch. Before you enter *y*, you must tab through the hour:minute fields and clear all of them with the `ClearFld` button (F4).

■ Day Service Hours — Hours outside of this range are considered to be night service hours. (Use 24-hour notation: AM starts at 00:00, midnight: PM times are 12:00-23:59.)

— Start Time — Enter the time at which daytime operation of a telephone should begin.

— End time — Enter the time at which daytime operation of a telephone should end.

■ Alternate Service Hours — This is time that may be considered an exception to normal day service (lunch time, for example). *An alternate service period must either fall entirely inside of day service hours or entirely outside of day service hours*. (Use 24-hour notation: AM starts at 00:00, midnight: PM times are 12:00-23:59.)

— Start Time — Enter the time at which alternate service is to begin.

— End Time — Enter the time at which alternate service is to end.

Setting up a Holiday Schedule

The second step of setting up auto-attendant routing is to access a *change auto-attend-routing holiday-schedule* administration screen (there is an overview of the process on page 26 of this chapter). The screen you access will be one of four such screens you can use for separate schedules. Consequently, you will have to give the administration program the name or number of a particular schedule to access this screen (numbers 1 through 4 will access a screen anytime):

```
drintuit            Active            Alarms:  m A               Logins: 3
change auto-attend-routing holiday-schedule 1                 Page 1 of 2
                    AUTO ATTENDANT ROUTING HOLIDAY SCHEDULES

                       Holiday Schedule 1: ▮ol1

                       Holiday         Date
                        Name          (mm/dd)      Mailbox

                    New Year's Day     01/01        9999
                    Lincoln Day        02/11        9999
                    Washington Day     02/21        9999
                    St. Pat's Day      03/17        9999
                    Memorial Day       05/30        9995
                    Independance Day   07/04        9995
                                       10/31        9999
                                       11/11        9999
                                         /
                                         /
                                         /
                                         /



enter command: change auto-attend-routing holiday-schedule 1
1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 5-4.   Auto-Attend-Routing Holiday-Schedule

⇒ **NOTE:**
Before you start to fill in the schedule, make sure that the auto-attendants
exist before adding them under the *Mailbox* column.

Set up the holiday schedules by filling in these fields:

■   Holiday Schedule — If the default name of the schedule does not seem
    descriptive enough, name the schedule in this field. Use capitol letters
    here if you intend to use them in the name of this schedule in the future.

■   Holiday Name — Enter the name of the holiday here. (This field is for your
    reference. An entry in this field is optional.)

■   Date — Enter the date on which the affected incoming call will be for-
    warded to mailbox.

■   Mailbox — Enter the number to which the affected incoming call will be
    forwarded. When this extension was created (using the **add su** screens),
    PERMISSIONS must have been set to *auto-attendant*.

Filling in the Routing Table

Having set up schedules to suit your business purposes, you are ready to com-
plete the routing table (there is an overview of the process on page 26 of this
chapter):

```
┌─────────────────────────────────────────────────────────────────────────┐
│ drintuit          Active            Alarms:  m A              Logins: 3   │
│ change auto-attend-routing routing-table                     Page 1 of 2  │
│                        AUTO-ATTENDANT ROUTING TABLE                       │
│                       Routing Table Administration                        │
│                                                                           │
│    Incoming Called      Business  Holiday   Day       Night     Alternate │
│        Number           Schedule  Schedule  Service   Service   Service   │
│                                             Mailbox   Mailbox   Mailbox   │
│  801                    login                                             │
│  802                    bus1      hol1      9003      9004      9005      │
│  802-806                bus2      hol1      9006      9007                │
│  805                    bus1                9003      9004      9005      │
│  807                    bus3      hol2      9006      9007      9008      │
│  808                    bus1                9003      9004      9009      │
│  3200                   bus4                3200      9007                │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│                                                                           │
│ ████████████████████████████████████████████████████████████             │
│ enter command: change auto-attend-routing routing-table                   │
│ 1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 5-5.   Auto-Attendant-Routing Routing-Table

The routing function redirects calls to specified numbers. It redirects them to
specified voice mailbox numbers according to the instructions given in the holi-
day schedules and the routing table. Fill in the routing table as follows:

- Incoming Called Number — Enter the numbers to be redirected. These
  can be any incoming numbers reported to AUDIX by the switch (perhaps
  an incoming trunk number or an extension number that the caller dialed).
  If a number appears twice in this column, the first instance prevails. 802,
  for example, appears before the range 802-806, and will be treated sepa-
  rately per its first appearance. 805 appears after the range of numbers,
  however, so it will be treated as set out on the line associated with the
  range.

- Business Schedule — Enter the name or number of the business schedule
  that is to determine how the incoming number is to be treated. The name
  login is reserved. It indicates that a direct, external call to the associated
  incoming number is to be allowed AUDIX Login services. That is, if you
  call in over this trunk, AUDIX will ask you to log in.

- Holiday Schedule — Enter the name or number of the holiday schedule (if
  any) that is to determine which auto-attendant mailbox the incoming num-
  ber is to access on holidays.

- Mailboxes — *All mailbox extensions (auto-attendants) must be defined
  before they are entered in these columns*.

— Day Service Mailbox — Enter the number of the auto-attendant mailbox to be accessed during the business hours given in the business schedule. This field must be filled in if the associated business schedule either follows the (Merlin) switch's night service status or specifies day service hours.

— Night Service Mailbox — Enter the number of the auto-attendant mailbox to be accessed during the period not otherwise specified in the business schedule.

— Alternate Service Mailbox — Enter the number of the auto-attendant mailbox to be accessed during the alternate-service period given in the business schedule. This field must be filled in if the associated business schedule specifies alternate service hours.

Testing Your Menu Tree

The definition of an automated attendant menu is complete when all of its sub-menus are defined and all the voice prompts including any announcements such as attendant menus are recorded. Intuity AUDIX provides a convenient way of testing the structure of a menu so that callers will not be inconvenienced by an incomplete automatic-attendant menu tree.

To access the testing program, type **d au m** (for display auto-attend-routing menu-tree) at the AUDIX-Administration command line. A screen resembling the subsequent illustration appears:

```
AUDIX              Active              Alarms: Mm A              Logins: 4
display auto-attend-routing menu-tree                          Page 1 of 1
                         AUTO-ATTENDANT MENU TREE



             Start From Called Party ID in Routing Table? y

     Starting Point:              Report Type (full/errors): errors









enter command: display auto-attend-routing menu-tree
 1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

This utility searches auto attendant menus to verify that each mentioned auto attendant mailbox exists and that the necessary personal greeting(s) have been recorded. The program keeps testing nested mailboxes until they have all been tested. As it works, it displays the results of the search. The information you enter on this screen determines how this report is to be limited and how it is to be presented. Displayed on the screen are the following fields:

■ Start From Called Party ID in Routing Table? Enter *y* in this field to make the program start its search at the *Incoming Called Number* in the routing table. If this were so, for example, and if you specified trunk 802 in the next field, then (referring to the example shown in Figure 5-5) mailboxes 9003, 9004, 9005, and the mailbox in holiday schedule hol1 would all be tested.

If you enter *n*, the report first tests the mailbox number specified under *Starting Point* and then tests the mailboxes that are set out in the menu that applies to the specified mailbox (see "Subscriber Screen — Page 3" in this chapter).

■ Starting Point: Enter the number of the mailbox or Incoming Called Number that is to be tested. Leave the field blank to test all attendant mailboxes (or all mailboxes in the routing table, if you left *y* in the first field).

■ Report Type (full/errors): Enter *f* (or *full*) in this field to have the program display not only errors but each component element of each mailbox as well.

Enter *e* (or *errors*) in this field to have the program identify only flawed mailboxes and the errors discovered by the program.

Setting Up a Bulletin Board

Steps to Set Up a Bulletin Board

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

Step 1: Fill Out the Subscriber Screen

1. At the command line, enter **ad su** (for add subscriber). Page 1 of the Subscriber screen appears. (See "Subscriber Screen – Page 1" and"Subscriber Screen – Page 2" in Chapter 4 "Subscriber Administration" for complete descriptions of Pages 1 and 2 of this screen.)

2. Enter data in the following fields:

   ■ Name — Enter the name of the bulletin board. This name should describe the bulletin board's function.

   ■ Extension — Enter the bulletin board's extension. Use an extension that is administered on the switch if you want callers to access the bulletin board using the dialed number. Use an extension *not* administered on the switch if you want callers to access the bulletin board via an auto-attendant.

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

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

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

   Page 2 of the Subscriber screen appears.

4. Enter data in Page 2 for each of the following fields (all other fields are irrelevant for a bulletin board):

   ■ PERMISSIONS, Type — Enter **bulletin board** for bulletin board.

■ Mailbox Size, Maximum — Enter the maximum number of seconds of mailbox space for the bulletin board. A valid entry is a number from 0 to 32767. Normally, you enter a small number since in most cases, a bulletin board will not receive voice mail, but still needs enough space to record the bulletin board message.

5. Press Ⓔ̲Ⓝ̲Ⓣ̲Ⓔ̲Ⓡ̲.

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

Step 2: Record the Bulletin Board Message

1. A bulletin board message is actually a personal greeting you record for the bulletin board mailbox. Using your touch-tone telephone, call the AUDIX system and log in using the extension and password of the bulletin board.

2. At the activity menu, press ③ to record the message.

3. Press a numbered button to specify the greeting number (if multiple personal greetings is active).

4. Press ① to record the attendant menu.

5. At the tone, speak the menu and then press ① to stop the recording.

   ■ Press ① again to record from where you last stopped.

   ■ Press ② or ③ if you want to en to the recording.

   ■ Press ✳ Ⓓ to delete and re-record.

6. Press ⌗ to approve.

7. Press Ⓨ to activate the recording.

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

Bulletin Boards with Automated Attendant

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

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

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

   Allow Call Transfer? n

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

  Length Of Time-Out On Initial Entry : 5



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

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

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

Traffic Reports

6

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

Overview

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

If you wish to print the reports, use the method given under the heading: "Print Screen Displays" in Chapter 2.

AUDIX traffic reports serve several purposes:

- They help you determine if your Intuity AUDIX system is performing at peak efficiency by providing actual usage information that you can compare with the type of usage that was initially forecast for your system.

- They help you troubleshoot administration problems that can occur with subscribers and equipment as system usage grows in your company and requirements change.

- If you are using the AMIS Analog Networking feature they provide information about outcalling ports, subscriber, and feature traffic that help you evaluate system efficiency. AMIS analog messages will be included in the following statistics on traffic reports: voice mail sessions, total messages,

average storage time, mailbox space used, remote messages sent/ received, port usage, outcalling port usage, undeliverable notifications, and community usage.

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

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

Activating Traffic Collection

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

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

Data Retention Requirements

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

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

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

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

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

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

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

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

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

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

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

Using AUDIX Traffic Reports

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

Community Daily Traffic Report

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

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

Commands

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

Full Version	Short Version
list measurements community day	**li me c d**
list measurements community day *mm/dd/yy*	**li me c d** *mm/dd/yy*

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

Community Daily Traffic Screen

The Community Daily Traffic screen is shown below.

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

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

Figure 6-1.   Community Daily Traffic Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date for the traffic report. This is the date entered on the command line, or the current date if no date was entered.

- Ending Time — This field displays the time at which collecting ended on the current date.

- Sent by — This field displays the total number of messages sent by each community during the reporting period.

- Received by — This field displays the total number of messages received by each community during the reporting period.

- Not Sent by — This field displays total number of messages that were addressed from each community but failed due to sending restrictions during the reporting period.

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

Community Hourly Traffic Report

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

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

Commands

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

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

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

Community Hourly Traffic Screen

The Community Hourly Traffic screen is shown below.

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

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

Figure 6-2.   Community Hourly Traffic Screen

Field Descriptions

A description of each display field is provided below.

■ Date — This field displays the date for the traffic report. This is the date
   entered on the command line, or the current date if no date was entered.

■ Hour — This field displays the hour for which the measurements are
   reported in the traffic report. The default value is the current hour.

■ Ending Time — This field displays the time at which collecting ended in
   the specified hour.

■ Sent by — This field displays the total number of messages sent by each
   community during the reporting period.

■ Received by — This field displays the total number of messages received
   by each community during the reporting period.

■ Not Sent by — This field displays total number of messages that were addressed from each community but failed due to sending restrictions during the reporting period.

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

Feature Daily Report

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

Commands

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

Full Version	Short Version
list measurements feature day	**li me f d**
list measurements feature day *mm/dd/yy*	**li me f d** *mm/dd/yy*

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

Feature Daily Traffic Screen

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

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

    Date : 01/11/94                            Ending Time : 11:22

Maximum Average Ports in Use: 0.0

SUBSCRIBERS
    Local: 0          Remote: 0         Non Administered Remote: 0


                       VOICE MAIL
 Successful Logins, External: 0                        Internal: 0
 Failed Logins,     External: 0                        Internal: 0
 Session Usage (Seconds)    : 0


                       CALL ANSWER
 Completed Calls,   External: 0                        Internal: 0
 Abandoned Calls,   External: 0                        Internal: 0
 Session Usage (Seconds)    : 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day
 1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

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

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

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

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

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


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



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

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

Field Descriptions

A description of each display field is provided below.

PAGE 1

■   Date — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.

■   Ending Time — This field displays the time at which collecting ended on the specified date.

■   Maximum Average Ports in Use — This field displays the maximum average number of ports that were in continuous use during the day being reported. On small systems, if this number is greater than half the total number of ports configured, the AUDIX system is probably experiencing call blocking.

■   SUBSCRIBERS, Local — This field displays the total number of local subscribers administered on the AUDIX system at the end of the day being displayed.

■   SUBSCRIBERS, Remote — This field displays total number of remote subscribers administered on the AUDIX system at the end of the day being displayed.

■ SUBSCRIBERS, Non Administered Remote — This field displays the total number of non-administered remote subscribers on the AUDIX system at the end of the day being displayed.

■ VOICE MAIL, Successful Logins, External/Internal — These fields display the number of successful logins from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch during the day reported.

■ VOICE MAIL, Failed Logins, External/Internal — These fields display the number of unsuccessful login attempts by subscribers calling from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch. Unsuccessful means that the AUDIX system did not allow the caller access to AUDIX operations. This may have been due to an unrecognizable password, login ID, or both, or the caller hung up before completing the call.

■ VOICE MAIL, Session Usage — This field displays the total number of seconds (across all ports) that the system was used for voice mail sessions (including voice mail, call message retrieval, change of passwords, and changes of personal greetings) during the day reported.

■ CALL ANSWER, Completed Calls, External/Internal — These fields display the number of call-answer calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards).

■ CALL ANSWER, Abandoned Calls, External/Internal — These fields display the number of abandoned calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards). An abandoned call is a call in which the caller hung up after the mailbox greeting started to play and before the beep to leave a message occurred.

■ CALL ANSWER, Session Usage — This field displays the total number of seconds (across all ports) that the system was used for call-answer sessions during the day being reported.

PAGE 2

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

■ VOICE MAIL, Total Messages, Current — This field displays the total number of voice-mail messages currently residing on the local AUDIX system.

■ VOICE MAIL, Broadcast Messages, Sent — This field displays the number of messages that were sent on the local AUDIX system during the reporting period that were broadcast messages as defined by the broadcast messages feature.

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■ VOICE MAIL, Broadcast Messages, Current — This field displays the
number of messages currently residing in the broadcast mailbox on the
local AUDIX system that are marked as broadcast messages.

■ VOICE MAIL, Login Announcements, Sent — This field displays the num-
ber of messages sent on the local AUDIX system during the reporting
period that were login announcements as defined by the login announce-
ment feature.

■ VOICE MAIL, Login Announcements, Current — This field displays the
number of messages currently residing in the broadcast mailbox on the
local AUDIX system that are marked as login announcements. Since only
one login announcement can exist at any one time in the broadcast mail-
box, this number is always 0 or 1.

■ VOICE MAIL, Priority Messages, Sent — This field displays the number of
messages sent on the local AUDIX system during the reporting period that
were marked for priority delivery.

■ VOICE MAIL, Priority Messages, Current — This field displays the number
of messages currently residing on the local AUDIX system that are marked
as priority messages.

■ VOICE MAIL, Private Messages, Sent — This field displays the number of
messages sent on the local AUDIX system during the reporting period that
were marked for private delivery.

■ VOICE MAIL, Private Messages, Current — This field displays the number
of messages currently residing on the local AUDIX system that are marked
for private delivery.

■ VOICE MAIL, Average Storage Time — This field displays the average
duration (in minutes), during the day being reported, that voice-mail mes-
sages remained in mailboxes before they were deleted.

■ VOICE MAIL, Average Connect Time — This field displays the average
duration (in seconds) of voice-mail calls that occurred during the reporting
period.

■ CALL ANSWER, Total Messages, Sent — This field displays the number of
call-answer messages recorded by the local machine during the reporting
period.

■ CALL ANSWER, Total Messages, Current — This field displays the num-
ber of call-answer messages currently stored in the local AUDIX system.

■ CALL ANSWER, Average Storage Time — This field displays the average
duration (in minutes), during the day being reported, that call-answer mes-
sages were stored in mailboxes before they were deleted.

■ CALL ANSWER, Average Connect Time — This field displays the average
duration (in seconds) of call-answer calls that were made during the
reporting period.

Feature Hourly Traffic Report

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

Commands

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

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

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

Feature Hourly Traffic Screen

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

```
AUDIX              Active           Alarms: MmwA                   Logins:11
list measurements feature hour                                         Page 1
                          FEATURE HOURLY TRAFFIC

    Date : 01/11/94    Hour : 11                 Ending Time : 11:19

        Average Ports in Use: 0.0

SUBSCRIBERS
    Local: 0           Remote: 0         Non Administered Remote: 0


                      VOICE MAIL
  Successful Logins, External: 0                        Internal: 0
  Failed Logins,     External: 0                        Internal: 0
  Session Usage (Seconds)    : 0


                      CALL ANSWER
  Completed Calls,   External: 0                        Internal: 0
  Abandoned Calls,   External: 0                        Internal: 0
  Session Usage (Seconds)    : 0
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature hour
 1Cancel    2Refresh  3Enter     4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

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

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

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


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

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


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


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

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

Field Descriptions

A description of each display field is provided below.

PAGE 1

- Date — This field displays the date for the traffic report. This is the date entered on the command line, or the current date if no date was entered.

- Hour — This field displays the hour during which traffic collection occurred for the traffic report being displayed.

- Ending Time — This field displays the time at which collecting ended on the specified hour.

- Average Ports in Use — This field displays the average number of ports that were in continuous use during the hour being reported. On small systems, if this number is greater than half the total number of ports configured, the AUDIX system is probably experiencing call blocking.

- SUBSCRIBERS, Local — This field displays the total number of local subscribers administered on the AUDIX system at the end of the hour being displayed.

- SUBSCRIBERS, Remote — This field displays the total number of remote subscribers administered on the AUDIX system at the end of the hour being displayed.

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- SUBSCRIBERS, Non Administered Remote — This field displays the total number of non-administered remote subscribers on the AUDIX system at the end of the hour being displayed.

- VOICE MAIL, Successful Logins, External — This field displays the number of successful logins from telephones not on the host switch (outside calls).

- VOICE MAIL, Successful Logins, Internal — This field displays the number of successful logins from telephones configured on the host switch (inside calls).

- VOICE MAIL, Failed Logins, External — This field displays the number of unsuccessful login attempts by subscribers calling from telephones not on the host switch.

- VOICE MAIL, Failed Logins, Internal — This field displays the number of unsuccessful login attempts by subscribers calling from their telephone administered on the host switch.

- VOICE MAIL, Session Usage — This field displays the total number of seconds (across all ports) that the system was used for voice mail sessions (including voice mail, call message retrieval, change of passwords, and changes of personal greetings) during the hour being reported.

- CALL ANSWER, Completed Calls, External/Internal — These fields display the number of call-answer calls from telephones not on the host switch (external calls) and from telephones connected to the host switch (internal calls) made to the AUDIX system during the hour being reported (the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards).

- CALL ANSWER, Abandoned Calls, External/Internal — These fields display the number of abandoned calls from telephones not administered (external) on the host switch and from telephones administered (internal) on the host switch made to the AUDIX system during the day reported (i.e., the number of times the AUDIX system answered calls for subscribers, attendants, and bulletin boards). An abandoned call is a call in which the caller hung up after the mailbox greeting started to play and before the beep to leave a message occurred.

- CALL ANSWER, Session Usage — This field displays the total number of seconds (across all ports) that the system was used for call-answer sessions during the hour being reported.

PAGE 2

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

- VOICE MAIL, Total Messages, Current — This field displays the total number of voice-mail messages currently residing on the local AUDIX system.

■ VOICE MAIL, Broadcast Messages, Sent — This field displays the number of messages that were sent on the local AUDIX system during the reporting period that were broadcast messages as defined by the broadcast messages feature.

■ VOICE MAIL, Broadcast Messages, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as broadcast messages.

■ VOICE MAIL, Login Announcements, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were login announcements as defined by the login announcement messages feature.

■ VOICE MAIL, Login Announcements, Current — This field displays the number of messages currently residing in the broadcast mailbox on the local AUDIX system that are marked as login announcements. Since only one login announcement can exist at any one time in the broadcast mailbox, this number is always 0 or 1.

■ VOICE MAIL, Priority Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for priority delivery.

■ VOICE MAIL, Priority Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked as priority messages.

■ VOICE MAIL, Private Messages, Sent — This field displays the number of messages sent on the local AUDIX system during the reporting period that were marked for private delivery.

■ VOICE MAIL, Private Messages, Current — This field displays the number of messages currently residing on the local AUDIX system that are marked for private delivery.

■ VOICE MAIL, Average Storage Time — This field displays the average duration (in minutes), during the hour being reported, that voice-mail messages remained in mailboxes before they were deleted.

■ VOICE MAIL, Average Connect Time — This field displays the average duration (in seconds) of voice-mail calls that occurred during the reporting period.

■ CALL ANSWER, Total Messages, Sent — This field displays the number of call-answer messages recorded by the local machine during the reporting period.

■ CALL ANSWER, Total Messages, Current — This field displays the number of call-answer messages currently stored in the local AUDIX system.

■ CALL ANSWER, Average Storage Time — This field displays the average duration (in minutes), during the hour being reported, that call-answer messages were stored in mailboxes before they were deleted.

■ CALL ANSWER, Average Connect Time — This field displays the average duration (in seconds) of call-answer calls that were made during the reporting period.

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Load Daily Traffic Report

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

Commands

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

Full Version	Short Version
list measurements load day	**li me l d**
list measurements load day *mm/dd/yy*	**li me l d** *mm/dd/yy*

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

Load Daily Traffic Screen

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

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

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

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


    Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 4

          Voice Text Used: 24929        Voice Text Free Space: 71




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

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

```
AUDIX                 Active              Alarms: Mm                        Logins: 1
list measurements load day 10/21/93                                          Page 2
                                    LOAD DAILY TRAFFIC
Port Usage Data (Seconds)
      1- 8:   114       6      24       0       0       0       0       0
      9-16:     0       0       0       0       0       0       0       0
     17-24:     0       0       0       0       0       0       0       0
     25-32:   110       0       0       0      86     125      54       0
     33-40:    40       0       0       0     130      80     134       0
     41-48:     0      20      22     103      51       8      20       8
     49-56:    80     211      15      46     232      98      13      48
     57-64:   189      13      33      24      33     113      56     165

Port Peg Count Data (Number of Calls)
      1- 8:     2       1       1       0       0       0       0       0
      9-16:     0       0       0       0       0       0       0       0
     17-24:     0       0       0       0       0       0       0       0
     25-32:     2       0       0       0       2       4       2       0
     33-40:     2       0       0       0       6       2       4       0
     41-48:     0       2       2       1       1       1       1       1
     49-56:     3       2       1       2       2       2       2       2
     57-64:     2       2       2       2       2       2       2       2
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements load day 10/21/93
1Cancel    2Refresh  3Enter     4ClearFld 5Help       6Choices    7NextPage 8PrevPage
```

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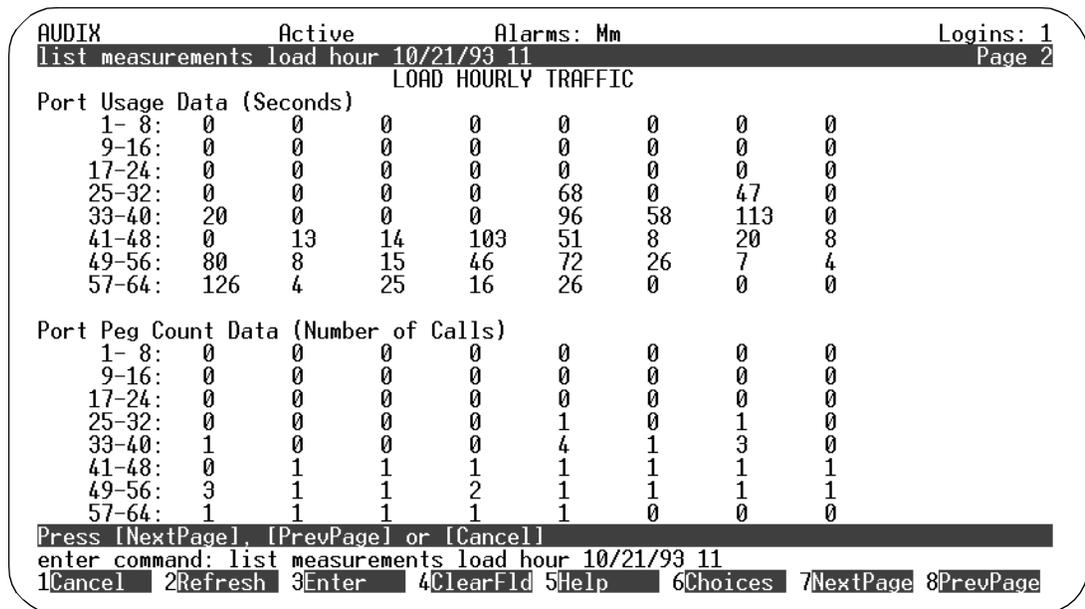
Field Descriptions

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

PAGE 1

- ■ Date — This field displays the date for the traffic report as specified on
  the command line. If no date is entered on the command line, the current
  date is used.

- ■ Ending Time — This field displays the time at which collecting ended on
  the specified date.

- ■ THRESHOLD EXCEPTIONS, Lists — This field displays the number of
  warnings issued when subscribers exceeded the maximum allowable
  number of mailing lists during the period being reported.

- ■ THRESHOLD EXCEPTIONS, List Space — This field displays the number
  of warnings issued when subscribers exceeded the maximum allowable
  number of list entries during the period being reported.

- ■ THRESHOLD EXCEPTIONS, Message Space, Lower — This field displays
  the number of *lower message space* threshold warnings issued to sub-
  scribers during the period being reported.

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■ THRESHOLD EXCEPTIONS, Message Space, Upper — This field displays the number of *upper message space* threshold warnings issued to subscribers during the period being reported.

■ THRESHOLD EXCEPTIONS, Subscribers Over Threshold — This field displays the number of subscribers that exceeded one or more of the message-space thresholds during the period being reported.

■ Deliveries Rescheduled — This field displays the number of message deliveries that could not be completed and were subsequently rescheduled or canceled.

■ Maximum Simultaneous Ports — This field displays the maximum number of ports that were simultaneously in use during the period being reported.

■ Voice Text Used — This field displays the maximum number of blocks in use in the voice-text file system during the period being reported.

■ Voice Text Free Space — This field displays the amount of free space available at the time the maximum number of blocks were in use in the voice-text file system during the period being reported.

PAGE 2

■ Port Usage Data (Seconds) — This field displays the number of seconds that each port was in use during the reporting period. 64 port-usage values are displayed, corresponding to ports 1 to 64.

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

Load Hourly Traffic Report

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

Commands

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

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

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

Load Hourly Traffic Screen

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

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

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

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


     Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 2

          Voice Text Used: 15424        Voice Text Free Space: 9576




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

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

```
┌──────────────────────────────────────────────────────────────────────────────┐
│ AUDIX              Active              Alarms: Mm                    Logins: 1  │
│ list measurements load hour 10/21/93 11                               Page 2   │
│                              LOAD HOURLY TRAFFIC                                │
│ Port Usage Data (Seconds)                                                      │
│     1- 8:    0       0       0       0       0       0       0       0          │
│     9-16:    0       0       0       0       0       0       0       0          │
│    17-24:    0       0       0       0       0       0       0       0          │
│    25-32:    0       0       0       0      68       0      47       0          │
│    33-40:   20       0       0       0      96      58     113       0          │
│    41-48:    0      13      14     103      51       8      20       8          │
│    49-56:   80       8      15      46      72      26       7       4          │
│    57-64:  126       4      25      16      26       0       0       0          │
│                                                                                │
│ Port Peg Count Data (Number of Calls)                                          │
│     1- 8:    0       0       0       0       0       0       0       0          │
│     9-16:    0       0       0       0       0       0       0       0          │
│    17-24:    0       0       0       0       0       0       0       0          │
│    25-32:    0       0       0       0       1       0       1       0          │
│    33-40:    1       0       0       0       4       1       3       0          │
│    41-48:    0       1       1       1       1       1       1       1          │
│    49-56:    3       1       1       2       1       1       1       1          │
│    57-64:    1       1       1       1       1       0       0       0          │
│ Press [NextPage], [PrevPage] or [Cancel]                                       │
│ enter command: list measurements load hour 10/21/93 11                         │
│ 1Cancel    2Refresh  3Enter     4ClearFld 5Help     6Choices   7NextPage 8PrevPage│
└──────────────────────────────────────────────────────────────────────────────┘
```

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

Field Descriptions

A description of each field is provided below.

PAGE 1

- Date — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.

- Hour — This field displays the hour for the traffic report. The hour displayed is the hour entered on the command line or, if not entered on the command line, the current hour.

- Ending Time — This field displays the time at which collecting ended on the specified hour.

- THRESHOLD EXCEPTIONS, Lists — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of mailing lists during the hour being reported.

- THRESHOLD EXCEPTIONS, List Space — This field displays the number of warnings issued when subscribers exceeded the maximum allowable number of list entries during the hour being reported.

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■ THRESHOLD EXCEPTIONS, Message Space, Lower — This field displays the number of *lower message space* threshold warnings issued to subscribers during the hour being reported.

■ THRESHOLD EXCEPTIONS, Message Space, Upper — This field displays the number of *upper message space* threshold warnings issued to subscribers during the hour being reported.

■ THRESHOLD EXCEPTIONS, Subscribers Over Threshold — This field displays the number of subscribers that exceeded one or more of the message-space thresholds during the hour being reported.

■ Deliveries Rescheduled — This field displays the number of message deliveries that could not be completed and were subsequently rescheduled or canceled during the hour being reported.

■ Maximum Simultaneous Ports — This field displays the maximum number of ports that were simultaneously in use during the hour being reported.

■ Voice Text Used — This field displays the maximum number of blocks in use in the voice-text file system during the hour being reported.

■ Voice Text Free Space — This field displays the amount of free space available at the time the maximum number of blocks were in use in the voice-text file system during the hour being reported.

PAGE 2

■ Port Usage Data (Seconds) — This field displays the number of seconds that each port was in use during the reporting period. 64 port-usage values are displayed, corresponding to ports 1 to 64.

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

Special Features Daily Traffic Report

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

Commands

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

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

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

Special Features Daily Traffic Screen

The Special Features Daily Traffic screen is shown below.

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

                    SPECIAL FEATURES DAILY TRAFFIC

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

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

Calls Answered Without Connect: 0






Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements special-features day 10/21/93
1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```
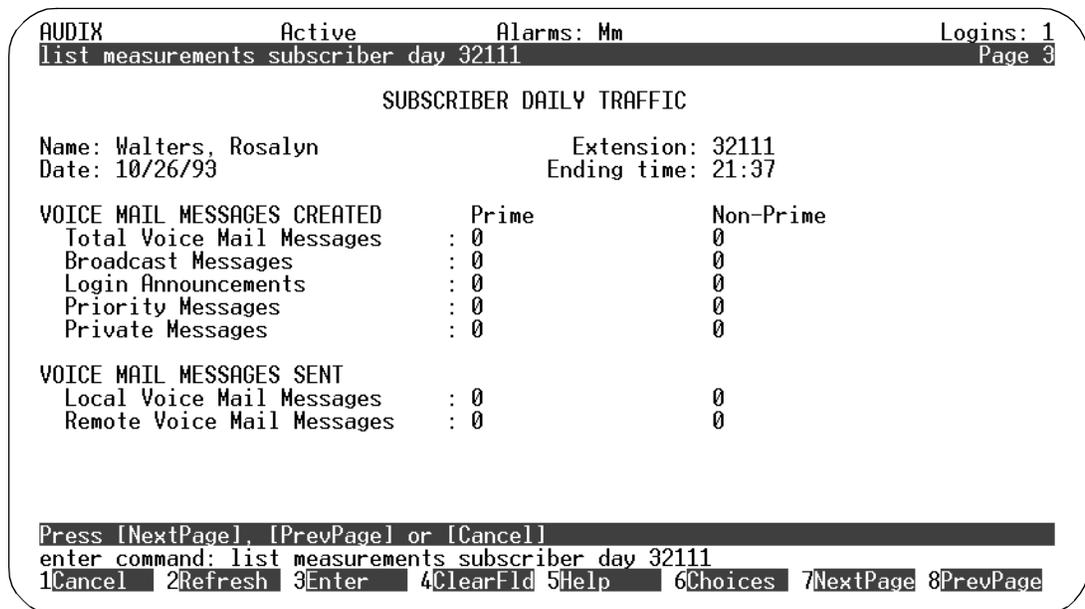
Figure 6-11.   Special Features Daily Traffic Screen

Field Descriptions

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

- Date — This field displays the date for the traffic report as specified on
  the command line. If no date is entered on the command line, the current
  date is used.

- Ending Time — This field displays the time at which collecting ended on
  the specified date.

- Maximum Simultaneous Outcalls — This field displays the maximum num-
  ber of ports that were simultaneously in use for an outcall during the day
  reported.

- Outcalls Attempted — This field displays the number of outcalls
  attempted during the day reported.

- Outcalls Completed — This field displays the number of outcalls com-
  pleted during the day reported.

■ Outcalls Rescheduled — This field displays the number of outcalls rescheduled during the day reported. Outcalls can be rescheduled when all ports are busy.

■ Calls Answered Without Connect — This field displays the number of calls answered without a switch-link *connect* message.

Special Features Hourly Traffic Report

The Special Features Hourly Traffic shows the outcalling traffic information (which includes outcalling, message delivery, and AMIS analog networking) for any hour during the most recent 192-hour (8-day) collection period.

Commands

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

Full Version	Short Version
list measurements special-features hour	**li me sp h**
list measurements special-features hour *mm/dd/yy*	**li me sp h** *mm/dd/yy*
list measurements special-features hour *mm/dd/yy hh*	**li me sp h** *mm/dd/yy* *hh*

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

Special Features Hourly Traffic Screen

The Special Features Hourly Traffic screen is shown below.

```
AUDIX              Active            Alarms: Mm                 Logins: 1
list measurements special-features hour 10/21/93 13                 Page 1

                      SPECIAL FEATURES HOURLY TRAFFIC

Date: 10/21/93  Hour: 13           Ending Time: 13:59

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

Calls Answered Without Connect: 0






Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements special-features hour 10/21/93 13
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices   7NextPage 8PrevPage
```

Figure 6-12.   Special Features Hourly Traffic Screen

Field Descriptions

A description of each field is provided below.

■   Date — This field displays the starting date for the traffic report as speci-
    fied on the command line. If no date is entered on the command line, the
    current date is used.

■   Hour — This field displays the hour for which the traffic is reported. The
    hour displayed is the hour entered on the command line or, if not entered
    on the command line, the current hour.

■   Ending Time — This field displays the time at which collecting ended.

■   Maximum Simultaneous Outcalls — This field displays the maximum num-
    ber of ports that were simultaneously in use for an outcall during the hour
    reported.

■   Outcalls Attempted — This field displays the number of outcalls
    attempted during the hour reported.

■   Outcalls Completed — This field displays the number of outcalls com-
    pleted during the hour reported.

■ Outcalls Rescheduled — This field displays the number of outcalls rescheduled during the hour reported. Outcalls can be rescheduled when all ports are busy.

■ Calls Answered Without Connect — This field displays the number of calls answered without a switch-link *connect* message during the hour reported.

Subscriber Daily Traffic Report

The Subscriber Daily Traffic report shows traffic information about a specific subscriber for any day within the most recent 8-day collection period.

Use information in this report as follows:

- Use session traffic information to determine a subscriber's call answer and voice mail usage patterns and also to determine if the subscriber has enough mailbox space.

- Use messages received information to determine the number of voice mail and call answer messages sent to the subscriber and the number of undeliverable messages the subscriber has attempted to send (shown as the number of undeliverable message notifications the subscriber received).

- Use messages created information to determine the total number of voice mail messages created by the subscriber (including separate tallies for broadcast messages, log-in announcements, priority messages, and private messages) and also to determine the number of local and remote messages the subscriber sent. Remote messages include those sent to remote AMIS analog systems.

Commands

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

Full Version	Short Version
list measurements subscriber day name	**li me su d name**
list measurements subscriber day name *mm/dd/yy*	**li me su d name** *mm/dd/yy*
list measurements subscriber day *extension*	**li me s d** *extension*
list measurements subscriber day *extension mm/dd/yy*	**li me s d** *extension mm/dd/yy*

where *name* is the administered AUDIX subscriber name and *extension* is the administered AUDIX subscriber extension. The name can be enclosed in quotes in the command line.

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

Subscriber Daily Traffic Screen

The Subscriber Daily Traffic screen has three pages as shown below.

```
AUDIX              Active           Alarms: Mm                    Logins: 1
list measurements subscriber day 32111                             Page 1

                       SUBSCRIBER DAILY TRAFFIC

Name: Walters, Rosalyn                  Extension: 32111
Date: 10/26/93                        Ending time: 21:37

          Community ID: 1
  Mailbox Space Used: 4          Space Allowed    : 1200
  Maximum Space Used: 4          Space Guaranteed : 0


SESSION TRAFFIC
                      CALL ANSWER                   VOICE MAIL
              Prime        Non-Prime        Prime          Non-Prime
  Sessions      : 1          0              11             0
  Session Usage : 61         0              262            0




Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber day 32111
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 6-13.   Subscriber Daily Traffic Screen — Page 1

```
AUDIX               Active            Alarms: Mm                    Logins: 1
list measurements subscriber day 32111                               Page 2

                         SUBSCRIBER DAILY TRAFFIC

Name: Walters, Rosalyn                    Extension: 32111
Date: 10/26/93                            Ending time: 21:37

VOICE MAIL MESSAGES RECEIVED      Prime                 Non-Prime
  Local Voice Mail Messages     : 0                     0
  Remote Voice Mail Messages    : 0                     0
  Undeliverable Notifications   : 0                     0

CALL ANSWER MESSAGES RECEIVED   : 1                     0




Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber day 32111
1Cancel   2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 6-14. Subscriber Daily Traffic Screen — Page 2

```
AUDIX               Active            Alarms: Mm                    Logins: 1
list measurements subscriber day 32111                               Page 3

                         SUBSCRIBER DAILY TRAFFIC

Name: Walters, Rosalyn                    Extension: 32111
Date: 10/26/93                            Ending time: 21:37

VOICE MAIL MESSAGES CREATED        Prime                 Non-Prime
  Total Voice Mail Messages     : 0                     0
  Broadcast Messages            : 0                     0
  Login Announcements           : 0                     0
  Priority Messages             : 0                     0
  Private Messages              : 0                     0

VOICE MAIL MESSAGES SENT
  Local Voice Mail Messages     : 0                     0
  Remote Voice Mail Messages    : 0                     0



Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber day 32111
1Cancel   2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 6-15. Subscriber Daily Traffic Screen — Page 3
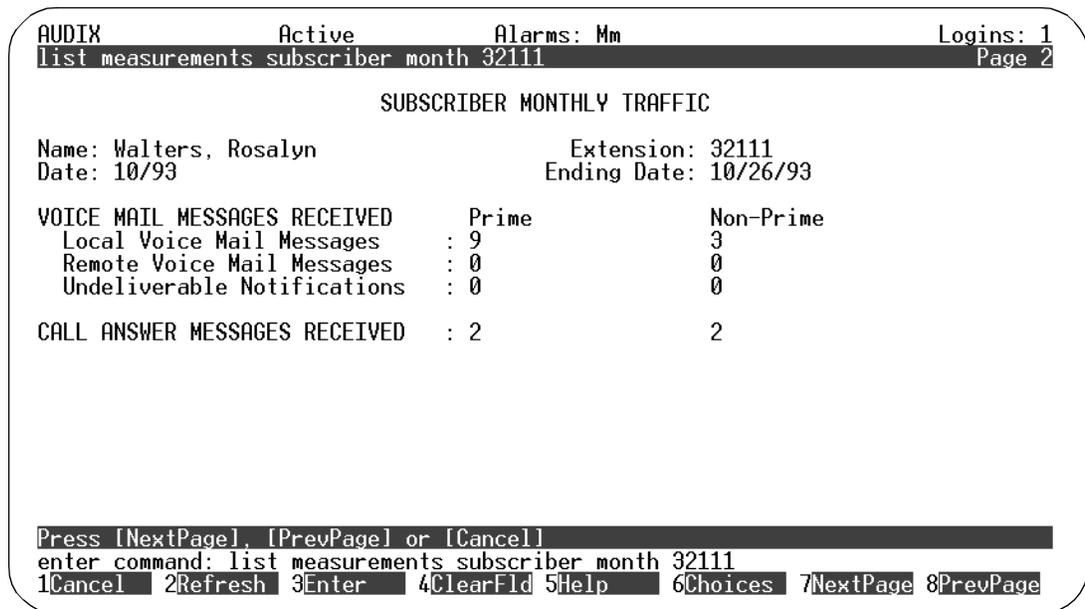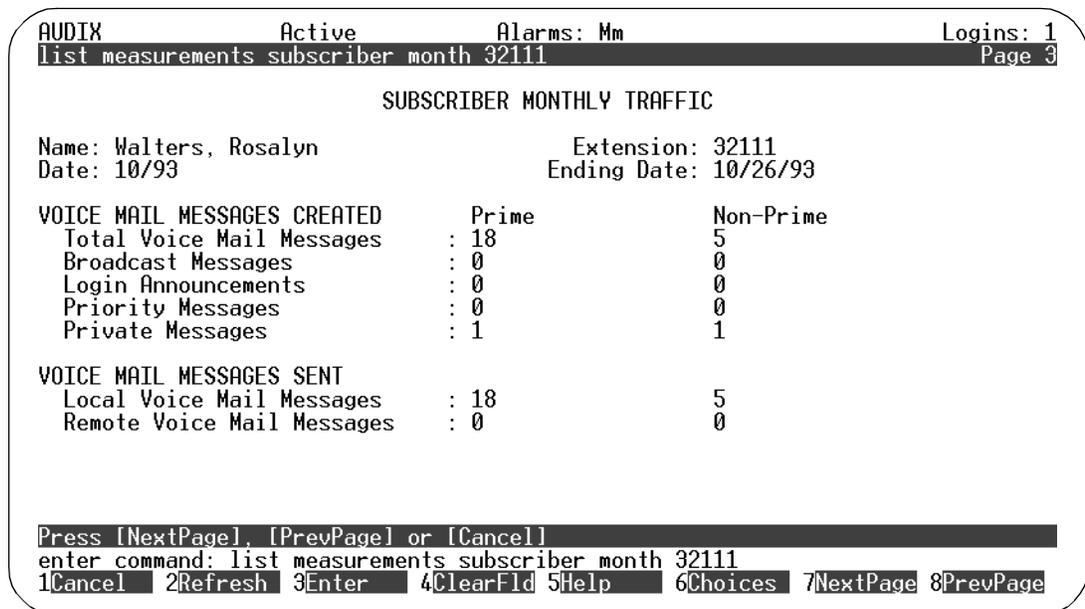
Field Descriptions

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

PAGE 1

- **Name** — This field displays the name of the subscriber whose traffic information is being reported. This is the name entered on the command line. Either a name or an extension must be included on the command line. If a name is entered, it may be enclosed in quotes.

- **Extension** — This field displays the extension of the subscriber whose traffic information is being reported. This is the extension entered on the command line. Either a name or an extension must be included on the command line.

- **Date** — This field displays the date for the traffic report as specified on the command line. If no date is entered on the command line, the current date is used.

- **Ending Time** — This field displays the time at which collecting ended on the specified date.

- **Community ID** — This field displays the ID of the community to which the subscriber belongs.

- **Mailbox Space Used** — This field displays the amount of message space (in seconds) in use by the subscriber during the day reported.

- **Mailbox Space Allowed** — This field displays the maximum allowable size (in seconds) of the subscriber's mailbox.

- **Maximum Space Used** — This field displays the maximum amount of message space (in seconds) in use by the subscriber at any time during the day reported.

- **Space Guaranteed** — This field displays the amount of message space (in seconds) guaranteed for the subscriber's mailbox.

- **CALL ANSWER Sessions, Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during prime hours of the day being reported.

- **CALL ANSWER Sessions, Non-Prime** — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during non-prime hours of the day being reported.

- **VOICE MAIL Sessions, Prime** — This field displays the number of times the subscriber successfully logged-in during prime hours of the day being reported.

- **VOICE MAIL Sessions, Non-Prime** — This field displays the number of times the subscriber successfully logged-in during non-prime hours of the day being reported.

- CALL ANSWER Session Usage, Prime — This field displays the total duration (in seconds) of calls to the subscriber during prime hours of the day being reported.

- CALL ANSWER Session Usage, Non-Prime — This field displays the total duration (in seconds) of calls to the subscriber during non-prime hours of the day being reported.

- VOICE MAIL Session Usage, Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during prime hours of the day being reported.

- VOICE MAIL Session Usage, Non-Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during non-prime hours of the day being reported.

PAGE 2

- Local Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber during prime hours of the day being reported.

- Local Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber during non-prime hours of the day being reported.

- Remote Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during prime hours of the day being reported.

- Remote Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during non-prime hours of the day being reported.

- Undeliverable Notifications, Prime — This field displays the number of undeliverable notifications received by the subscriber during prime hours of the day being reported.

- Undeliverable Notifications, Non-Prime — This field displays the number of undeliverable notifications received by the subscriber during non-prime hours of the day being reported.

- CALL ANSWER MESSAGES RECEIVED, Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during prime hours of the day being reported.

- CALL ANSWER MESSAGES RECEIVED, Non-Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during non-prime hours of the day being reported.

PAGE 3

- Total Voice-Mail Messages, Prime — This field displays the total number of voice-mail messages created by the subscriber during prime hours of the day being reported.

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■ Total Voice-Mail Messages, Non-Prime — This field displays the total number of voice-mail messages created by the subscriber during non-prime hours of the day being reported.

■ Voice-Mail, Broadcast Messages, Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during prime hours of the day being reported.

■ Voice-Mail, Broadcast Messages, Non-Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during non-prime hours of the day being reported.

■ Voice-Mail, Login Announcements, Prime — This field displays the number of voice-mail login announcements created by the subscriber during prime hours of the day being reported.

■ Voice-Mail, Login Announcements, Non-Prime — This field displays the number of voice-mail login announcements created by the subscriber during non-prime hours of the day being reported.

■ Voice-Mail, Priority Messages, Prime — This field displays the number of voice-mail priority messages created by the subscriber during prime hours of the day being reported.

■ Voice-Mail, Priority Messages, Non-Prime — This field displays the number of voice-mail priority messages created by the subscriber during non-prime hours of the day being reported.

■ Voice-Mail, Private Messages, Prime — This field displays the number of voice-mail private messages created by the subscriber during prime hours of the day being reported.

■ Voice-Mail, Login Announcements, Non-Prime — This field displays the number of voice-mail private messages created by the subscriber during non-prime hours of the day being reported.

■ Local Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during prime hours of the day being reported.

■ Local Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during non-prime hours of the day being reported.

■ Remote Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during prime hours of the day being reported.

■ Remote Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during non-prime hours of the day being reported.

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Subscriber Monthly Traffic Report

The Subscriber Monthly Traffic report shows traffic information about a specific subscriber for any month within the most recent 12-month collection period.

Use information in this report as follows:

■ Use session traffic information to determine a subscriber's call answer and voice mail usage patterns and also to determine if the subscriber has enough mailbox space.

■ Use messages received information to determine the number of voice mail and call answer messages sent to the subscriber and the number of undeliverable messages the subscriber has attempted to send (shown as the number of undeliverable message notifications the subscriber received).

■ Use messages created information to determine the total number of voice mail messages created by the subscriber (including separate tallies for broadcast messages, log-in announcements, priority messages, and private messages) and also to determine the number of local and remote messages the subscriber sent. Remote messages include those sent to remote AMIS analog systems.

Commands

Commands available to access the Subscriber Monthly Traffic report are as follows:

Full Version	Short Version
list measurements subscriber month *name*	**li me su m** *name*
list measurements subscriber month *name mm/yy*	**li me su m** *name mm/yy*
list measurements subscriber month *extension*	**li me su m** *extension*
list measurements subscriber month *extension mm/yy*	**li me su m** *extension mm/yy*

where *name* is the administered AUDIX subscriber name and *extension* is the administered AUDIX subscriber extension. The name can be enclosed in quotes in the command line.

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

Subscriber Monthly Traffic Screen

The Subscriber Monthly Traffic screen has three pages as shown below.

```
AUDIX              Active              Alarms: Mm                    Logins: 1
list measurements subscriber month 32111                             Page 1

                        SUBSCRIBER MONTHLY TRAFFIC

Name: Walters, Rosalyn                    Extension: 32111
Date: 10/93                            Ending Date: 10/26/93

          Community ID: 1
  Mailbox Space Used: 4            Space Allowed   : 1200
  Maximum Space Used: 94           Space Guaranteed : 0


SESSION TRAFFIC
                        CALL ANSWER                    VOICE MAIL
                   Prime      Non-Prime          Prime        Non-Prime
    Sessions     : 4          3                  51           28
    Session Usage : 101       78                 2917         1389




Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber month 32111
1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 6-16.   Subscriber Monthly Traffic Screen — Page 1

```
AUDIX                 Active              Alarms: Mm                    Logins: 1
list measurements subscriber month 32111                                  Page 2

                            SUBSCRIBER MONTHLY TRAFFIC

Name: Walters, Rosalyn                    Extension: 32111
Date: 10/93                            Ending Date: 10/26/93

VOICE MAIL MESSAGES RECEIVED       Prime              Non-Prime
  Local Voice Mail Messages      : 9                  3
  Remote Voice Mail Messages     : 0                  0
  Undeliverable Notifications    : 0                  0

CALL ANSWER MESSAGES RECEIVED    : 2                  2




Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber month 32111
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices   7NextPage 8PrevPage
```

Figure 6-17.   Subscriber Monthly Traffic Screen — Page 2

```
AUDIX                 Active              Alarms: Mm                    Logins: 1
list measurements subscriber month 32111                                  Page 3

                            SUBSCRIBER MONTHLY TRAFFIC

Name: Walters, Rosalyn                    Extension: 32111
Date: 10/93                            Ending Date: 10/26/93

VOICE MAIL MESSAGES CREATED        Prime              Non-Prime
  Total Voice Mail Messages      : 18                 5
  Broadcast Messages             : 0                  0
  Login Announcements            : 0                  0
  Priority Messages              : 0                  0
  Private Messages               : 1                  1

VOICE MAIL MESSAGES SENT
  Local Voice Mail Messages      : 18                 5
  Remote Voice Mail Messages     : 0                  0



Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements subscriber month 32111
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices   7NextPage 8PrevPage
```

Figure 6-18.   Subscriber Monthly Traffic Screen — Page 3

Field Descriptions

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

PAGE 1

■ Name — This field displays the name of the subscriber whose traffic information is being reported. This is the name entered on the command line. Either a name or an extension must be included on the command line. If a name is entered, it may be enclosed in quotes.

■ Extension — This field displays the extension of the subscriber whose traffic information is being reported. This is the extension entered on the command line. Either a name or an extension must be included on the command line.

■ Date — This field displays the starting month and year of the traffic report as specified on the command line. If no date is entered on the command line, the current month is used.

■ Ending Date — This field displays the date on which collecting ended during the specified month.

■ Community ID — This field displays the ID of the community to which the subscriber belongs.

■ Mailbox Space Used — This field displays the amount of message space (in seconds) in use by the subscriber during the month reported.

■ Mailbox Space Allowed — This field displays the maximum allowable size (in seconds) of the subscriber's mailbox.

■ Maximum Space Used — This field displays the maximum amount of message space (in seconds) in use by the subscriber at any time during the month reported.

■ Space Guaranteed — This field displays the amount of message space (in seconds) guaranteed for the subscriber's mailbox.

■ CALL ANSWER Sessions, Prime — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during prime hours of the month reported.

■ CALL ANSWER Sessions, Non-Prime — This field displays the number of times a caller was redirected to the AUDIX system on behalf of the subscriber during non-prime hours of the month reported.

■ VOICE MAIL Sessions, Prime — This field displays the number of times the subscriber successfully logged-in during prime hours of the month reported.

- VOICE MAIL Sessions, Non-Prime — This field displays the number of times the subscriber successfully logged-in during non-prime hours of the month reported.

- CALL ANSWER Session Usage, Prime — This field displays the total duration (in seconds) of calls to the subscriber during prime hours of the month reported.

- CALL ANSWER Session Usage, Non-Prime — This field displays the total duration (in seconds) of messages received by the subscriber during non-prime hours of the month reported.

- VOICE MAIL Session Usage, Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during prime hours of the month reported.

- VOICE MAIL Session Usage, Non-Prime — This field displays the total duration (in seconds) of time spent logged-in by the subscriber during non-prime hours of the month reported.

PAGE 2

- Local Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber during prime hours of the month reported.

- Local Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber during non-prime hours of the month reported.

- Remote Voice Mail Messages, Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during prime hours of the month reported.

- Remote Voice Mail Messages, Non-Prime — This field displays the number of voice-mail messages received by the subscriber from remote machines during non-prime hours of the month reported.

- Undeliverable Notifications, Prime — This field displays the number of undeliverable notifications received by the subscriber during prime hours of the month reported.

- Undeliverable Notifications, Non-Prime — This field displays the number of undeliverable notifications received by the subscriber during non-prime hours of the month reported.

- CALL ANSWER MESSAGES RECEIVED, Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during prime hours of the month reported.

- CALL ANSWER MESSAGES RECEIVED, Non-Prime — This field displays the number of new call-answer messages accumulated in the subscriber's mailbox during non-prime hours of the month reported.

PAGE 3

- Total Voice-Mail Messages, Prime — This field displays the total number of voice-mail messages created by the subscriber during prime hours of the month reported.

- Total Voice-Mail Messages, Non-Prime — This field displays the total number of voice-mail messages created by the subscriber during non-prime hours of the month reported.

- Voice-Mail, Broadcast Messages, Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during prime hours of the month reported.

- Voice-Mail, Broadcast Messages, Non-Prime — This field displays the number of voice-mail broadcast messages created by the subscriber during non-prime hours of the month reported.

- Voice-Mail, Login Announcements, Prime — This field displays the number of voice-mail login announcements created by the subscriber during prime hours of the month reported.

- Voice-Mail, Login Announcements, Non-Prime — This field displays the number of voice-mail login announcements created by the subscriber during non-prime hours of the month reported.

- Voice-Mail, Priority Messages, Prime — This field displays the number of voice-mail priority messages created by the subscriber during prime hours of the month reported.

- Voice-Mail, Priority Messages, Non-Prime — This field displays the number of voice-mail priority messages created by the subscriber during non-prime hours of the month reported.

- Voice-Mail, Private Messages, Prime — This field displays the number of voice-mail private messages created by the subscriber during prime hours of the month reported.

- Voice-Mail, Private Messages, Non-Prime — This field displays the number of voice-mail private messages created by the subscriber during non-prime hours of the month reported.

- Local Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during prime hours of the month reported.

- Local Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to local subscribers by the subscriber during non-prime hours of the month reported.

- Remote Voice-Mail Messages Sent, Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during prime hours of the month reported.

- Remote Voice-Mail Messages Sent, Non-Prime — This field displays the number of voice-mail messages sent to remote subscribers by the subscriber during non-prime hours of the month reported.

Interpreting the Feature Reports

The Feature Daily Traffic and Feature Hourly Traffic reports each display two separate reports listing session traffic or message traffic information for up to 32 consecutive days or 192 consecutive hours.

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

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

Maximum Average Ports in Use: 0.2

SUBSCRIBERS
    Local: 126          Remote: 11         Non Administered Remote: 13


                        VOICE MAIL
 Successful Logins, External: 40                        Internal: 2
 Failed Logins,     External: 13                        Internal: 1
 Session Usage (Seconds)    : 2203


                        CALL ANSWER
 Completed Calls,    External: 8                        Internal: 2

 Session Usage (Seconds)    : 301
Press [NextPage], [PrevPage] or [Cancel]
enter command: list measurements feature day 10/21/93
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```
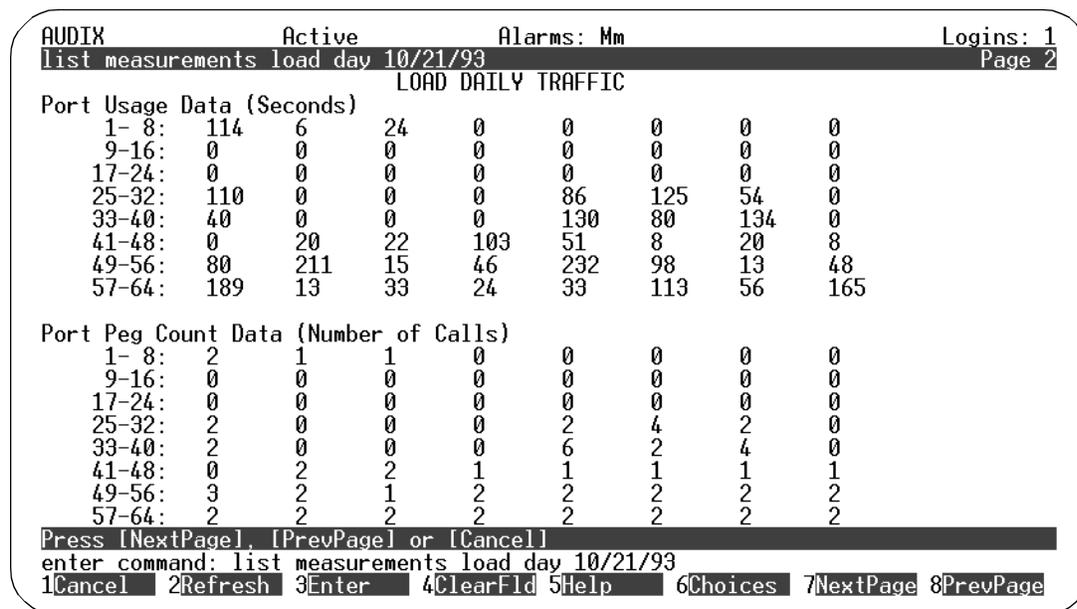
Figure 6-19.   Sample Feature Daily Session Report

```
┌─────────────────────────────────────────────────────────────────────────┐
│ AUDIX            Active            Alarms: Mm                 Logins: 1    │
│ list measurements feature day 10/21/93                        Page 2      │
│                        FEATURE DAILY TRAFFIC                              │
│                                                                           │
│    Date : 10/21/93                        Ending Time : 23:59             │
│                                                                           │
│                            VOICE MAIL                                     │
│ Total Messages,       Sent: 24          Current: traffic unavailable      │
│ Broadcast Messages,   Sent: 4           Current: 3                        │
│ Log-in Announcements, Sent: 1           Current: 0                        │
│ Priority Messages,    Sent: 2           Current: traffic unavailable      │
│ Private Messages,     Sent: 4           Current: traffic unavailable      │
│                                                                           │
│         Avg. Storage Time: 2480      Avg. Connect Time: 52                │
│                                                                           │
│                                                                           │
│                            CALL ANSWER                                    │
│ Total Messages,       Sent: 2           Current: traffic unavailable      │
│         Avg. Storage Time: 11        Avg. Connect Time: 30                │
│                                                                           │
│                                                                           │
│                                                                           │
│ Press [NextPage], [PrevPage] or [Cancel]                                  │
│ enter command: list measurements feature day 10/21/93                     │
│ 1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 6-20.   Sample Feature Daily Message Report

These reports play an important role in determining the grade of service (GOS).
Port requirements on the AUDIX system are based on the use of ports for all
applications including call answer, voice mail, automated attendant, outcalling,
AMIS Analog Networking and Message Delivery. GOS is also used in determin-
ing port requirements.

GOS is a parameter that describes the delays in accessing a port on the AUDIX
system for the applications mentioned above. Ideally, enough ports should be
provided so that there is always a port available. However, this is not necessary
since calls are queued in an ACD or hunt group until a port is available. This is
acceptable to users as long as the delays are not too long.

The GOS is defined as what fraction of calls are queued longer than 10% of the
average holding time on the ports. For example, if the average holding time on a
Intuity port is 100 seconds, then a .05 GOS means that 5% of the calls will expe-
rience queuing delays of greater than 10 seconds. A .05 or lower GOS is gener-
ally recommended for the Intuity AUDIX system.

To determine the present GOS on an installed Intuity AUDIX system, the average
ports used during the busy hour needs to be retrieved from the system traffic
data. This can be done by reading the `Maximum Average Ports in Use` field
on the Feature Daily Traffic screen. This value is the average ports used during
the busiest hour of the day. This number, along with the Intuity port capacity table
(following), can be used to determine the present GOS. You should look across a

number of days to determine the average of this value since one day may not be a good indicator.

Look at the row on the table for the number of ports presently in the system and look across until you find the number equal to or just larger than your Maximum Average Ports in Use value. The value at the top of the column gives the GOS during the busy hour.

Table 6-1. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS

Intuity AUDIX Port Capacities								
Ports	**.01**	**.02**	**.03**	**.04**	**.05**	**.06**	**.08**	**.10**
2	0.16	0.23	0.29	0.33	0.38	0.41	0.48	0.54
3	0.47	0.61	0.71	0.79	0.86	0.92	1.03	1.12
4	0.89	1.09	1.22	1.34	1.43	1.51	1.65	1.78
5	1.38	1.64	1.81	1.94	2.07	2.17	2.35	2.49
6	1.92	2.24	2.44	2.60	2.74	2.86	3.06	3.22
7	2.51	2.86	3.11	3.31	3.44	3.58	3.81	4.00
8	3.14	3.53	3.81	4.00	4.17	4.33	4.58	4.78
9	3.78	4.22	4.53	4.75	4.94	5.08	5.36	5.58
10	4.44	4.92	5.25	5.50	5.69	5.89	6.17	6.42
11	5.14	5.67	6.00	6.28	6.50	6.67	6.97	7.25
12	5.83	6.39	6.78	7.06	7.28	7.47	7.81	8.08
13	6.56	7.17	7.56	7.83	8.08	8.31	8.64	8.92
14	7.31	7.92	8.33	8.64	8.92	9.14	9.50	9.78
15	8.03	8.69	9.14	9.47	9.72	9.97	10.33	10.64
16	8.81	9.50	9.94	10.28	10.56	10.81	11.19	11.53
17	9.56	10.29	10.76	11.12	11.41	11.65	12.06	12.39
18	10.34	11.09	11.58	11.95	12.25	12.51	12.93	13.27
19	11.12	11.91	12.41	12.79	13.10	13.37	13.80	14.16
20	11.91	12.72	13.25	13.64	13.96	14.23	14.68	15.05
21	12.71	13.55	14.09	14.49	14.82	15.10	15.56	15.94

Table 6-1. Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS (Continued)

Intuity AUDIX Port Capacities								
Ports	.01	.02	.03	.04	.05	.06	.08	.10
22	13.51	14.38	14.93	15.35	15.69	15.98	16.45	16.84
23	14.32	15.21	15.78	16.21	16.56	16.85	17.34	17.73
24	15.14	16.05	16.64	17.08	17.44	17.74	18.23	18.64
25	15.96	16.90	17.50	17.95	18.31	18.62	19.13	19.54
26	16.78	17.75	18.36	18.82	19.20	19.51	20.03	20.45
27	17.61	18.60	19.23	19.70	20.08	20.40	20.93	21.36
28	18.44	19.46	20.10	20.58	20.97	21.30	21.84	22.28
29	19.28	20.32	20.97	21.46	21.86	22.20	22.75	23.19
30	20.12	21.18	21.85	22.35	22.76	23.10	23.66	24.11
31	20.97	22.05	22.73	23.24	23.65	24.00	24.57	25.03
32	21.82	22.92	23.61	24.13	24.55	24.90	25.48	25.95
33	22.67	23.79	24.50	25.02	25.45	25.81	26.40	26.87
34	23.53	24.66	25.38	25.92	26.35	26.72	27.32	27.80
35	24.38	25.54	26.27	26.82	27.26	27.63	28.24	28.72
36	25.25	26.42	27.17	27.72	28.17	28.54	29.16	29.66
37	26.11	27.31	28.06	28.63	29.08	29.46	30.08	30.59
38	26.98	28.19	28.96	29.53	29.99	30.38	31.01	31.52
39	27.84	29.08	29.86	30.44	30.90	31.29	31.93	32.45
40	28.72	29.97	30.76	31.34	31.82	32.21	32.86	33.38
41	29.59	30.86	31.66	32.26	32.73	33.13	33.79	34.32
42	30.47	31.76	32.57	33.16	33.65	34.06	34.72	35.25
43	31.35	32.65	33.47	34.08	34.57	34.98	35.65	36.19
44	32.23	33.55	34.38	34.99	35.49	35.91	36.59	37.13
45	33.11	34.45	35.29	35.91	36.41	36.83	37.52	38.07
46	33.99	35.35	36.20	36.83	37.33	37.76	38.45	39.01

Table 6-1.   Intuity AUDIX Port Capacity in Erlangs (Avg. Ports in Use) at Various GOS (Continued)

Intuity AUDIX Port Capacities								
Ports	.01	.02	.03	.04	.05	.06	.08	.10
47	34.88	36.25	37.11	37.75	38.26	38.69	39.39	39.96
48	35.77	37.16	38.02	38.67	39.19	39.62	40.33	40.90
49	36.66	38.06	38.94	39.59	40.11	40.55	41.27	41.84
50	37.55	38.97	39.85	40.51	41.04	41.48	42.21	42.79
51	38.44	39.88	40.77	41.44	41.97	42.42	43.15	43.73
52	39.33	40.79	41.69	42.36	42.90	43.35	44.09	44.68
53	40.23	41.70	42.61	43.29	43.83	44.29	45.03	45.63
54	41.13	42.61	43.53	44.22	44.77	45.23	45.98	46.58
55	42.03	43.52	44.45	45.15	45.70	46.17	46.92	47.53
56	42.93	44.44	45.38	46.08	46.64	47.10	47.86	48.48
57	43.83	45.35	46.30	47.01	47.57	48.04	48.81	49.43
58	44.73	46.27	47.23	47.94	48.51	48.98	49.76	50.38
59	45.64	47.19	48.16	48.87	49.44	49.92	50.70	51.33
60	46.54	48.11	49.09	49.81	50.38	50.86	51.65	52.28
61	47.45	49.03	50.01	50.74	51.32	51.81	52.60	53.24
62	48.36	49.95	50.94	51.67	52.26	52.75	53.55	54.19
63	49.27	50.87	51.87	52.61	53.20	53.70	54.50	55.15
64	50.18	51.79	52.80	53.55	54.14	54.64	55.45	56.10

You can also determine from the table the number of ports required for a system under the present load. If a .03 GOS is desired, look under the column of .03 GOS. Find the number equal to or just larger than the `Maximum Average Ports in Use` field from the Feature Daily Traffic screen. The number on the left of that row is the number of ports required for a .03 GOS. Note that ports are always sold in increments of two, so if you get an odd number, round it up by one.

It is recommended that port usage be monitored regularly and plotted over time in order to anticipate traffic needs. It is recommended that you observe port capacities on a weekly basis on new systems or when you are adding new subscribers, and on a monthly basis on older systems.

In addition to helping determine GOS and port usage, the Feature reports provide statistical information that is useful for spotting potential problems and for evaluating how your AUDIX system is actually used by callers and subscribers. This information includes the number of subscribers administered in the AUDIX system, the total call answer and voice session usage time, the number of login attempts and abandoned calls, the number of voice mail, call answer, broadcast, log-in, priority, and private messages sent, and the average length of voice mail and call answer calls.

Note that voice mail statistics in these reports include subscribers who call the AUDIX system to get messages but do not include broadcast messages.

Interpreting the Load Reports

The Load Daily Traffic and Load Hourly Traffic reports display information about the number of calls handled by each active port for up to 32 consecutive days or 192 consecutive hours.

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

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

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


    Deliveries Rescheduled: 0

Maximum Simultaneous Ports: 4

         Voice Text Used: 24929       Voice Text Free Space: 71




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

Figure 6-21.   Sample Load Daily Traffic Report — Page 1

```
 AUDIX             Active            Alarms: Mm                    Logins: 1
 list measurements load day 10/21/93                                 Page 2
                            LOAD DAILY TRAFFIC
 Port Usage Data (Seconds)
     1- 8:   114     6      24      0      0      0      0      0
     9-16:   0       0      0       0      0      0      0      0
    17-24:   0       0      0       0      0      0      0      0
    25-32:   110     0      0       0      86     125    54     0
    33-40:   40      0      0       0      130    80     134    0
    41-48:   0       20     22      103    51     8      20     8
    49-56:   80      211    15      46     232    98     13     48
    57-64:   189     13     33      24     33     113    56     165

 Port Peg Count Data (Number of Calls)
     1- 8:   2       1      1       0      0      0      0      0
     9-16:   0       0      0       0      0      0      0      0
    17-24:   0       0      0       0      0      0      0      0
    25-32:   2       0      0       0      2      4      2      0
    33-40:   2       0      0       0      6      2      4      0
    41-48:   0       2      2       1      1      1      1      1
    49-56:   3       2      1       2      2      2      2      2
    57-64:   2       2      2       2      2      2      2      2
 Press [NextPage], [PrevPage] or [Cancel]
 enter command: list measurements load day 10/21/93
 1Cancel    2Refresh  3Enter     4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 6-22.   Sample Load Daily Traffic Report — Page 2

Notice the average number and duration of the calls that are made to the AUDIX
system during the period that is being reported. These numbers may indicate a
problem at the switch with either port coverage or distribution if one port is over-
loaded and other ports are underloaded.

Threshold exceptions indicate that subscribers tried to use more message or list
space than is available and that warnings have been issued. These exceptions
may be the first indication that you need to change certain information contained
within other screens.

If you notice that a large number of threshold exceptions for lists are being
reported, it may mean that you initially miscalculated the maximum number of
lists per subscriber. Subscribers may actually need more lists than you thought
they would. You may increase the number of lists assigned each subscriber
through both the System-parameters Limits and COS screens, but you should do
so with care, keeping in mind that filesystem sizes are fixed. An alternative is ask-
ing subscribers to delete old or unnecessary lists.

Lower and upper subscriber message space thresholds are shown on the
screen. There are a number of things you may do if upper and lower message
space thresholds are consistently exceeded. First, you may decrease message
retention times on both the Subscriber and COS screens. This will limit the length
of time that the AUDIX system retains messages within subscribers' mailboxes
and will cause messages to be thrown away more frequently. Secondly, you

might issue a notice (broadcast a message) to subscribers asking them to delete messages immediately after listening to them or that they regularly clean both their incoming and outgoing mailboxes. Finally, you may interpret a large number of threshold exceptions as an indication that the thresholds were originally set too low. If you find this to be the case, you may raise the thresholds through the System-parameters Thresholds screen.

Call Management System Reports

The Release 3 Call Management System (R3 CMS) is a software product used with the Automatic Call Distribution (ACD) feature of an AT&T switch. The R3 CMS collects call-traffic data, formats management reports, and provides an administrative interface to the ACD feature. R3 CMS also collects data on and provides an adminstrative interface to the Call Vectoring feature, which is available with the ACD feature on many AT&T switches.

If your company has R3 CMS connected to your switch *and* you are using the Call Vectoring feature to route calls to the Intuity AUDIX system, you have the option of using R3 CMS reports to view AUDIX traffic data. Using R3 CMS reports is possible in these circumstances because calls routed to the AUDIX system via call vectoring are carried on a Vector Directory Number (VDN), which is an extension defined in switch software. R3 CMS collects data on VDNs and can generate reports on VDNs. Thus, R3 CMS reports on the VDN that carries calls to the AUDIX system will contain traffic data on the system.

AUDIX Data CMS Collects

The following are examples of AUDIX data that CMS VDN reports can give you:

- The total number of calls to the AUDIX system

- Average time calls waited before being answered by the AUDIX system

- The average length of a call (average talk time) to the AUDIX system

- The number of calls that transferred out of the AUDIX system

- The busiest hour of the day

For more information about R3 CMS and the data you can collect, see *Call Management System Administration* (585-215-511).

⚠ CAUTION:
R3 CMS can also collect data about the AUDIX system by identifying the AUDIX system as a measured ACD split/hunt group. However, measuring an AUDIX split with CMS is **not** *recommended because AUDIX split activity can significantly deteriorate the performance of R3 CMS and AUDIX split and agent data can quickly fill R3 CMS disk space.*

In addition, CMS VDN data about the AUDIX system may not match the data collected in AUDIX traffic reports or ADAP. A major reason for this difference is calls may spend time in vector processing before actually connecting to the AUDIX split. CMS collects VDN data on calls during this time, but AUDIX does not. Additional discrepancies may exist for various reasons, including differing points at which CMS and the AUDIX system peg answered and abandoned calls and the way calls are tracked while being rerouted through the switch.

Alarms, Logs, and Audits

7

This chapter describes alarms and logs that are generated by the Intuity system and are available to the AUDIX voice messaging and Intuity system administrators. It also describes the various audits that can be performed on demand as required to update and synchronize filesystems and identify and correct problems in the system.

Overview

Intuity software monitors system activity by continuously-running background self-tests. System activities and/or errors are recorded in logs that are stored as disk files on the hard disk. Many errors are corrected automatically by system audits that run automatically each night to update and synchronize Intuity filesystems. Significant errors, designated as faults, are flagged as alarms on the status line of the terminal screen and may require administrative action by you or maintenance by service personnel.

Logs and Alarms

The Intuity system runs self-tests to find software errors. The Intuity system collects error from the self-tests, sorts them by type, puts them in the error log (available to AT&T services personnel only), and monitors their frequency against a threshold number. If an error is sufficiently severe or if enough similar errors occur to violate the error threshold, the system automatically runs maintenance checks and may then send a fault to the alarm log. When a fault is sent to the alarm log, it simultaneously triggers an alarm that appears on the terminal screen's status line. Faults that have been corrected either automatically or through a service procedure are recorded in the resolved alarm log.

Alarms are noted on the STATUS line of the terminal screen as follows:

- alarms: M — Major alarms indicating problems that may affect key system components. Major alarms are sent automatically to the AT&T Technical Service Center (TSC) by your Intuity system if you have a maintenance service contract and alarm origination is active. TSC personnel perform remote maintenance on your machine to correct these problems.

- alarms: m — Minor alarms indicating problems that are not critical to system operation but that could possibly affect full service. Minor alarms are also sent automatically to the TSC if you have a maintenance service contract and alarm origination is active.

- alarms: w — Warning alarms indicating problems that may have a potential effect on system service. Warning alarms are not sent to the TSC.

- alarms: A — Administration alarms indicating subscriber or filesystem status or problems. Problems identified by administration alarms must be corrected by you, the Intuity system administrator.

The Alarm Report is the starting point for service personnel diagnosing problems. Service personnel use this report to check that alarms are cleared after service procedures are performed, and also for troubleshooting intermittent problems that resolve themselves and then recur.

Activity Log

The Activity Log, rather than serving as an error/alarm collection tool, is simply a list of subscriber events. The Activity Log, however, can help you to diagnose problems because it shows you exactly what activities a subscriber performed right up to the point where the subscriber ran into a problem.

Demand and Periodic Audits

There are two major types of audits: periodic (or automatic) audits and demand audits. Audits are software programs designed to update internal Intuity filesystems and synchronize them with each other, and to recognize and resolve problems that may occur within filesystems. Some audits run automatically each night, others run once each week, and still others are run only on demand (typically by the TSC during a remote operation) as part of a recovery procedure or in response to a specific problem while troubleshooting the system. The Intuity system may also run audits automatically in response to system faults that cause alarms.

Periodic or automatic audits run at night so as not to compete for system time with call processing. The audits normally complete in several hours. It is important that you become familiar with audits and their operation since you must continually monitor system performance.

The audits described in this chapter are demand audits.

Steps to Run an Audit

To perform a demand audit, do the following:

1. Type the appropriate audit command (see the following sections) and press ENTER (F3).

2. Press ENTER (F3) to execute the audit or press CANCEL (F1) to exit the screen without executing the audit.

3. The audit name and Result Code R, indicating that the audit is running, are displayed on the screen. You can wait for the audit to finish or you can take one of the following steps:

   a. While the audit is running, press CANCEL (F1) to abort the audit and exit the screen.

   b. While the audit is running, press ENTER (F3) to put the audit in background mode and return to the command line. Type status audit to reconnect to the screen.

If the Audit Fails

If the audit fails, take the following steps (in the order shown) to correct the problem:

1. Resolve any active alarms and rerun the audit.

2. If the audit fails again, contact the TSC.

3. If the TSC is unavailable and the system is not providing service, restart the system using the System Restart screen and try the audit again. If data files are missing the restart will rebuild them, or the system will request a generic restore if files needed by the audit do not exist. Rerun the audit when the restart has completed.

Displaying the Alarm Report

The Alarm Report screen lists active or resolved Intuity system alarms. The most severe alarms are always listed first since these are most often the cause of the problem.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Alarm Report screen.

Commands

Commands available to access the Alarm Report are as follows:

Full Version	Short Version
display alarms	**di al**

Alarm Report Screen

The Alarm Report screen has two pages as shown below. The first page of the screen is used to select which alarms are to be displayed in the report.

```
AUDIX              Active           Alarms: Mm                    Logins: 1
display alarms                                                  Page 1 of 1
                               ALARM REPORT

   The following options control which alarms will be displayed.

      Alarm Type: active

      Alarm Level:
          Major? y              Minor? y              Warning? y

      Start Date: 10/21/93      Time: 11:00       Application: vm


   Resource Type: DISK      Location:             Alarm code:




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

Figure 7-1.   Alarm Report Screen — Page 1

The second page displays the requested alarm information.

```
┌─────────────────────────────────────────────────────────────────────────┐
│ AUDIX          Active          Alarms: Mm              Logins: 1          │
│ display alarms                                             Page 1         │
│                          ALARM REPORT                                      │
│                                                                            │
│ App Resource      Location    Alarm Alm Ack    Date/Time    Date/Time   Resolve│
│     Type                      Code  Lvl         Alarmed     Resolved    Reason │
│ NW  MSG_XMIT    NP   CA 1     2000  MAJ       10/26/93 16:31               │
│ VP  SOFTWARE                  4     MIN       10/26/93 16:30               │
│ VM  SOFTWARE                  602   MIN       10/26/93 16:30               │
│ VP  SOFTWARE                  4     MIN       10/26/93 16:40               │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│                                                                            │
│ Press [NextPage], [PrevPage] or [Cancel] to abort                          │
│ enter command: display alarms                                              │
│ 1Cancel   2Refresh  3Enter    4ClearFld 5Help    6Choices  7NextPage 8PrevPage│
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 7-2.   Alarm Report Screen — Page 2

Field Descriptions

A description of each field is provided below.

SELECTION PAGE

⇒ **NOTE:**
The first time this screen is used after a restart or reboot, the fields on the selection page of the screen are blank. Subsequently, each field on the selection page of the screen is populated with the value entered the last time the screen was used.

■   Alarm Type: — Enter either **active** for an **resolved**.

■   Alarm Level: Major? — Enter y to display major alarms in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Enter n to not display major alarms.

■   Alarm Level: Minor? — This field is used to specify whether minor alarms are to be displayed in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Valid entries in this field are y to display minor alarms and n to not display minor alarms.

■ Alarm Level: Warning? — Enter y to display warnings in the alarm report. Major alarm, minor alarm, warning, or any combination of these can be requested for a report. Enter n to not display warnings.

■ Start Date — Enter the beginning date for the alarm report. in the *mm/dd/yy* format. Valid entries in this field are a blank, 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. If left blank, all active or resolved alarms on the system are displayed.

■ Time — Enter the beginning hour and minute of the given day for the alarm report. Use the *hh:mm* format. Valid entries in this field are a blank or an hour-minute pair 0 through 23 for the hour and 0 through 59 for the minute. The Start Date field must have valid entries before this field can be used. If left blank, all alarms for the specified Start Date are displayed.

■ Application — Enter the code for the application you want covered in the report.

(blank)	All applications
NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

■ Resource Type — Enter a specific type of alarmed resource for the alarm report. Valid entries in this field are any resource type defined in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554). If this field contains a resource type, only alarms related to the specified resource type are displayed.

■ Location — Enter an Intuity system location to display alarms for a particular piece of hardware in a physical location. The location consists of three parts: equipment name, type, and number. For each part, you can enter values as shown below:

Equipment Name	Equipment Type	Equipment Number
TR (for IVC6 cards)	ca (card) or ch (channel)	0-10 0-63
NB (for ACCX cards)	ca (card) or ch (channel)	1-3 1-12
DC (for DCIU card)	ca (card) or ch (channel)	1 1-64

If this field contains a location, the Resource Type field must contain a value. Only alarms related to the specified resource type and location are displayed.

■ Alarm Code — Enter an alarm code for the given resource type.

⇒ **NOTE:**
Each resource type has its own set of fault codes. Therefore, specifying a fault code without a resource type name can display multiple resource types with the same fault code.

A valid entry in this field is an integer between 0 and 9999. If this field contains a fault code, only alarms with this fault code are displayed.

DISPLAY PAGE

The second page of the screen displays the requested alarm information. This page has display-only fields.

■ App — This field displays the code for the application that generated the alarm.

NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

■ Resource Type — This field displays a specific type of alarmed resource. Possible values in this field are any resource type defined in *Intuity Platform Administration and Maintenance for Release 2.0* (585-310-554).

■ Location — This field displays a 6-character location for the fault resource type.

■ Alarm Code — This field displays the fault code for a specific alarm for the given resource type. Each resource type has its own set of fault codes. Possible values in this field are integers between 0 and 9999.

■ Alm Lvl — This field displays the alarm severity level. Possible values are MAJ (major), MIN (minor), WRN (warning).

■ Ack — This field indicates whether the alarm was present during the last alarm origination call. In general, this means the alarm has been reported to the services organization. However, alarms may not have been sent if

there were a significant number of higher priority alarms. Possible values
are y (alarm was present during the last referral call) and n (alarm was
not present during the last referral call).

- Date/Time Alarmed — These two fields display the date (month, day, and
year) and the time (hour and minute) the alarm was raised against the
given resource. If the Date/Time Resolved fields are blank, the alarm is
currently active. These fields should always have a value.

- Date/Time Resolved — These two fields display the date (month, day, and
year) and the time (hour and minute) the alarm was resolved. If these
fields are blank, the alarm is currently active. If only active alarms are dis-
played, these fields should always be blank. If only resolved alarms are
displayed, this field should always have a value.

- Resolve Reason — This field displays the cause of the alarm resolution.
This field is blank for active alarms. Alarm resolutions are:

Maint	Alarm resolved by maintenance. The resource recovered.
Reboot	The system was rebooted. All active alarms are resolved.
Remove	The alarm was resolved by removing the resource.

Displaying the Administrator's Log

Problems that require your attention appear in the administrator's log. These administration errors (including notification of full mailboxes, break-in attempts to subscriber mailboxes, nondeliverable messages, extensions without recorded names) should be corrected to optimize Intuity system operation or security.

The system displays an alarm message (alarms: A) on the Intuity status line when it logs administration errors.

The Administrator's Log screen displays problems that can be solved by the administrator.

> ⇒ **NOTE:**
> You should monitor this log on a regular basis and correct the problems promptly. See Appendix A for a list of possible administration-log entries and suggested remedial actions.

Things to Consider

Administrator's Log entries	Appendix A contains a list of possible administrator's log entries and suggested remedial actions.
Daily checks	You should check the Administrator's Log each morning. You can correct subscriber problems identified on the Administrator's Log using regular administrative procedures (such as recording a name, or notifying a subscriber of a delayed delivery, undeliverable message, or apparent break-in attempts).
Clearing the Status line.	Note that the administration alarm on the STATUS line is cleared when you access the administration log, even if you do not correct the problem.
Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Administration Log screen.

Commands

Commands available to access the Administrator's Log are as follows:

Full Version	Short Version
display administration-log	**di ad**

Administrator's Log Screen

The Administrator's Log screen has two pages as shown below. The first page of the screen is used to select the administration entries to be displayed in the report.

```
AUDIX            Active          Alarms: Mm                    Logins: 1
display administrator's-log                                  Page 1 of 1
                            ADMINISTRATOR'S LOG


  The following options control which entries will be displayed.


     Start Date: 10/26/93        Time:    :

     Application: vm           Event ID: ADM_undm

Search String:






enter command: display administrator's-log
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```
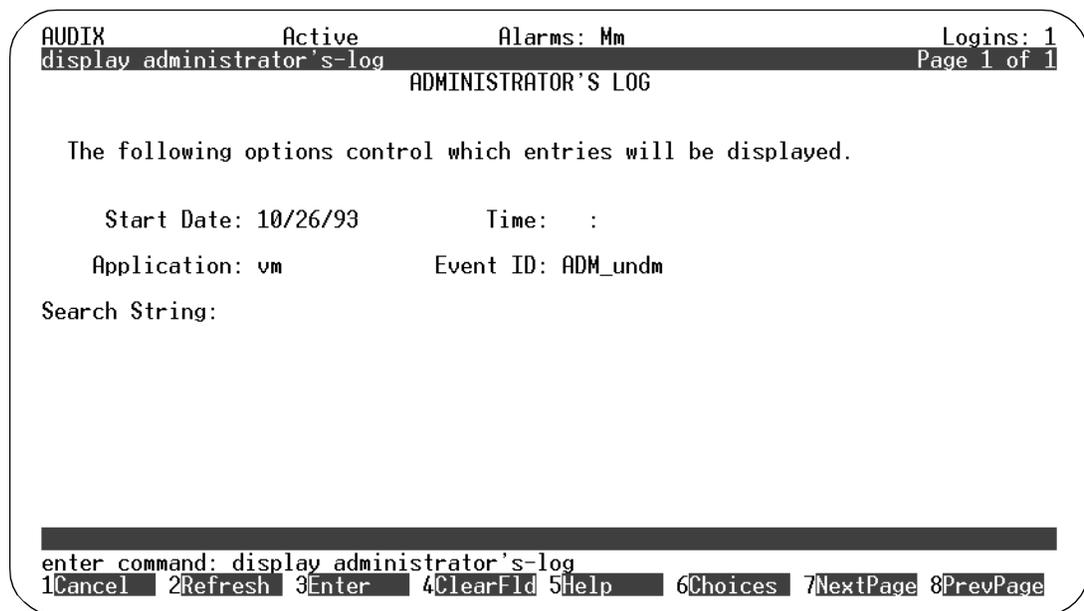
Figure 7-3.   Administration Log Screen — Page 1

The second page displays the selected alarms. (Additional display pages are used if needed.)

```
AUDIX            Active        Alarms: Mm              Logins: 1
display administrator's-log                            Page 8
                        ADMINISTRATOR'S LOG

  Date   Time  App    Event ID   Cnt      Message

10/21/93 13:33 VM  ADM_lnnr              Name not recorded for <testamis> extens
                                         ion <2405>.
10/21/93 13:33 VM  ADM_lnnr              Name not recorded for <tiny x2001> exte
                                         nsion <2001>.
10/21/93 13:33 VM  ADM_lnnr              Name not recorded for <blake> extension
                                          <31100>.
10/21/93 15:28 VP  SM201                 subscriber 32150 switch id 1 not found

10/21/93 15:29 VP  SM201                 subscriber 34999 switch id 1 not found

10/22/93 11:20 VP  AD201                 TR CH 1 application AUDIX, ad timed out
                                          waiting for application to start up
10/24/93 01:02 VM  ADM_aanb              No buttons for attendant, sub=<Wennstro
                                         m, mary> ext=<32131>.
10/24/93 01:02 VM  ADM_lnnr              Name not recorded for <TEST sub B> exte
                                         nsion <32301>.
Press [NextPage], [PrevPage] or [Cancel] to abort
enter command: display administrator's-log
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices   7NextPage 8PrevPage
```

Figure 7-4.   Administration Log Screen — Page 2

Field Descriptions

A description of each field is provided below.

SELECTION PAGE

⇒ **NOTE:**
The first time this screen is used after installation, the fields on the selection page of the screen are blank.

■ Start Date — Enter the beginning date for the log report. Valid entries in this field are a blank, or a date in the *mm/dd/yy* format with 1 through 12 for the month, 1 through 31 for the day, and 0 through 99 for the year. Any year value below 70 is assumed to be the 21st century. The default value is the date that this screen was last used. (Note that this screen-last-used date is preserved across restarts.) If left blank, all qualifying alarms are displayed.

■ Time — Enter the beginning hour and minute of the given day for the log report. Valid entries in this field are a blank or an hour-minute pair in the *hh:mm* format with 0 through 23 for the hour and 0 through 59 for the minute. The default value is the time that this screen was last used. (Note

that this screen-last-used time is preserved across restarts.) If left blank, all alarms for the specified Start Date are displayed. The Start Date field must have valid entries before this field can be used.

■ Application — Enter one of the following codes to identify the application you want alarm information for:

(blank)	All applications
NW	Digital Networking only
SW	Switch-interface
VM	Voice messaging (AUDIX)
VP	Voice platform
IR	Intro voice reponse
MT	Maintenance
MB	Remote maintenance board

The default is a blank.

■ Event ID — Enter the event ID for a specific event you want information about. The event ID contains up to 14 alphanumeric characters. If left blank, all event types are reported. Refer to Appendix A for valid administration event IDs.

■ Enter a text string of up to 78 characters with which to search the administrator's log for log entries. The string you enter is used to search the Message field of the Adminstrator's Log.

DISPLAY PAGE

The following fields are displayed on the Administration Log Report for each alarm:

■ Date — This field displays the date the administration alarm was logged.

■ Time — This field displays the time on the given date the administration alarm was logged.

■ App — This field displays the two-character application code of the administration log entry.

■ Event ID — This field displays the code representing the administration event type. Adminstrator's Log event types are described in Appendix A.

■ Cnt — This field displays the count or the number of times the associated message has been sent to the administrator's log within a minute.

■ Message — This field displays a text description of the administration event. Two lines are used for each event.

Setting Up the Activity Log

The Activity Log is an administrative tool useful for investigating reported problems with message delivery and the operation of the message waiting indicator (MWI). It maintains a history of the activity in the Intuity system. Since you can then track activity by subscriber extension and a specific time, you will often be able to resolve reported problems by observing the Activity Log before filing a trouble report with AT&T.

Use the System Parameters Activity Log screen to set up the Activity Log. This screen allows you to:

- Enable/disable the Activity Log.

- Instruct the Activity Log to record MWI updates.

- Set a maximum number of Activity Log entries.

- Clear all entries in the Activity Log.

⇒ NOTE:

To actually run the Activity Log, you use the display activity-log command. See the following section, "Displaying the Activity Log".

⇒ NOTE:

If you instruct the Activity Log to record MWI updates, the number of records generated will increase significantly and could degrade system performance. It is recommended that this field not be enabled on a regular basis, but only as necessary.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the System Parameters Activity Log screen.

Commands

Commands available to access the System Parameters Activity Log are as follows:

Full Version	Short Version
change system-parameters activity-log	**ch s ac**
display system-parameters activity-log	**di s ac**

System Parameters Activity Log Screen

The System Parameters Activity Log screen is shown below.

```
AUDIX              Active           Alarms: Mm                   Logins: 1
change system-parameters activity-log                        Page 1 of 1

                       SYSTEM-PARAMETERS ACTIVITY-LOG


                   Activity Log Enabled? y
                    Record MWI Updates? n

Maximum Number of Activity Log Entries: 10000

     Clear All Entries in Activity Log? n








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

Figure 7-5.   System Parameters Activity Log Screen

Field Descriptions

A description of each field is provided below.

- Activity Log Enabled — Enter y to enable activity-log data collection. Enter n (activity-log data collection is halted). The default value is n.

- Record MWI Updates — Enter y to enable recording of Message Waiting Indicator (MWI) updates that are sent from the Intuity system to the switch. MWI update records are written to the activity log file only if both the Activity Log feature and the recording of MWI updates are enabled. Enter n to stop recording of MWI updates. The default value is n.

> $\Longrightarrow$ **NOTE:**
> Enabling this feature significantly increases the number of records written to the activity log. It may also cause a small degradation in the Intuity system performance.

- Maximum Number of Activity Log Entries — Enter the maximum number of records in the activity log file. A valid entry in this field is an integer from 1 to 99999. The default value is 10000.

> $\Longrightarrow$ **NOTE:**
> If this number is reduced to a number less than the number of records currently in the log, the log will be cleared. In this case the user will be notified and prompted to confirm.

- Clear All Entries in Activity Log — Enter y to reset entries in the activity log. Enter n if you do not want to reset log entries. The default value is n.

Displaying the Activity Log

The Activity Log shows activity information for the selected subscriber. Events are listed in chronological order (oldest first) beginning with the specified date and time.

A *received* entry is made in the Activity Log each time a message is delivered into a subscriber's mailbox. Note that a message with multiple recipients will generate a *received* entry for each recipient. The message may be one of the following:

- Voice mail (VM)

- Priority voice mail

- Call Answer (CA)

- Leave Word Calling (LWC)

- Broadcast voice mail message

- Log-in announcement

- AMIS analog networking message

- Undeliverable message notification

A *scheduled* entry is made in the Activity Log each time a message is scheduled for delivery. A single scheduled entry will be made for a message regardless of the number of recipients. The message may be one of the following:

- Voice mail

- Priority voice mail

- Call Answer

    Since CA messages are scheduled for immediate delivery at the time they are created, the scheduled delivery time is not repeated on the display. In addition,

    — If both the calling party and the called party are local subscribers, the display will show that the calling party scheduled the message for the called party.

    — If the calling party is not a local subscriber, the activity will not be recorded.

    — If the called party is not a local subscriber, the local Intuity system will have no knowledge of the call and the activity will not be recorded.

- Broadcast voice mail message

- Log-in announcement

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It is recommended that you enable the Activity Log so that you have the benefit of the information at the time problems are reported. The Activity Log will help you diagnose user-perceived problems, MWI delays, rescheduled deliveries due to full mailboxes, and the like.

Things to Consider

Time to execute	This screen may take several minutes to execute depending on the system load and the size of the log file.
Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Activity Log screen.

Commands

Commands available to access the Activity Log are as follows:

Full Version	Short Version
display activity-log *extension*	**di ac *extension***

Where *extension* is the 3- to 10-digit extension of the local subscriber whose activity log is to be displayed.

Activity Log Screen

The Activity Log screen has two pages as shown below. The first page is a
selction screen. It displays the extension entered on the command line and the
corresponding subscriber name, and enables you to specify the date and time
for the start of the activity-log entries.

```
AUDIX              Active            Alarms: Mm                    Logins: 1
display activity-log 32111                                      Page 1 of 1
                            ACTIVITY-LOG REPORT

 Subscriber Extension: 32111
      Subscriber Name: Walters, Rosalyn


SELECTION CRITERIA
          Starting   Date: 10/21/93       Time:   :
          Ending     Date: 10/21/93       Time:   :







enter command: display activity-log 32111
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-6.   Activity Log Screen — Page 1

The second page displays the activity-log entries. It may actually contain many pages of data.

```
AUDIX              Active           Alarms: Mm                   Logins: 1
display activity-log 32111                                        Page 1
                              ACTIVITY-LOG REPORT
Subscriber Name: Walters, Rosalyn                    Extension: 32111
  DATE    TIME  ACTIVITY          DESCRIPTION
10/23/93 01:01 mwi-off
10/23/93 01:02 mwi-on
10/24/93 01:02 mwi-off
10/26/93 11:24 log-in     message counts: new=0, unopened=0, old=0
10/26/93 11:24 received   broadcast message from 34999
                          message counts: new=0, unopened=1, old=0
10/26/93 11:24 status     changed from unopened to deleted
                          for message received 10/26/93 at 11:23
10/26/93 11:25 log-off    message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-in     message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-off    message counts: new=0, unopened=0, old=0
10/26/93 11:26 log-in     message counts: new=0, unopened=0, old=0
10/26/93 11:27 log-off    message counts: new=0, unopened=0, old=0
10/26/93 11:30 log-in     message counts: new=0, unopened=0, old=0
10/26/93 11:31 log-off    message counts: new=0, unopened=0, old=0


Press [NextPage], [PrevPage] or [Cancel] to abort
enter command: display activity-log 32111
1Cancel   2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-7.   Activity Log Screen — Page 2

Field Descriptions

A description of each field is provided below.

PAGE 1

- Subscriber Extension — This field displays the subscriber extension entered on the command line.

- Subscriber Name — This field displays the name of the subscriber corresponding to the extension entered on the command line.

- Starting Date - Month — Enter the starting month for the activity log report. A valid entry in this field is a blank or a 1- or 2-digit month number from 1 to 12. The default value is the month specified the last time the screen was used or a blank.

> **NOTE:**
> If the starting month is left blank, all other starting date and time fields must be blank. In this case, the earliest available data for this subscriber is displayed. If the starting month is non-blank, the day and year fields must be non-blank.

■ Starting Date - Day — Enter the day of the given month the activity log report should begin. A valid entry in this field is a blank or a 1- or 2-digit day number from 1 to 31. If the month field is non-blank, this field must be non-blank. The default value is the day specified the last time the screen was used or a blank.

■ Starting Date - Year — Enter the year the activity log report should begin. A valid entry in this field is a blank or a 1- or 2-digit year number from 1 to 99. If the month field is non-blank, this field must be non-blank. A year number less than 90 is assumed to be in the 21st century. The default value is the year specified the last time the screen was used or a blank.

■ Starting Time - Hour — Enter the starting hour of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit hour number from 0 to 23. The default value is the hour specified the last time the screen was used or a blank.

■ Starting Time - Minute — Enter the starting minute of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit minute number from 0 to 59. If the hour field is non-blank, this field must be non-blank. The default value is the minute specified the last time the screen was used or a blank.

■ Ending Date - Month — Enter the ending month for the activity log report. A valid entry in this field is a blank or a 1- or 2-digit month number from 1 to 12. The default value is the current month.

⇒ NOTE:
If the ending month is left blank, all other ending date and time fields must be blank. In this case, the ending date and time are the current date and time. If the ending month is non-blank, the day and year fields must be non-blank.

■ Ending Date - Day — Enter the day of the given month the activity log report should end. A valid entry in this field is a blank or a 1- or 2-digit day number from 1 to 31. If the ending month field is non-blank, this field must be non-blank. The default value is the current day.

■ Ending Date - Year — Enter the year the activity log report should end. A valid entry in this field is a blank or a 1- or 2-digit year number from 0 to 37 or from 90 to 99. A year number less than 38 is assumed to be in the 21st century. If the month field is non-blank, this field must be non-blank. The default value is the current year.

■ Ending Time - Hour — Enter the ending hour of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit hour number from 0 to 23. The default value is the current hour.

■   Ending Time - Minute — Enter the ending minute of the activity log report. A valid entry in this field is a blank or a 1- or 2-digit minute number from 0 to 59. If the ending hour field is non-blank, this field must be non-blank. The default value is the current minute.

PAGE 2

All fields on page 2 of this screen are display-only fields.

■   DATE — This field displays the date that the activity was logged.

■   TIME — This field displays the time that the activity was logged.

■   ACTIVITY — This field displays an activity identifier for each activity-log entry. The activity identifier is a 5- to 9-character string indicating the activity. Possible values are log-in, log-off, received, scheduled, canceled, status, mwi-on, mwi-off, or reset.

■   DESCRIPTION — This field displays a description of the activity-log entry.

Auditing Mailboxes

The Audit Mailboxes screen initiates a demand audit on each subscriber's mail-box and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Adminis-tration Screens" in Chapter One apply to the Audit Mailboxes screen.
Background audits	After you have started an audit by pressing (ENTER) (F3), you can press (ENTER) (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit mailboxes are as follows:

Full Version	Short Version
audit mailboxes	**au mailb**

After you type the command and press (ENTER) , you must press (ENTER) (F3) to actually run the audit.

Audit Mailboxes Screen

The Audit Mailboxes screen is shown below.

```
AUDIX              Active            Alarms: Mm              Logins: 1
audit mailboxes
                              AUDIT RESULTS            Date: 10/26/93 22:50

                     Audit Name          Result
                     Audit Mailboxes     P Passed
                     Audit Mailbox Data  P Passed

















Command Successfully Completed
enter command:
1Cancel    2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 7-8.   Audit Mailbox Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.

- Audit Name — This field displays the name of the audit being run.

- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Mailing Lists

The Audit Mailing Lists screen initiates a demand audit on each subscriber's mailing lists and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Mailing Lists screen.
Background audits	After you have started an audit by pressing (ENTER) (F3), you can press (ENTER) (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit mailing lists are as follows:

Full Version	**Short Version**
audit mailing-lists	**au maili**

After you type the command and press (ENTER) , you must press (ENTER) (F3) to actually run the audit.

Audit Mailing Lists Screen

The Audit Mailing Lists screen is shown below.

```
AUDIX              Active            Alarms: Mm                 Logins: 1
audit mailing-lists
                              AUDIT RESULTS          Date: 10/26/93 22:48

                   Audit Name          Result
                   Audit Mail Lists    P Passed
                   Audit Delivery Data P Passed












Command Successfully Completed
enter command:
1Cancel    2Refresh  3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-9.   Audit Mailing Lists Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.

- Audit Name — This field displays the name of the audit being run.

- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Names

The Audit Names screen initiates a demand audit on subscriber names and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Names screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit names are as follows:

Full Version	Short Version
audit names	**au na**

After you type the command and press ENTER, you must press ENTER (F3) to actually run the audit.

Audit Names Screen

The Audit Names screen is shown below.

```
AUDIX              Active           Alarms: Mm A                Logins: 1
audit names
                           AUDIT RESULTS           Date: 10/26/93 22:52

              Audit Name           Result
              Audit Voice Names    P Passed











Command Successfully Completed
enter command:
1Cancel    2Refresh  3Enter    4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 7-10.   Audit Names Screen

Field Descriptions

A description of each display field is provided below.

■ Date — This field displays the date and time that the audit was requested.

■ Audit Name — This field displays the name of the audit being run.

■ Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Network Data

The Audit Network Data screen initiates a demand audit on network data and displays the results of the audit.

⇒ NOTE:

This screen is available only if your system has Digital or AMIS Analog Networking. For more information on networking, see *AMIS Analog Networking* (585-300-512) or *Intuity AUDIX Digital Networking Administration* (585-310-533).

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Network Data screen.
Background audits	After you have started an audit by pressing (ENTER) (F3), you can press (ENTER) (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit network data are as follows:

Full Version	Short Version
audit network-data	**au ne**

After you type the command and press (ENTER) , you must press (ENTER) (F3) to actually run the audit.

Audit Network Data Screen

The Audit Network Data screen is shown below.

```
AUDIX              Active           Alarms: Mm A               Logins: 1
audit network-data                                           Please Wait
█                          AUDIT RESULTS          Date: 10/26/93 22:53

                  Audit Name          Result
                  Audit Machine Xlatn  P Passed
                  Audit Net Translatns R Running












Press [Cancel] to abort, [Enter] to continue in background
enter command: audit network-data
1Cancel   2Refresh  3Enter     4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-11.   Audit Network Data Screen

Field Descriptions

A description of each display field is provided below.

■ Date — This field displays the date and time that the audit was requested.

■ Audit Name — This field displays the name of the audit being run.

■ Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Personal Directories

The Audit Personal Directories screen initiates a demand audit on subscribers' personal directories and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Personal Directories screen.
Background audits	After you have started an audit by pressing ⌷ENTER⌷ (F3), you can press ⌷ENTER⌷ (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit personal directories are as follows:

Full Version	Short Version
audit personal-directories	**au p**

After you type the command and press ⌷ENTER⌷, you must press ⌷ENTER⌷ (F3) to actually run the audit.

Audit Personal Directories Screen

The Audit Personal Directories screen is shown below.

```
AUDIX           Active           Alarms: Mm A              Logins: 1
audit personal-directories
                           AUDIT RESULTS           Date: 10/26/93 22:55

                  Audit Name           Result
                  Audit Personal Dirs  P Passed

















Command Successfully Completed
enter command: █
1Cancel    2Refresh  3Enter    4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 7-12.   Audit Network Personal Directories Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.

- Audit Name — This field displays the name of the audit being run.

- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Subscriber Data

The Audit Subscriber Data screen initiates a demand audit on each subscriber's profile and displays the results of the audit.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Subscriber Data screen.
Background audits	After you have started an audit by pressing ENTER (F3), you can press ENTER (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit subscriber data are as follows:

Full Version	Short Version
audit subscriber-data	**au su**

After you type the command and press ENTER , you must press ENTER (F3) to actually run the audit.

Audit Subscriber Data Screen

The Audit Subscriber Data screen is shown below.

```
AUDIX            Active          Alarms: Mm A            Logins: 1
audit subscriber-data                                  ge 1 of 1
                              AUDIT RESULTS        Date: 10/26/93 22:57

                Audit Name          Result
                Audit Subscribers   P Passed
                Audit Delivery Data P Passed












Command Successfully Completed
enter command: audit subscriber-data
1Cancel   2Refresh 3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-13. Audit Subscriber Data Screen

Field Descriptions

A description of each display field is provided below.

- Date — This field displays the date and time that the audit was requested.

- Audit Name — This field displays the name of the audit being run.

- Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Auditing Voice Files

The Audit Voice Files screen initiates a demand audit on voice-files and displays the results of the audit. This audit insures that each voice-message file is associated with a subscriber's mailbox.

Things to Consider

Screen access	AUDIX administrators using the *vm* login, as well as system administrators using the *sa* login, can use this screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One apply to the Audit Voice Files screen.
Background audits	After you have started an audit by pressing (ENTER) (F3), you can press (ENTER) (F3) a second time to let the audit continue running while you do other things. You can then periodically check on the audit status by entering the command **status audit** on the command line.

Commands

Commands available to audit voice files are as follows:

Full Version	Short Version
audit voice-files	**au v**

After you type the command and press (ENTER) , you must press (ENTER) (F3) to actually run the audit.

Audit Voice Files Screen

The Audit Voice Files screen is shown below.

```
AUDIX            Active           Alarms: Mm A              Logins: 1
audit voice-files                                          Please Wait
                            AUDIT RESULTS        Date: 10/26/93 22:58

               Audit Name         Result
               Audit Voice Files  R Running

















Press [Cancel] to abort, [Enter] to continue in background
enter command: audit voice-files
1Cancel   2Refresh 3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 7-14.   Audit Voice Files Screen

Field Descriptions

A description of each display field is provided below.

■ Date — This field displays the date and time that the audit was requested.

■ Audit Name — This field displays the name of the audit being run.

■ Result — This field displays a 1-character code that indicates the last result of the named audit, and up to 20 characters of text of additional audit-result information. The following table describes the result codes.

Code	Meaning
blank	Audit has not been executed
R	Audit is running
P	Last audit passed
F	Last audit failed
A	Last audit aborted

Customizing Announcements

8

While using the Intuity AUDIX voice messaging system, you hear voice prompts, or announcements. Announcements tell you what to do and what your options are. You can change AUDIX announcements to meet the exact needs of your business and of your subscribers. Use commands and procedures described in this chapter to change announcements.

What Are Fragments and Announcements

To customize AUDIX announcements for your purpose, you need to understand precisely what is meant by *fragments* and *announcements*.

Fragments

The voice prompts you hear in AUDIX consist of one or more pieces of recorded text called *fragments*. A fragment can be a recorded word, phrase, or sentence. Each fragment is identified by a number starting with the letter "f".

For example, the voice prompt "Previous login incorrect. Please re-enter extension and pound sign," is composed of these two fragments:

- f233 "Previous login incorrect. Please re-enter extension,"
- f224 "and pound sign."

Announcements

An *announcement* is actually a placeholder within the system for playing fragments. For each event that may occur within AUDIX, one or more announcements, each identified by number, is permanently assigned to that event. Fragment numbers are then assigned to the announcement numbers.

Thus, when a caller or subscriber completes an event (normally a button push), AUDIX processes the announcement number assigned to that event and then plays the fragments assigned to that announcement. Each announcement is identified by a number starting with the letter "a". For instance, "a10" is announcement 10.

Look at the sample event sequence in Figure 8-1. Announcement a815 marks a place to play fragments when the caller connects to AUDIX. The standard voice prompt at this point says "Welcome to AUDIX. For help at any time, press * H." As the caller continues to press more keys, additional announcements trigger AUDIX to play the assigned fragments.

Sequence of events	Announce-ment Associ-ated with Events	Fragment Number	Text of fragment assigned to announcement (what callers hear)

Subscriber calls AUDIX

Subscriber's call connects to AUDIX

a815 — f287 — Welcome to AUDIX.

f97 — For help at anytime, press star H.

a359 — f267 — Please enter extension

f224 — And pound sign.

Subscriber presses # or enters extension and presses #

a56 — f220 — Enter password

f224 — and pound sign

Subscriber enters password and presses #

a722 — f23 — To record messages, press1, To get messages, press2. To administer personal greetings, press 3.

Subscriber presses 1

a750 — f499 — When finished recording, press # to approve, or 1 to edit your message.

Figure 8-1. Sample of How Announcements Link Voice Fragments to Events

Announcements are fixed in place. You cannot use an announcement number to mark a different point in the AUDIX system. Therefore, you cannot add, change, or delete an announcement *number*. However, you *can* add, change, or delete fragments assigned to announcements and thereby change announcements.

See Appendix D for a list of commonly changed announcements.

Standard and Terse Announcement Sets

An *announcement set* is a collection of announcements.

Your system comes with two announcement sets: a standard version and a terse version. Each set contains all the announcements and fragments necessary to prompt subscribers.

The standard version is loaded and activated by default. The terse set of announcements may be optionally used. The terse version contains all of the announcements in the standard version, but individual announcements contain fewer words while conveying the same message. For example, the standard US version of announcement **a2** is "Partial entry deleted." The terse version is "deleted."

Active and Administrative Announcement Sets

The standard announcement set is the default *active* announcement set. *Active* means that AUDIX currently plays the set's announcements to subscribers using AUDIX. You may also designate an announcement set as the *administrative* announcement set. *Administrative* means that the announcement set may be recorded into. The administrative version may or may not also be the active announcement set. If the same announcement set is both active and administrative, then any recorded changes made to the administrative version will also be made automatically to the active version.

You may wish to replace the standard version with the terse version as the active announcement set. See "Announcement Sets:" in Chapter 3 if you want to designate "terse" as the active announcement set.

International Language Sets

Intuity AUDIX offers announcement sets in several languages. Contact your AT&T representative to get the latest list.

Custom Announcement Sets

In addition to the standard and terse announcement sets, you can create and activate custom announcement sets. To create a custom announcement set, you add an announcement set name to the system and then copy into that set the announcements from another set. Then you can change the announcements and fragments in the custom set and activate it.

Installation

For instructions on installing the custom announcement set, refer to *Intuity Software Installation for Release 2.0* (585-310-157).

Customizing Announcements

Creating a custom announcement set provides you with a custom set that you then may use as a base for making changes to your system's announcements. This technique lets you keep the standard announcement sets (standard and terse) in their original state so you can use them again if necessary.

You create a custom announcement set in two steps:

- Add an announcement set name
- Copy an announcement set

After you create an announcement set, change its announcements and fragments as desired. Then activate the set.

You can customize announcements in a set in the following ways:

- Copy, record, re-record, and remove fragments
- Copy, change, and remove announcements

These procedures are described individually on the following pages.

Add an Announcement Set Name

To create an announcement set, you must first give the announcement set a name, then copy announcements from an existing announcement set.

Things to Consider

Command
access

You must log in as system administrator (using the **sa** login)
to add an announcement set.

Commands

Commands available to add an announcement name are as follows:

Full Version	Short Version
add annc-set *annc-set-name*	**ad an** *annc-set-name*

where ***annc-set-name*** is the name of the announcement set to be added. The
name may contain up to 14 alphanumeric characters.

Steps to Add an Announcement Set

1. At the command line, type **ad an *annc-set-name***, where ***annc-set-name***
   is the name of the announcement set to be added.

   $\Longrightarrow$ **NOTE:**
   You can first list announcement set names to see what names are
   already in use. See "List Announcement Sets" later in this chapter.

2. Press ENTER (F3).

   The Announcement Set screen appears, containing the name of the new
   announcement set.

```
drbig10              Active              Alarms:  mwA              Logins: 2
add annc-set newstd                                             Page 1 of 1

                     ANNOUNCEMENT SET

     Announcement Set : newstd












Press [ENTER] to execute or press [CANCEL] to abort
enter command: add annc-set newstd
1Cancel   2Refresh 3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 8-2.   Announcement Set Screen

> 3. Press [ENTER] (F3) to add the set.
>
>   The message command successfully completed appears, and the
>   cursor returns to the command line. The announcement set you just
>   named is empty until you copy into it the announcements from another set.

Copy an Announcement Set

After you have added a name for a new announcement set, you must copy the
announcements/fragments of an existing set to the new announcement set. Then
you can customize the announcements/fragments in the new set.

Use the Copy Announcement Set screen to copy an announcement set.

Things to Consider

Screen access	You must log in as system administrator (using the **sa** login) to change data on the Copy Announcement Set screen.AUDIX administrators cannot access this screen.
Screen use	The rules for using screens as described in "Voice Messaging Screens" in Chapter One of *Intuity AUDIX Administration* apply to the Copy Announcement screen.
List announcement set	You can first list announcement set names to see what names are available to copy. See "List Announcement Sets" later in this chapter.

Commands

Commands available for the Copy Announcement Set screen are as follows:

Full Version	Short Version
copy annc-set	**co annc**

Copy Announcement Set Screen

The Copy Announcement Set screen is shown below.

```
 ┌─────────────────────────────────────────────────────────────────────┐
 │ drbig10              Active            Alarms:  mwA         Logins: 2 │
 │ copy announcement                                          Page 1 of 1│
 │                          COPY ANNOUNCEMENT                            │
 │   From Announcement Set: ▉                 Announcement Id:           │
 │     To Announcement Set:                   Announcement Id:           │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │                                                                       │
 │ enter command: copy announcement                                     │
 │ 1Cancel   2Refresh  3Enter    4ClearFld 5Help    6Choices  7NextPage 8PrevPage │
 └─────────────────────────────────────────────────────────────────────┘
```
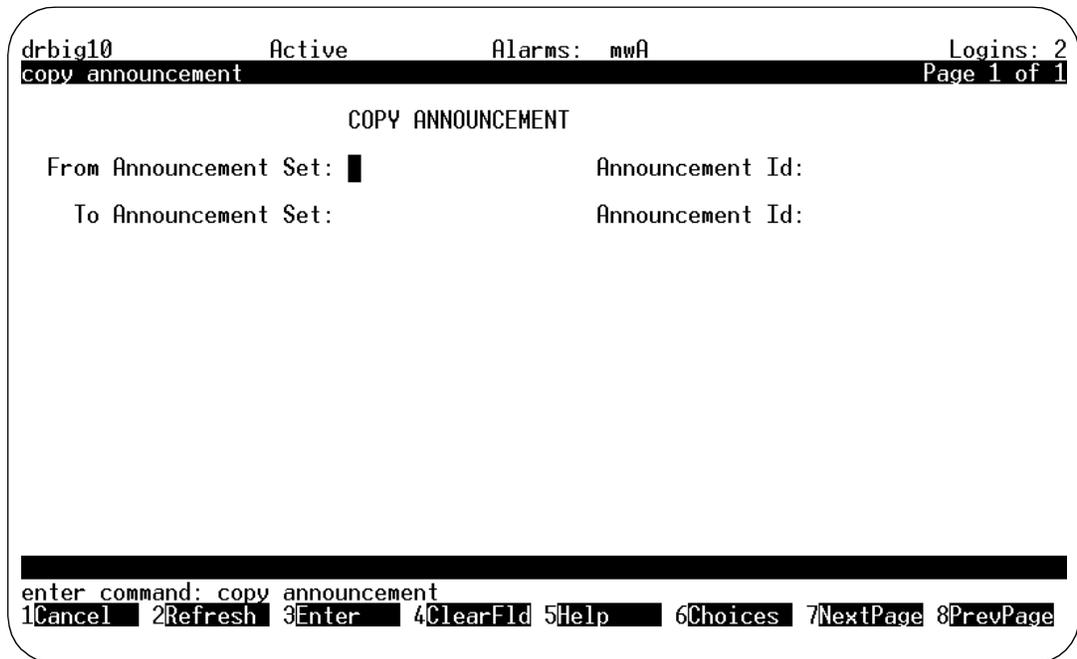
Figure 8-3.   Copy Announcement Set Screen

Field Descriptions

Enter data in the Copy Announcement Set fields as follows:

- From Announcement Set — Enter the name of the existing announcement set. This name, from 1 to 14 alphanumeric characters, must match an existing announcement set name.

- To Announcement Set — Enter a name for the new announcement set. This name, from 1 to 14 alphanumeric characters, must match a name you added with the **add annc-set** command. You *cannot* specify the active announcement set in this field.

List Announcement Sets

List announcement sets to determine:

- What names have been used for announcement sets

- If you added or removed an announcement set successfully

- What sets are available for copying

Use the Announcement Sets screen to display a list of existing announcement sets.

Things to Consider

Screen access   Voice messaging administrators can display data on this screen.

Screen use   The rules for using screens as described in "Voice Messaging Screens" in Chapter One of *Intuity AUDIX Administration* apply to the Announcement Sets screen.

Commands

Commands available for the Announcement Sets screen are as follows:

Full Version	Short Version
list annc-sets	**li annc**

Announcement Sets Screen

The Announcement Sets screen is shown below.

```
drbig10              Active              Alarms:  mwA                   Logins: 2
list annc-sets                                                           Page 1

                          ANNOUNCEMENT SETS

        standard                           terse
        us-eng                             us-eng-t













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

Figure 8-4.   Announcement Sets Screen

Identify an Administrative Announcement Set

To record or re-record fragments in an announcement set, you must identify the set as the administrative announcement set.

➡ NOTE:

Although you can copy, change, and remove announcements in the active announcement set without also making the set the administrative set, this is not recommended. To change announcements in a set *other than* the active set, you must identify the set as the administrative set.

Use the System Parameters Features screen to identify an administrative announcement set.

⟹ **NOTE:**

For complete information on the System Parameters Features screen, see Chapter 3, "Administer System Parameters and Features," in *Intuity AUDIX Administration*. .

Differentiate active and administrative sets	Before changing announcements or fragments, you should always specify an administrative announcement set that is *not* also active. If you change announcements in the active announcement set, those changes will be heard immediately by subscribers and callers.
Listening to fragments	You can listen to fragments in a set even if the set is notthe administrative announcement set. However, you cannot record new fragments, re-record old fragments, or remove fragments unless the set containing those fragments is the adminstrative set.
Screen access	You must log in as system administrator (using the **sa** login) to change data on the System Parameters Features screen.AUDIX administrators cannot access this screen.

Steps to Identify an Administrative Announcement Set

1. At the command line, type **ch sy f** or **change system-parameters features**, and press ⌷ENTER⌷ (F3).

   Page 1 of the System Parameters Feature screen appears.

2. Press ⌷NEXTPAGE⌷ twice.

   Page 3 of the screen appears.

```
drintuit            Active            Alarms: Mm A                 Logins: 3
change system-parameters features                                Page 3 of 4
                        SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
            System: us-eng                      Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
  Incr 1: 0  days  0  hrs 5  mins     Incr 2: 0  days 0  hrs 15 mins
  Incr 3: 0  days  0  hrs 30 mins     Incr 4: 0  days 1  hrs 0  mins
  Incr 5: 0  days  2  hrs 0  mins     Incr 6: 0  days 6  hrs 0  mins
  Incr 7: 1  days  0  hrs 0  mins     Incr 8: 1  days 0  hrs 0  mins
  Incr 9: 7  days  0  hrs 0  mins     Incr10: 14 days 0  hrs 0  mins




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

Figure 8-5.   System Parameters Feature Screen — Page 3

3. In the Administrative field under ANNOUNCEMENT SETS, enter the name of the announcement set in which you want to modify announcements and fragments. The name must be from 1 to 14 alphanumeric characters.

⇒ **NOTE:**
This announcement set can be the same as the *Active* announcement set but, if so, any announcement changes you make immediately affect the announcements heard by users.

4. Press ENTER (F3).

The message command successfully completed appears, and the cursor returns to the command line. You can change fragments now.

Re-record an Existing Fragment

There are at least two fragments you will most likely want to change when you customize your Intuity AUDIX system:

■ The standard fragment "Your call is being answered by AUDIX" (the greeting someone hears when they are routed to a subscriber's AUDIX mailbox)

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■ The standard fragment "Welcome to AUDIX" (the greeting a subscriber hears when s/he calls AUDIX directly)

However, the procedure for re-recording a fragment is the same for any announcement, as described below.

Things to Consider

Announcement control   You must be administered as a subscriber with announcement control to be able to record fragments. You assign announcement control using either the Class of Service screen or Page 2 of the Subscriber screen.

Steps to Re-record an Existing Fragment

1. Identify the announcement set that contains the fragment as the administrative announcement set. See "Identify an Administrative Announcement Set" earlier in this chapter.

2. Using Appendix , "Commonly-Changed Fragments and Announcements", note the number of the announcement whose fragment you want to change.

3. Using Appendix , "Commonly-Changed Fragments and Announcements", verify that the fragment you want to change is used only by announcements you expect to be affected by your changes. Otherwise, you might change another announcement inadvertently.

4. At the command line type **di anno announcement-ID**, where the **announcement-id** is the announcement identifier from a1 to a5000.

5. Press (ENTER) (F3).

   The Announcement screen appears, displaying the announcement set ID, the announcement ID, and the fragment numbers contained within the announcement. The message `command successfully completed` appears, and the cursor returns to the command line.

   ### NOTE:
   For a complete description of the Announcement screen, see "Change an Announcement" later in this chapter.

6. Verify that the announcement you plan to change is actually composed of the fragments you expect.

7. Use your touch-tone phone to log in to the AUDIX system.

8. At the activity menu, press ⑨ . (For security purposes, this option is not included in the voiced options you hear.) If you hear "Invalid entry. For help at any time, press star H", you do not have announcement control permission.

   a. Set up announcement control permission on the Subscriber screen, as described in Chapter 4.

9. When you hear "To record names, press ④ . To play names, press ⑤ ," press ① to change the fragment. (Since this option is rarely used, it is not included in the voiced options you hear, but plays out if you press ⊛ Ⓗ for help.)

10. Enter the fragment ID as prompted and then Ⓗ# . For example, for f287, enter ② ⑧ ⑦ #̄ .

11. Record the changed fragment when prompted. You can use all the normal voice mail editing capabilities on your touch-tone phone to make sure the new fragment is exactly how you want it to sound.

12. When you are satisfied with the recording, press #̄ to approve it.

13. Follow steps 10 through 12 for any other fragments that you wish to change.

14. Activate the announcement set via the System Parameters Features screen. (See "Activate an Announcement Set" later in this chapter.)

Record a New Fragment

To change a fragment for some announcements but not others, you will need to substitute an existing fragment or create a new fragment for use by the announcements you want to change and leave the old fragment intact for use by existing announcements that you do not want changed.

For example, announcement a812 and announcement a834 are the only announcements that use fragment f87, "This call is experiencing difficulties." If you want to change this fragment for announcement a812 but not announcement a834, you would need to create a new fragment to associate with announcement a812 instead of fragment f87, and you would leave fragment f87 and its association with announcement a834 intact.

Things to Consider

Announcement control   You must be administered as a subscriber with
announcement control to be able to record frag-
ments. You assign announcement control using
either the Class of Service screen or Page 2 of the
Subscriber screen.

Steps to Record a Fragment

1. Identify the announcement set that will contain the fragment as the admin-
   istrative announcement set. See "Identify an Administrative Announcement
   Set" earlier in this chapter.

2. Use your touch-tone phone to log in to the AUDIX system.

3. At the activity menu, press ⑨ . (For security purposes, this option is not
   included in the voiced options you hear.) If you hear "Entry not under-
   stood. Try again.", you do not have announcement control permission.

   a. Set up announcement control permission on the Subscriber screen,
      as described in Chapter 4.

4. When you hear "To record names, press 4. To play names, press 5", press
   ① to change fragments. (Since this option is rarely used, it is not included
   in the voiced options you hear.)

5. Enter the fragment ID, 4000 to 4999, as prompted; in this case enter an
   unused number such as f4000, for instance, ④ ⓪ ⓪ ⓪ #️⃣ .

   ### ➡ NOTE:
   The fragment numbers 4000 - 4999 have been reserved for cus-
   tomer use. Using other numbers could jeopardize the integrity of
   your custom fragments and announcements if these numbers are
   used for new fragments in later versions or updates to AUDIX.

6. Record the fragment when prompted. For example, your new fragment
   might be "This call is experiencing difficulties and cannot continue at this
   time." You can use all the normal voice mail editing capabilities on your
   touch-tone phone to make sure the new fragment sounds exactly the way
   you want it to sound.

7. When you are satisfied with the new fragment recording, press #️⃣ to
   approve it.

8. Use the Announcement screen to replace existing fragments with the new
   fragment. See "Change an Announcement" later in this chapter.

Copy a Fragment to an Announcement Set

You may wish to copy a fragment from one announcement set into another announcement set. For example, perhaps you recorded the fragment "Your call is important" in Announcement Set X and you now want to use that recording again in Announcement Set Y. Instead of re-recording the fragment, you can simply copy it.

Use the Copy Fragment screen to copy a fragment.

Things to Consider

Screen access   You must log in as system administrator (using the **sa** llogin) to access the Copy Fragment screen.

Screen use   The rules for using screens as described in "AUDIX Administration Screens" in Chapter One, apply to the Copy Fragment screen.

Commands

Commands available for the Copy Fragment screen are as follows:

Full Version	Short Version
copy fragment	**co fr**

Copy Fragment Screen

The Copy Fragment screen is shown below.

```
drbig10            Active           Alarms:  mwA                    Logins: 2
copy fragment                                                     Page 1 of 1

                        COPY FRAGMENT

  From Announcement Set: █                     Fragment:

    To Announcement Set:                       Fragment:




enter command: copy fragment
1Cancel   2Refresh  3Enter     4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```
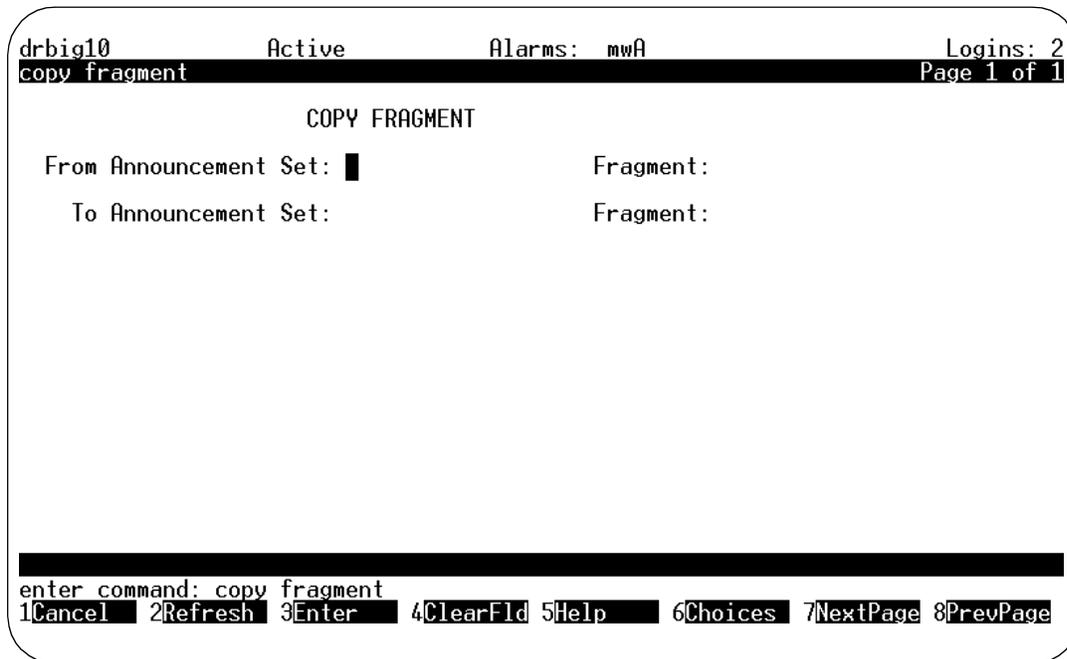
Figure 8-6. Copy Fragment Screen

Field Descriptions

Enter data in the Copy Fragment fields as follows:

- From Announcement Set — Enter the name of the announcement set from which the fragment is copied.

- Fragment (From) — Enter the number, from f1 to f5000, of the fragment to be copied.

- To Announcement Set — Enter the name of the announcement set into which the fragment is copied. The default value is the "From " announcement set.

- Fragment (To) — Enter the number, from f1 to f5000, of the destination fragment.

Steps to Copy a Fragment to an Announcement Set

Use the following steps to copy a fragment.

1. Check the list of standard fragments in Appendix or your log of custom fragments for the number and text of the fragment you want to copy.

2. On your voice terminal, press ⑨ ② and then follow the prompts to listen to the fragment so you can verify the fragment is the one you want.

3. At the command line, type **co fr**, and press ⌈ENTER⌉ (F3).

   The Copy Fragment screen appears.

4. Enter data in the fields as described in the Copy Fragment field descriptions.

5. Press ⌈ENTER⌉ (F3).

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

Remove a Fragment from an Announcement Set

Remove a fragment from an announcement when you no longer need it. Removing unneeded fragments saves disk space and makes your announcement set easier to maintain.

Though you record and re-record fragments via your voice terminal, you *remove* fragments via the command line on your Intuity administration terminal.

⚠ **CAUTION:**
Check Appendix and your custom announcement log to be sure the fragment you remove is not a necessary part of any announcements. Also, do not remove any fragments from your standard announcement sets.

Things to Consider

Command access	You must log in as system administrator (using the **sa** login) to remove a fragment.
Announcements that use the fragment	If you remove a fragment, announcements that contained the fragment will no longer be able to play it, even though the fragment number will still appear for the announcement on the Announcement screen. AUDIX skips the fragment and immediately plays any other fragments that are defined for the announcement.

Steps to Remove a Fragment

1. Check your log of custom fragments for the number and text of the fragment you want to remove.

2. Listen to the fragment to verify the fragment is the one you want.

3. At the command line, type **rem fr *fragment-identifier annc-set-name*** (or **remove fragment *fragment-identifier annc-set-name***) where the ***fragment-identifier*** is an existing fragment and ***annc-set-name*** is the name of the announcement set that contains the fragment.

> ⟹ **NOTE:**
> You can omit ***annc-set-name*** if the set containing the fragment is specified as the administrative announcement set on the System Parameters Features screen.

4. Press ENTER (F3).

The Fragment screen appears, displaying the fragment number you are removing, the fragment's announcement set, and the date and time the fragment was last changed.

```
drbig10              Active           Alarms:  mwA                    Logins: 2
display fragment f220 standard                                      Page 1 of 1

                         FRAGMENT

   Announcement Set : standard

         Fragment Id : f220

    Voice Timestamp : 11/22/93 18:28










Command Successfully Completed
enter command:
1Cancel   2Refresh 3Enter    4ClearFld 5Help     6Choices  7NextPage 8PrevPage
```

Figure 8-7. Fragment Screen

5. Press ENTER (F3).

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

Copy an Announcement

Copy an announcement to save time in creating new announcements and recording fragments. You can copy an announcement within an announcement set or from one announcement set to another. You can add an announcement by copying an announcement to a new announcement number. An announcement that you copy overwrites any announcement that exists prior to the copy and that has the same ID.

Things to Consider

Command access   You must log in as system administrator (using the **sa** login) to copy an announcement.

Steps to Copy an Announcement

1. Check the list of standard announcements in Appendix or your log of custom announcements for the number of the announcement you want to copy.

2. Type **di an *announcement-id annc-set-name*** or **display announcement *announcement-id annc-set-name*** where the ***announcement-id*** is the announcement identifier from a1 to a5000 and ***annc-set-name*** is the name of the announcement set.

   ⇒ **NOTE:**
   If you want to display an announcement in the administrative announcement set, you do not need to enter the ***annc-set-name***.

3. Press ⌧ENTER⌧ (F3).

   The Announcement screen appears, displaying the announcement set ID, the announcement ID, and the fragment numbers contained within the announcement. The message `command successfully completed` appears, and the cursor returns to the command line.

   ⇒ **NOTE:**
   See "Change an Announcement" for a complete description of the Announcement screen.

4. Verify that the announcement contains the fragments you want to copy.

5. At the command line, type **co anno** or **copy announcement**, and press ⌧ENTER⌧ (F3).

The Copy Announcement screen appears.

```
drbig10              Active            Alarms:  mwA                      Logins: 2
copy announcement                                                        Page 1 of 1
                           COPY ANNOUNCEMENT

   From Announcement Set: █                    Announcement Id:

     To Announcement Set:                      Announcement Id:




enter command: copy announcement
1Cancel   2Refresh  3Enter    4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```
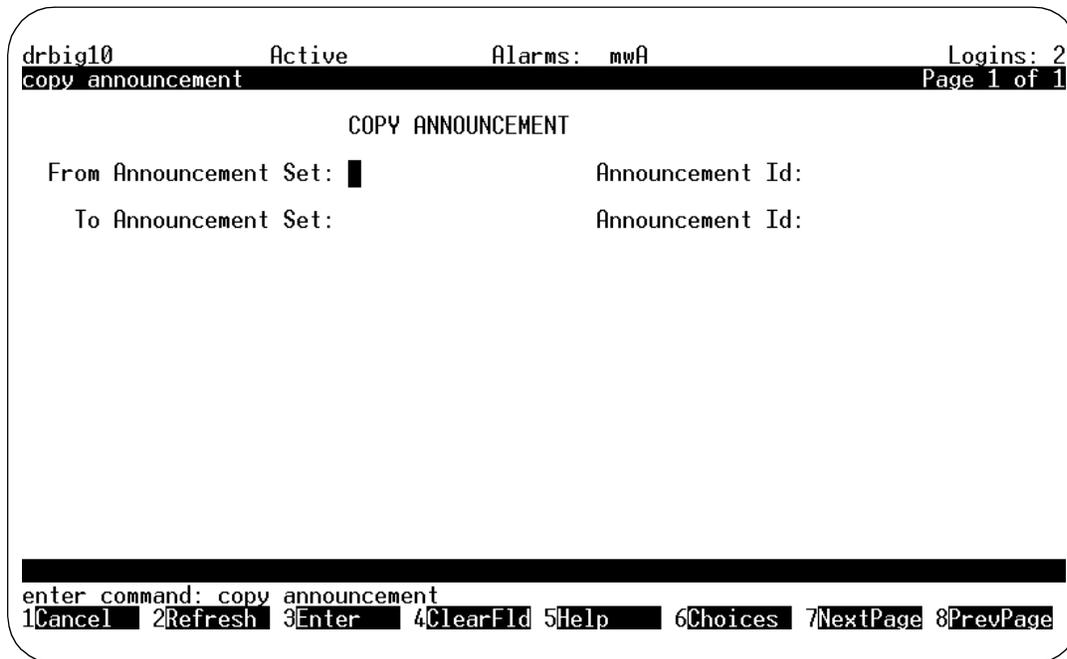
Figure 8-8. Copy Announcement Screen

6. Enter data in the fields as follows:

   ■ From Announcement Set — Enter the name of the announcement set from which the announcement is copied.

   ■ Announcement Id — Enter the number, from a1 to a5000, of the announcement to be copied.

   ■ To Announcement Set — Enter the name of the announcement set into which the announcement is copied. The default value is the From Announcement Set name.

   ■ Announcement Id — Enter the number, from a1 to a5000, of the announcement to be copied to.

7. Press (ENTER) (F3).

   The message command successfully completed appears, and the cursor returns to the command line. The announcement is now copied to the new announcement ID (and announcement set ID, if any).

Change an Announcement

Some announcements can be modified by simply eliminating an existing frag-ment from that specific announcement. For example, you could modify the default voice mail greeting ("Welcome to AUDIX. For help at any time, press *H") to just say 'For help at any time, press *H." by removing fragment f287 ('Welcome to AUDIX") from the list of fragments that compose the announcement (in this case, announcement a815).

You can also replace a fragment with another fragment. In the above example, you may wish to replace the fragment "Welcome to AUDIX" with "Welcome to ACME Company". In this case, you would record the fragment (see "Record a New Fragment") and then substitute the new one for the old one.

Use the Announcement screen to change announcements.

Things to Consider

Screen access	You must log in as system administrator (using the **sa** login) to change or remove an announcement. An AUDIX administrator can display data on the Announcement screen.
Screen use	The rules for using screens as described in "AUDIX Administration Screens" in Chapter One, apply to the Announcement screen.
Announcements from scratch	You cannot *add* an announcement from scratch. Instead, you must copy an existing announcement into a new announcement number, then change the text of this this copied announcement. Available announcement numbers are from 1000 to 5000.
No adding of fragments	You cannot *add* a fragment to an announcement. Forexample, if an announcement has 4 fragments, you cannot add a fifth.

Commands

Commands available for the Announcement screen are as follows:

Full Version	Short Version
change announcement *announcement-id*	**ch anno** *announcement-id*
display announcement *announcement-id*	**di anno** *announcement-id*
display announcement *announcement-id* *annc-set-name*	**di anno** *announcement-id* *annc-set-name*
remove announcement *announcement-id*	**re anno** *announcement-id*

where the **announcement-id** is the announcement identifier from a1 to a5000 and **annc-set-name** is the name of the announcement set.

> ⮕ **NOTE:**
> If you are displaying an announcement in the administrative announcement set, you do not need to enter the **annc-set-name**.

Announcement Screen

The Announcement screen is shown below.

```
drbig10                Active              Alarms:   mwA                        Logins: 2
display announcement a344 standard                                            Page 1 of 1
                              ANNOUNCEMENT
       Announcement Set: standard              Announcement Id: a344
       Version Timestamp: 11/22/93 18:28

  Mod? Frag    Composition
    y   f741   talk
NAME
IF (NUMBER>0)
              THEN
    y   f2               talk
NUMBER
                      IF (NUMBER==1)
                      THEN
    y   f602                   talk
                      ELSE
    y   f217                   talk
                      ENDIF
              ENDIF


Command Successfully Completed
enter command:
1Cancel     2Refresh  3Enter     4ClearFld 5Help      6Choices  7NextPage 8PrevPage
```

Figure 8-9.   Announcement Screen

Field Descriptions

Enter data in the Announcement fields as follows:

■ Announcement Set — Display only. For "change" and "remove", this field displays the administrative announcement set name. For "display", this field displays the announcement set entered on the command line or the administrative announcement set name (specified on the System Parameters Features screen) if nothing was entered.

■ Announcement Id — Display only. This field displays the announcement ID entered on the command line.

■ Version Timestamp — Display only. This field displays the time and date the announcement was last updated.

■ Mod? — Display only. This field displays y , or n to indicate if the recorded fragment on the line has been changed; or a blank for lines that are a continuation of the previous line or for lines that cannot be edited.

■ Frag — Enter the number, f0 to f5000, of the fragment to be included in the announcement.

■ Composition — Display only. This field contains the language rules that determine how to select the fragments to be played. The rules for an announcement are determined by this value together with the value of the Frag field.

Steps to Change an Announcement

1. Using Appendix , note the number of the announcement you want to change.

2. At the command line, type **ch anno *announcement-ID annc-set-name***, where the ***announcement-id*** is the announcement identifier from a1 to a5000 and ***annc-set-name*** is the name of the announcement set.

3. Press ENTER (F3).

   The Announcement screen appears, displaying the announcement set ID, the announcement ID, and the fragment numbers contained within the announcement.

4. To remove a fragment:

   a. Move the cursor to the fragment number.

   b. Press CLEARFLD .

      The field becomes blank.

   c. Type **f0**, which replaces the fragment with silence. Any fragments on subsequent lines in the announcement will play immediately after the fragments that precede the blank field.

   To change a fragment:

   a. Move the cursor to the fragment number.

   b. Press CLEARFLD (F1).

   c. Type the new fragment number in the blank.

   ⇒ **NOTE:**
      You cannot add a fragment.

5. Press ENTER (F3).

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

Remove an Announcement

1. At the command line, type **rem anno *announcement-ID annc-set-name***, where the ***announcement-id*** is the announcement identifier from a1 to a5000 and ***annc-set-name*** is the name of the announcement set.

> **NOTE:**
> If you are removing an announcement in the administrative announcement set, you do not need to enter the ***annc-set-name***.

2. Press ENTER (F3).

   The Announcement screen appears, displaying the announcement set ID, the announcement ID, and the announcement fragment numbers. See "Change an Announcement" for a complete description of the Announcement screen.

3. Press ENTER (F3) again.

   The message `command successfully completed` appears, and the cursor returns to the command line. The announcement has been removed from the announcement set.

Activate an Announcement Set

The announcements that you and other subscribers and callers hear are the announcements contained in the *active* announcement set. Normally, after you have made changes to an announcement set, you activate it or make it active.

Things to Consider

Screen access   You must log in as system administrator (using the **sa** login) to activate anannouncement set on the System Parameters Features screen.

Steps to Activate an Announcement Set

To activate an announcement set, do the following:

1. At the command line, type **ch sy f** or **change system-parameters features**, and press ENTER (F3).

   Page 1 of the System Parameters Features screen appears.

   > **NOTE:**
   > For complete information on the System Parameters Features screen, see Chapter 3, "Administer System Parameters and Features," in *Intuity AUDIX Administration*.

2. Press NEXTPAGE twice.

Page 3 of the screen appears.

```
drintuit          Active           Alarms: Mm A                   Logins: 3
change system-parameters features                                Page 3 of 4
                        SYSTEM-PARAMETERS FEATURES

ANNOUNCEMENT SETS
           System: us-eng                      Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
  Incr 1: 0   days  0  hrs 5   mins     Incr 2: 0   days 0   hrs 15 mins
  Incr 3: 0   days  0  hrs 30  mins     Incr 4: 0   days 1   hrs 0  mins
  Incr 5: 0   days  2  hrs 0   mins     Incr 6: 0   days 6   hrs 0  mins
  Incr 7: 1   days  0  hrs 0   mins     Incr 8: 1   days 0   hrs 0  mins
  Incr 9: 7   days  0  hrs 0   mins     Incr10: 14  days 0   hrs 0  mins




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

3. In the Active field under ANNOUNCEMENT SETS, enter the name of the announcement set you want to activate and press (ENTER) (F3).

   The message command successfully completed appears, and the cursor returns to the command line. Subscribers will hear the announcements in the announcement set.

Remove an Announcement Set

Remove any announcement set that you no longer need because an announcement set uses a lot of disk space (approximately 15 megabytes). For each additional announcement set your disk stores, you lose approximately one hour of subscriber voice data storage.

Typically, you should remove an announcement set immediately after you have tested and activated a replacement announcement set.

Things to Consider

Command access   You must log in as system administrator to remove an announcement set.

Standard set   Do not remove the standard announcement set unless you have a backup tape of the set.

Steps to Remove an Announcement Set

To remove an announcement set:

1. Type **rem annc** *annc-set-name*, or **remove annc-set** *annc-set-name*, where *annc-set-name* is the name of the announcement set to be removed.

2. Press ⌈ENTER⌉ (F3).

   The Announcement Set screen appears, displaying the name of the announcement set.

3. Press ⌈ENTER⌉ (F3). The message `command successfully completed` appears, and the cursor returns to the command line.

Subscriber Operations

9

Introduction to the Call Answer and Voice Mail Features

The Intuity AUDIX system (hereafter identified as the AUDIX system) is a complete call answering and voice mail system. The AUDIX system greatly enhances the ability of people to communicate with one another via your phone system. People who are added to the AUDIX system as users are called *subscribers*. The AUDIX system serves subscribers primarily with two features:

- Call Answer

- Voice Mail

This chapter discusses all subscriber operations in support of and associated with these features.

➡ NOTE:
For details on Subscriber operations related to digital networking, see *Intuity AUDIX Digital Networking Administration* (585-310-533). For details on subscriber operations related to AMIS analog networking or Message Delivery, see *AMIS Analog Networking* (585-300-512).

Call Answer

The Call Answer feature lets the AUDIX system answer phone calls for subscribers who are busy or unavailable.

How the Call Answer Feature Works

1. When a subscriber does not answer an incoming call to his/her phone, or the subscriber manually forwards a call to the AUDIX system, the call follows the subscriber's call-coverage path until it reaches the subscriber's mailbox on the AUDIX system.

2. Upon answering the call, the AUDIX system voices either a standard system greeting or the subscriber's personal greeting.

3. The caller can then leave a message. In addition, the caller has several options for editing/reviewing the message and ending the call.

> **NOTE:**
> The End-of-Message Warning option warns the caller that the maximum recording time has almost been reached. If, for example, the maximum message that can be recorded is 3 minutes and this option is set to 15 seconds, when someone has recorded for 2 minutes 45 seconds, the warning interrupts them stating that they have 15 seconds remaining. You activate this option and define the system-wide warning time using the System-Parameters Features screen. You may also individually assign a time to subscribers.

4. After receiving a message, the AUDIX system places it in the subscriber's incoming mailbox.

5. The Message-Waiting Indicator (MWI) (message-waiting lamp or stutter dial tone) tells the subscriber that a new message has been left. See "Getting Messages" later in this chapter.

How Call Answer Calls Go to AUDIX

Calls go to a subscriber's AUDIX mailbox based on one or more of the following criteria:

Call answer permission	A subscriber must have call answer permission to receive call answer messages. (See "Changing Class of Service Options" or "Adding, Changing, and Removing Subscribers" in Chapter 4.)

Coverage path | The subscriber must have the AUDIX system extension in his/her coverage path. In addition, Call Coverage or Call Forwarding (System 75/85/DEFINITY only) switch features must be active (see "Switch Administration for Subscribers").

Rotary phone access | Because the AUDIX system answers incoming calls automatically, callers can reach the system with either a rotary or a touch-tone phone. However, touch-tone access allows the caller to use basic editing and control options when leaving a message.

Manually sending calls to AUDIX | A subscriber (or other parties who may pick up a redirected call) can manually send calls to the AUDIX system when the subscriber is too busy to answer but also wants to stop calls from ringing at his/her phone. The following options may be available to the subscriber to do this:

- On a MERLIN LEGEND switch, press the Do Not Disturb feature button. Activation takes effect only on new calls.
- On a System 75, System 85, or DEFINITY switch, press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the AUDIX extension number.
- On a System 75, DEFINITY Generic 1, and DEFINITY Generic 3, press the Go to Cover button on the voice terminal.
- On a System 75, System 85, or DEFINITY switch, press a Send All Calls (SAC) feature button or dial a SAC access code. SAC may be activated while the telephone is idle, ringing, or active with another call.

Voice Mail

The Voice Mail feature is like an electronic mail system. The AUDIX system lets a subscriber record a message in advance and send it to another AUDIX subscriber — without actually calling the person. The message is then stored in the receiving subscriber's mailbox for that subscriber to access at his or her convenience. A subscriber can also send messages to multiple subscribers at the same time (see "Using Mailing Lists" later in this chapter).

9-3

Voice Mailbox

A voice mailbox is a storage area on disk where the AUDIX system stores the messages (both voice mail and call answer messages) a subscriber receives and creates. All AUDIX subscribers automatically receive a voice mailbox when they are administered on the system.

Each subscriber accesses his/her mailbox through a private password. (Other users or callers leave messages in a subscriber's mailbox, but cannot perform any other function related to that subscriber's mailbox.) After a subscriber logs in, the system voices the name of the subscriber and reports the number of new messages (if any) that were received. Each message consists of two parts: the header and the message itself (you might think of headers as envelopes that contain your messages).

⇒ NOTE:

The following items are also stored in a subscriber's mailbox:

- Personal greetings. There is no expiration time limit for personal greetings.

- Mailing lists. There is no expiration time limit for mailing lists.

AUDIX Messages and Message Headers

Messages contain the following information:

Header The time and date of delivery and the type of message: call answer, AMIS Analog, or voice mail and private, priority, or broadcast. If the message is from another subscriber, the system says the sender's name and extension number. If the message is from an internal caller who is *not* a subscriber, the system says the extension number of the caller, but not the name.

The system automatically creates a header for each message scheduled for delivery. If a message is addressed to more than one recipient, the system creates a header for each recipient.

Message The caller's spoken message or, in the case of a nondeliverable message notification, a standard system message.

Only one copy of the message is stored on disk at a time. Many subscribers can receive a copy of the same message by having the system create multiple headers for a single message.

> **NOTE:**
> Messages and headers stored in a subscriber's voice mailbox automatically expire after an interval set by the system administrator. However, if a subscriber is low on storage space in his/her voice mailbox, a warning message is given when the subscriber logs in to the system.

Voice mailboxes are divided into two sections: the incoming mailbox, and the outgoing mailbox.
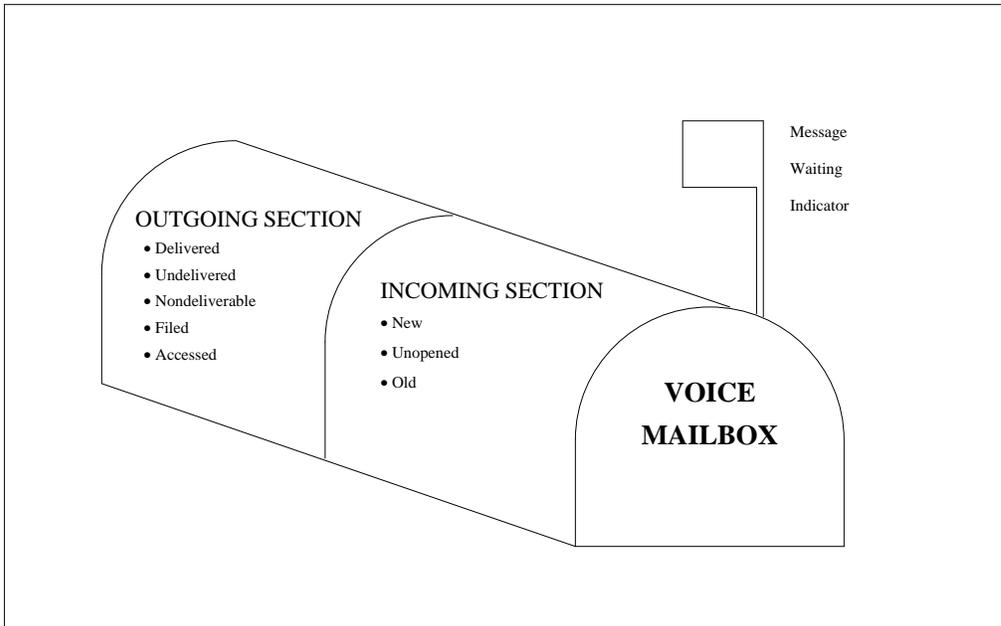
Figure 9-1.   Voice Mailbox Sections

Incoming Mailbox

The incoming section of a mailbox receives messages from other subscribers, the AUDIX system, and callers redirected to the mailbox because no one answered the phone. The subscriber may save, delete, reply to, forward, and in other ways manipulate these messages .

A subscriber's incoming messages fall into three categories:

New   A message and header the subscriber has not yet listened to. The message-waiting lamp (MWL) on the subscriber's phone turns on when a new message is present and turns off after the subscriber has listened to it. (See "Message Waiting Indicators" later in this chapter.)

Unopened   A message whose header has been listened to, but not the message itself. The MWL does not stay on for this type of message.

Old   A message the subscriber has listened to, but not deleted.

You can set the order in which these categories are played to the subscriber (see "Changing Class of Service Options" in Chapter 4).

Order in Which Incoming Messages Are Played

You can set the order in which subscribers hear incoming messages:

■   Last In First Out (lifo) — the last message received is the first one played

■   First In First Out (fifo) — the first message received is the first one played

See "Changing Class of Service Options" in Chapter 4.

Outgoing Mailbox

The outgoing section of a mailbox stores voice mail messages a subscriber sends or forwards. In most cases, these messages remain in the outgoing section until they are delivered.   Outgoing messages fall into the following categories:

Filed	Messages that subscribers create and save in the outgoing section of a mailbox. Subscribers can later access these messages to modify, address and send again, or delete.
Undelivered	Messages that have not yet been sent (for example, those scheduled for delivery at a future time or date). Subscribers may review, change, or cancel messages and their addresses at any time before delivery.
Nondeliverable	Messages that the system could not deliver. The system attempts to deliver a message up to 10 times (this limit is set on the System-Parameters Features screen), then places the message in this category. Usually this indicates that the intended recipient's incoming mailbox is full. On AMIS networks, the remote subscriber may not exist (the sender probably misdialed the address) or there may be transmission problems across the analog lines. Messages defined as "nondeliverable" may be rescheduled for delivery with a new address, or altered to allow forwarding if needed.
Delivered	Message headers that identify messages delivered but not yet listened to.
Accessed	Message headers that identify messages that have been listened to. A message is considered accessed even if the header only has been listened to.

The default order in which subscribers review outgoing messages is as shown in the list above. You can reset this order to another order, if desired (see "Changing Class of Service Options" in Chapter 4).

Switch Administration for Subscribers

When the AUDIX system is administered in a call-coverage path and the call answer feature is turned on, unanswered incoming calls go to the AUDIX system automatically. However, subscribers (or other parties who may pick up a redirected call) can actively send calls to the AUDIX system as follows:

⟹ **NOTE:**

For an overall list of switch administration tasks, see "Switch Administration Tasks" in Chapter 2 or the switch integration book.

Call Forwarding (System 75/85 and DEFINITY PBX)	A subscriber may press a Call Forwarding feature button or dial a Call Forwarding dial access code, then enter the AUDIX extension number. Incoming calls are then forwarded directly to the AUDIX system. Call Forwarding may be canceled at a later time (through a feature button or dial access code) to allow the subscriber to receive incoming calls normally. Note that even though the subscriber forwards calls to the AUDIX extension number, the AUDIX system will answer calls directed to that subscriber in the "Call Answer" mode rather than the "Voice Mail" mode.
Go to Cover (System 75/85 and DEFINITY PBX)	This System 75, DEFINITY Generic 1, and DEFINITY Generic 3, feature lets a caller send a call directly to the called party's coverage point (for example, if the caller knows the called party is unavailable). To send a call directly to coverage, press the Go to Cover button on the voice terminal. If the AUDIX system is in the call-coverage path, a message can be left on the system.
Send All Calls (System 75/85 and DEFINITY PBX)	SAC must be administered for the subscriber's voice terminal on the switch and the AUDIX system must be in the coverage path.
Do Not Disturb (MERLIN LEGEND)	This feature button, available only on the MERLIN LEGEND switch, must be administered for the subscriber's voice terminal on the switch and the AUDIX system must be in the coverage path.
Transfer Into AUDIX (System 75/85 and DEFINITY PBX)	Transfer Into AUDIX is a DEFINITY switch feature that lets an attendant transfer a call into the AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach. The AUDIX system must be in the subscriber's call-coverage path for this feature to work. Covering attendants who appear in a subscriber's call-coverage path ahead of the AUDIX system can also be administered to provide the Transfer Into AUDIX feature.
Direct Voice Mail (MERLIN GEND)	The MERLIN LEGEND R3.0 switch has a similar feature called Direct Voice Mail (DVM) that offers a similar capability. The AUDIX system must be in the subscriber's call-coverage path for this feature to work. Covering attendants who appear in a subscriber's call-coverage path ahead of the AUDIX system can also be administered to provide the DVM feature.

Additional switch administration to be considered is as follows:

Message Center Service (MCS) (System 75/85 and DEFINITY PBX)	A Message Center is often administered to receive external calls so outside callers can reach an agent. After regular hours, the MCS agents can use Call Forwarding to redirect external callers to the AUDIX system.
Message-Waiting Indicator	The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other MWIs (such as stutter dial tone — Sys. 75/85/DEFINITY only) should be administered on the switch if appropriate. **NOTE:** The message waiting lamp does not require administration for phones running on a MERLIN LEGEND switch.
Multiple Call-Coverage Paths (System 75 R1V3 or later, DEFINITY Generic 1, DEFINITY Generic 3)	These switches allow up to four linked call-coverage paths to be assigned. Any of these paths may terminate on the AUDIX system. The multiple-coverage path can distinguish between internal callers and outside callers. For example, internal callers may be redirected to the AUDIX system and outside callers to a Message Center agent. A linked path could also provide different coverage for "busy" or "don't answer" criteria.

Thus, depending on the way you administer the switch, calls to subscribers may be automatically redirected to the AUDIX system for any of the following conditions:

— Redirect only internal calls to the AUDIX system

— Redirect external calls to the AUDIX system

— Redirect calls to the AUDIX system while the subscriber's line is busy (the MERLIN LEGEND switches do not distinguish these calls from calls where the subscriber simply does not answer)

— Redirect calls to the AUDIX system if the subscriber does not answer (not distinguished on MERLIN LEGEND switches)

— Redirect all calls to the AUDIX system (Send All Calls or Cover All for DEFINITY; Do Not Disturb for MERLIN LEGEND)

Subscriber/Caller Operations (General)

The following operations apply across many tasks a subscriber or caller might perform with the AUDIX system.

Voice Prompts

The system plays voice prompts to guide subscribers and callers through the steps of leaving, sending, or getting a message. In fact, in every facet of AUDIX, the user (caller or subscriber) hears voice prompts explaining what to do. And when a step is completed, the system announces the next step in the activity.

The AUDIX system lets you install one of several different languages (each separately purchased):

- U.S. English

- British English

- French Canadian

- Latin Spanish

- U.S. English 123 (you hear numbers, not letters — for example, ✱ ③, not ✱ Ⓓ)

- U.S. English TDD

As a result, your system can talk to subscribers in the language they normally speak. And with the Multilingual feature (also separately purchased), the system can vary the language it speaks according to the language(s) you administer for each individual subscriber. Thus, subscribers (or callers) whose languages are different can all use the system at once, each dealing with the system in a different language. See Chapters 3 and 4 for system administration of the multilingual feature. See "Considerations for Multilingual Users" later in this chapter for multilingual subscriber operations.

Finally, in whatever language your system uses, you can change the prompts, if desired, so subscribers and callers hear:

- A different voice

- Your company name instead of *AUDIX*

- Different instructions (this requires great caution)

See Chapter 8, "Customizing Announcements" for more information.

Using Help

The online help feature can be used at any time to aid in the use of the AUDIX system. All AUDIX subscribers can press ⊛ Ⓗ at any time for a complete list of current options. The system recites:

■ The current activity

■ The current list of options

■ How to use each option

Dialing Ahead/Through

Subscribers can enter keypad commands to dial through the system voice prompts. Subscribers can also "cue up" a series of commands without waiting for each command action to take effect. This dial ahead/through feature allows subscribers to perform commonly used tasks by rote, without waiting for instructions or actions by the AUDIX system.

Subscribers cannot dial through prompts or messages in the following situations:

■ If subscribers misdial while logging in, they must wait while the prompt asks them to start over. This is because the system must use that time to reset itself.

■ Login announcements can be set up as *nondial-through* to ensure that everyone hears the entire announcement. See the *Login Announcement* feature.

■ During some tasks, if the system doesn't understand an entry, the subscriber hears a tone, then an error message. The nondial-through tone allows the system to reset itself.

■ If TDD users dial ahead/through prompts, their TDD may be placed in the wrong mode.

Logging into an AUDIX Mailbox

To log into an AUDIX subscriber mailbox, the subscriber does the following:

1. Dial the AUDIX system extension (from a phone connected to the switch) or dial the complete AUDIX system phone number.

   The AUDIX system answers with *Welcome to AUDIX. For help at anytime, press star H. Please enter extension and pound sign*.

2. Dial the subscriber extension number and press ⃞# .

   ### ⟹ NOTE:
   If the subscriber is calling the AUDIX system from his/her assigned phone, the subscriber can simply press ⃞# .

   The AUDIX system answers with *Please enter password and pound sign*.

3. Enter the subscriber password, and press ⃞# .

   The subscriber is logged in. The AUDIX system answers with *To record messages, press ⃞1 . To get messages, press ⃞2 . To administer personal greetings, press ⃞3 .*

Password for Subscriber

The subscriber password incorporates the following properties:

■ The system automatically disconnects callers who cannot log in after three attempts.

■ The system will *lock* a subscriber's voice mailbox if the system limit of consecutive login attempts is reached (this limit is specified on the System Parameters Features screen). This means the subscriber cannot log in. In this case, you must unlock the mailbox using the Subscriber screen.

   ### ⟹ NOTE:
   If a subscriber finds his/her voice mailbox locked and the sub-scriber did *not* forget the password or try to access his/her mailbox recently, the subscriber should notify you immediately. This could mean that someone was trying to break into the subscriber's mail-box.

■ For extra security, you can set a minimum password length on the System Parameters Features screen. You should define a password that is shorter than the minimum password length when first setting up a mailbox for a subscriber. The subscriber will have to change the password the first time he/she logs in.

■ Subscribers create their own passwords, and can change them at any time.

■ The default system limit for consecutive failed login attempts is 18.

■ The maximum password length is 15 digits.

■ A subscriber's password is not displayed on any administration screen. Therefore, if forgotten, you must go to the Subscriber screen and change it.

■ Break-in attempts are logged and displayed using the Administrator's Log screen.

You should communicate to subscribers the following general rules for passwords:

■ Passwords should be at least six digits long.

⇒ **NOTE:**
You can set a minimum password length that all subscribers must use on the System Parameters Features screen. See Chapter 3, "System Feature Administration".

■ Subscribers should change their passwords regularly to keep their mailboxes secure.

⇒ **NOTE:**
You can force subscribers to do this. See the following description on password aging.

Password Aging

You can set up password aging for the system on the System Parameters Features screen. You specify the number of days that a subscriber's password can be active. When the password expires, the subscriber must enter a new password. You can also specify the minimum number of days that must pass between changes to a subscriber's password. This prevents a subscriber from changing the password, and then changing it back to its old value right away.

When password aging is active, anytime you add a subscriber or change a subscriber's password, the subscriber must log in with the new, administered password. However, the subscriber is forced to change the password immediately after logging in the first time.

If password aging is active, you can force the expiration of a subscriber's password by entering "e" in the Password field of the Subscriber screen. This action does not change the current password, but will force the subscriber to change his/her password when logging in the next time.

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Changing the Password

The following diagram illustrates the steps when changing a password.
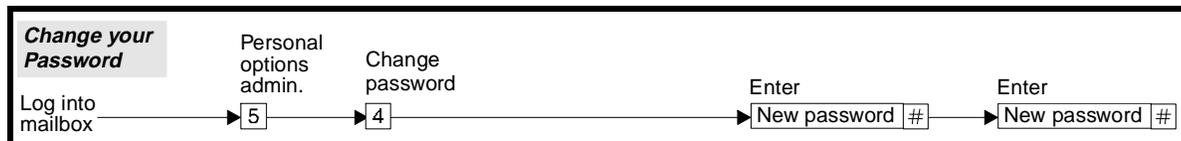
Figure 9-2.   Changing a Password

> **⇒ NOTE:**
> If, at initial login or because of password aging, the subscriber must
> change his/her password, the subscriber is immediately requested to
> enter a new password and does not need to select Options 5 and 4 as
> shown in the diagram.

Logging into AUDIX from Call Answer Mode

A subscriber, either before or after leaving a call answer message, can access
his/her own mailbox without hanging up by pressing ⁎ Ⓡ and logging into the
AUDIX system.

Playback and Recording Controls

Subscribers and callers who leave messages have various playback and record-
ing controls . Playback controls are accessible as follows:

■   When a caller or subscriber has recorded a message and pressed ①, but
     has not approved the message

■   When a subscriber is listening to a message in his/her mailbox

Recording controls are accessible while recording messages or modifying mes-
sages. A touch-tone telephone is required to use either of these features.

Playback Controls

While reviewing a message, the subscriber or caller can use any of the following
playback commands:

⑤   Rewind the message in four-second or ten-second intervals. (This
         is not available to TDD users.)

⑥   Advance through the message in four-second or ten-second inter-
         vals. (This is not available to TDD users.)

④   Make the message louder.

⑦   Make the message softer.

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8   Slow down the message.

9   Speed up the message.

③   Temporarily suspend playback. To resume playback, press ③ again.

⇒ **NOTE:**
Because of TDD mode synchronization, the step backwards/step forwards capability does not work reliably. Prompts for the TDD announcement set do not reference this capability.

Recording Control

While a caller or subscriber is recording a call answer message, he/she can use any of the following editing commands:

①   Temporarily suspend recording. Press ① again to continue recording. The AUDIX system will continue recording without a break in the message.

②   Rewind to the beginning of the message.

③   Stop the recording. Press ① again to continue recording.

✱ Ⓓ   Delete the message just recorded. Then, press ① to begin recording a new message.

Recording and Sending Voice Mail Messages

A subscriber can record a voice mail message and then deliver it directly to the recipient's voice mailbox (much as a note or memo is delivered through company mail). Sending a voice mail message consists of three basic parts:

■ Recording

■ Addressing

■ Delivery

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The following diagram illustrates the steps and options when recording a voice mail message. The bold line indicates the most direct and shortest path toward sending a voice mail message.
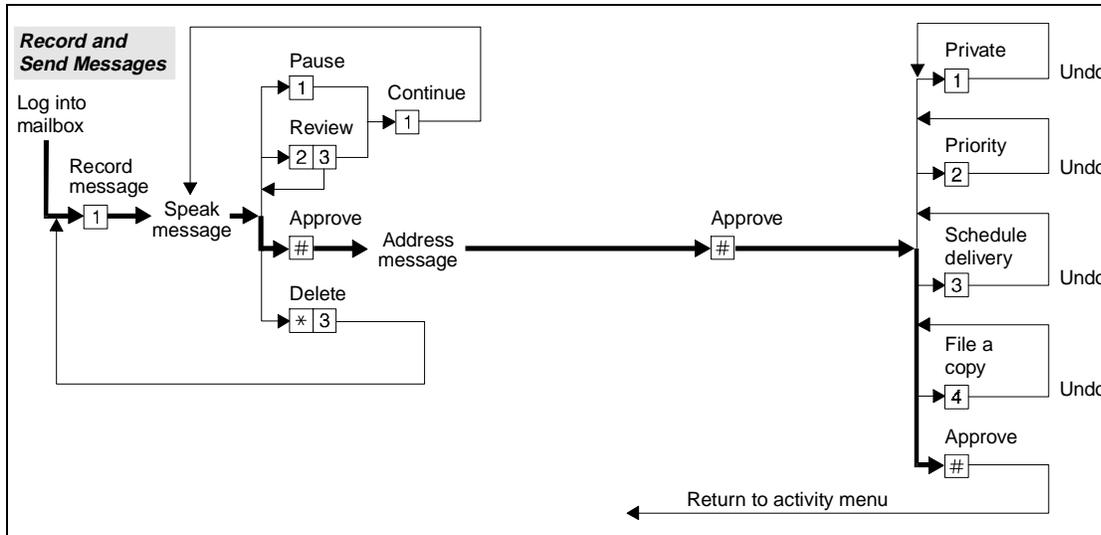
Figure 9-3. Recording a New Voice Mail Message

You specify the system-wide message length limit (up to 20 minutes) on the System-Parameters Limits screen (see Chapter 3). Individual subscribers can have their maximum message lengths altered up to this limit through the Class of Service or Subscriber screens (see Chapter 4).

■ If a subscriber records a message and either restarts or disconnects without addressing it to at least one person, the message is deleted.

■ Messages that have been created but not addressed to any recipients are deleted. Subscribers are given two opportunities to address a message before it is deleted. If the subscriber enters a ⌗ sign without addressing the message after the second prompt for addressing, the message is deleted. The subscriber hears, "No addressees identified. Deleted."

■ Subscribers can be categorized as members of specific communities that are allowed to send voice mail messages only to other members of that group or to other specific groups.

■ To assist in addressing voice mail, the system offers the Directory feature that provides subscriber's names or extensions.

■ You can send a message to one or more recipients; and, if your company has an AMIS network, you can address messages to remote subscribers.

■ Subscribers can use Intuity Message Manager to create and transmit voice mail messages using their PC.

End of Message Warning

The End-of-Message Warning option causes the recording of a voice mail mes-
sage to be interrupted at a predefined amount of time (warning time) before the
maximum recording time is reached, and the message creator is informed that a
specific number of seconds remain for recording. If, for example, the maximum
message that can be recorded is 3 minutes and this field is set to 15, when
someone has recorded 2 minutes 45 seconds of a message, the system will
interrupt them with a message stating that they have 15 seconds remaining.

At the scheduled delivery time, the AUDIX system moves the message from the
sender's voice mailbox (outgoing) to the recipient's voice mailbox (incoming).
The sender can no longer play, change, or delete a delivered message.

Playback and Recording Controls

When reviewing a voice mail recording prior to addressing it, a subscriber has
the standard playback controls (see "Subscriber/Caller Operations (General)"
earlier in this chapter).

Nondeliverable Messages

If the system cannot deliver a message because of incorrect addresses, nonex-
istent remote subscribers, or full mailboxes, the system sends the originating
subscriber a *nondeliverable message* notification and places the message in the
nondeliverable section of the subscriber's outgoing mailbox.

Addressing a voice mail Message

The following diagram illustrates the steps for addressing a message.
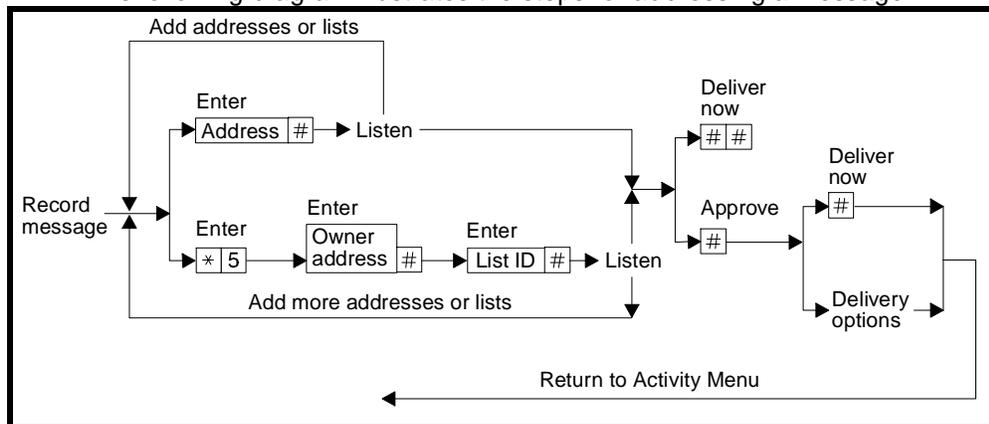
Figure 9-4.   Addressing a Voice Mail Message

To address a voice mail message, you as subscriber do the following:

1. After you approve your message, enter one or more addresses as follows:

   ■ To address to individual recipients:

      a. Enter the recipient's address (either name, alias, or exten-
         sion).

      b. Press ⌗ to signal that you have entered the address.

      c. If you want to add more addresses, return to step a. If you
         want to add additional addresses using a Mailing List, refer
         to the bullet item below.

   ■ To address using a Mailing List:

      a. Press ✳ Ⓛ to indicate that you will be using a list as the
         address.

      b. Enter the list owner's address and press ⌗. If you own the
         list, you may simply press ⌗.

      c. Enter the list ID and press ⌗. Press ✳ Ⓦ if you need to wait.

         If you want to review the names of the recipients on the list,
         press ✳ ①. You may delete a name from the list by pressing
         ✳ Ⓓ after the system voices the name.

      d. If you want to add more lists, return to step a. If you want to
         add individual recipients, refer to the above bullet item.

2. Do one of the following:

   ■ To review the list of addresses, press ✳ ①.

   ■ To approve the addresses and deliver the message immediately,
      press ⌗ ⌗. You will be returned to the Activity Menu. If the mes-
      sage was originally in the *file cabinet* section of your mailbox, it will
      no longer exist there.

   ■ To approve the addresses:

      a. Press ⌗.

      b. You may either deliver the message immediately by pressing
         ⌗ again, or first enter a delivery option as described in the
         following section, "Delivering Voice Mail Messages", then
         press ⌗ to approve your options.

   After you have completed this step, you return to the Activity Menu.

⇒ **NOTE:**
Voice mail messages created at the PC using the Intuity Message Man-
ager can be addressed using the Intuity Message Manager. Refer to the
online help for instructions.

Address-by-Name

The Address-By-Name feature lets subscribers address messages to any AUDIX subscriber by dialing the subscriber's name instead of his/her extension number. Address-By-Name only works for recipients who are administered on the AUDIX system or recipients on remote systems administered for one-step addressing.

⇒ **NOTE:**
Subscribers can use name addressing when using the Intuity Message Manager.

To address a message to a subscriber by name, do the following:

1. Press ✳ Ⓐ to switch to name addressing mode (this assumes your default addressing mode is by extension number).

2. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names). Press # .

   ⇒ **NOTE:**
   The letter Q is represented by pressing ⑦ and Z by pressing ⑨ . Also, in many cases it is not necessary to enter the entire name; a unique match is all that is required.

3. One of the following will occur:

   ■ If the system finds a unique match for the letters you entered, the subscriber's name is voiced by the system.

   ■ If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

   ■ If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

   ⇒ **NOTE:**
   To use the feature with the Mailing List or Personal Directory features (assuming your default addressing mode is number addressing), enter ✳ Ⓐ when first prompted for an address, then enter all addresses by name. You will stay in name addressing mode until you press ✳ Ⓐ again or until you are finished with the task.

You set the default addressing format (extension number or name) using the Class of Service or Subscriber screen (see "Changing Class of Service Options" or "Adding, Changing, and Removing Subscribers" in Chapter 4). You should inform subscribers as to which default format they have been assigned.

Delivering Voice Mail Messages

After addressing a voice mail message, a subscriber has a number of options (see Figure 9-5.). These options are as follows:

- Scheduling delivery

- Priority message

- Private message

- Filed message

Scheduling Delivery

After voice mail messages have been created and addressed, the sender has the option of having the AUDIX system deliver the message immediately or schedule a time and date that the message is to be delivered.

This feature lets a subscriber create a voice mail message to remind other subscribers of an upcoming meeting or special event. Subscribers can also send messages to themselves as reminders of special dates such as birthdays, anniversaries, or meetings.

Other Considerations

- You use the AMIS Analog Machine Administration and System-Parameters Outcalling screens to identify when messages are transmitted to remote systems via AMIS analog networking. See Chapter 5 in *AMIS Analog Networking* (585-300-512) and Chapter 4 in this book respectively.

- You use the Digital Network Machine Administration screen to define the actual times when messages are transmitted to remote systems via digital networking. See Chapter 6 in Intuity AUDIX Digital Networking Administration (585-310-533).

- Subscribers can access and change voice mail messages that are scheduled for delivery at any time before the message is delivered to the recipient(s).

- Voice mail messages can be scheduled for immediate delivery or for delivery up to one year in the future.

- Subscribers can schedule delivery of messages using Intuity Message Manager.

- Message headers indicate the actual delivery time rather than the creation time.

- If the sender specifies only a time and not a date, the message will be delivered at the next occurrence of the specified time.

- If a voice mail message cannot be delivered to a recipient, the sender will be notified and the message will be placed in the *nondeliverable* section of the sender's outgoing voice mailbox.

The following diagram illustrates the steps for scheduling delivery of a message.
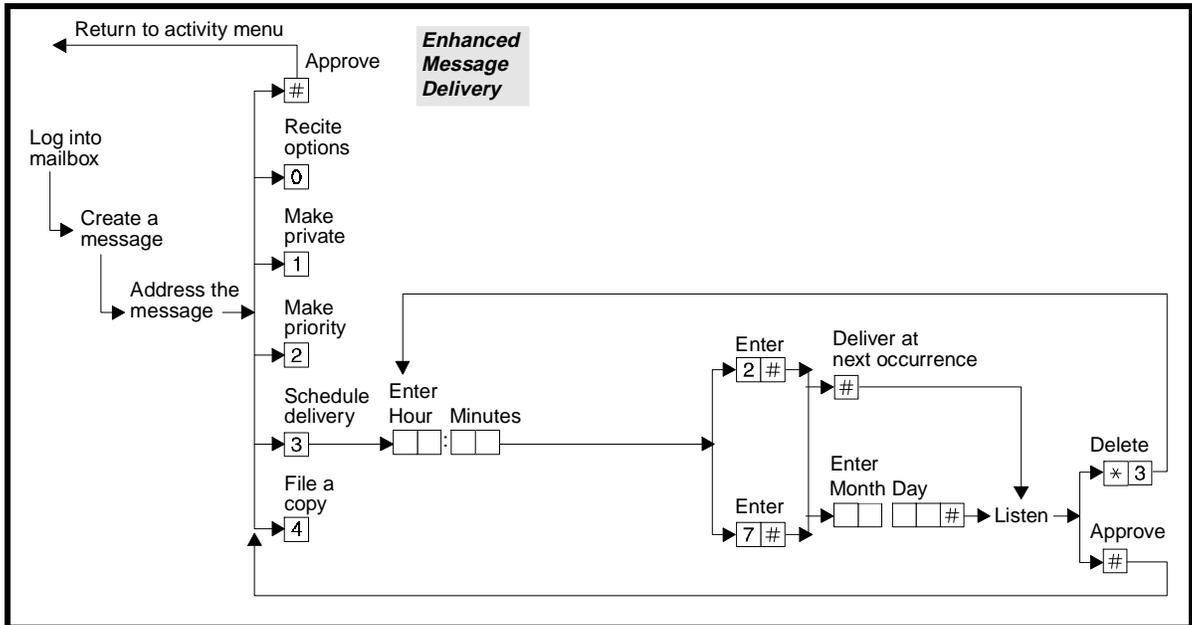
Figure 9-**5.** **Delivery Scheduling Operation**

To schedule a voice mail message for delivery, do the following:

1. Record or edit and address the voice mail message.

2. Do one of the following:

■ Press #️ to have the message delivered immediately. This places you back at the Activity Menu.

> **⟹ NOTE:**
> In AMIS Analog Networking systems, a message scheduled for immediate delivery is queued for delivery to the remote system at the next scheduled transmission period.

■ Press ③ to schedule delivery.

3. Enter the hour of delivery and the minutes. For example, press ② ⓪ ⑤ for 2:05. The AUDIX system needs either one or two digits for the hour, but always requires two digits for the minutes.

4. Press Ⓐ for A.M. or Ⓟ for P.M.

5. Press #️ to signal that you have entered the delivery time.

6. Do one of the following:

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■ To deliver the message at the next occurrence of the time you just entered:

    a. Press `#` .

    b. Go to step 8.

■ To deliver the message on a later date, enter numbers for the month and day of delivery. For example, press `8` `2` `9` for August 29th. The month can be either one or two digits, while the day requires two digits.

7. Press `#` to signal that you have entered the delivery date.

8. Listen while the system repeats the entire schedule. If the schedule is not correct, press `*` `D` to delete, and return to step 3.

9. Press `#` to approve the schedule.

10. Do any combination of the following:

■ To make the message *private*, press `1` .

■ To make the message *priority*, press `2` .

■ To *reschedule delivery* of the message, press `3` again.

■ To file a copy of the message, press `4` .

■ All of these delivery options are toggle switches. By pressing each option number key repeatedly, you can turn each option on and off like a light switch.

11. Press `#` to approve your delivery options and return to the activity menu.

Priority Message

A subscriber can leave a priority call answer message by first pressing `#` to approve message addressing and then pressing `2` to make it priority. The subscriber can change the message back to non-priority by pressing `2` again.

The AUDIX system treats priority messages differently from regular messages in the following ways:

■ Message headers indicate the priority status of messages.

■ When retrieved, priority messages are presented before other new messages (but after broadcast messages).

■ If a priority voice mail message is scheduled for future delivery at the same time as a regular message, it will be delivered according to its order in the delivery queue.

■ If scheduled for immediate delivery, Priority messages are delivered before regular messages.

■ Priority messages are presented in the *new* message category, before other new messages, regardless of when they were received.

Priority messages interact with other AUDIX features as follows:

■ A Priority message can *also* be a private message.

■ Priority voice mail messages are not recognized as priority messages by remote AMIS systems or Message Delivery destinations.

■ Priority voice mail messages keep their priority status when sent to Intuity AUDIX or AUDIX R1 systems via digital networking.

■ A priority message will not keep its priority status when forwarded. The recipient can reprioritize the message when forwarding it, but *only* if the recipient has permission to send priority messages.

■ Message headers indicate the priority status of messages.

■ When retrieved, priority messages are presented before other new messages (but after broadcast messages).

■ You assign the ability to send priority voice mail messages to each subscriber (see "Changing Class of Service Options" or "Adding, Changing, and Removing Subscribers" in Chapter 4).

Private Message

A subscriber can leave a private message by first pressing �# to approve message addressing and then pressing 1 to make it private. The subscriber can change the message back to non-private by pressing 1 again. A recipient subscriber cannot forward a private message to other subscribers.

In addition, a private message also has the following characteristics:

■ Message headers indicate the private status of messages. This fact can be useful as a signal to subscribers not to use speakerphones when listening to the message.

■ Private messages can also be *priority* messages, or *broadcast* messages. They cannot also be *login announcements*.

■ Private messages cannot be sent via AMIS Analog Networking or Message Delivery.

■ Private messages can be sent via digital networking to other Intuity AUDIX or AUDIX R1 systems (except to AUDIX R1V3 systems).

■ If the sender saves a private message in the file cabinet and then re-sends the message (from the file cabinet), the message will retain its private status.

■ Only the sender can cancel the private message status.

■ If a message is scheduled for future delivery (that is, if it is still in your outgoing mailbox), the private message status can be altered at any time before it is delivered. Private messages can also be priority messages.

Filed Message

If a subscribers wants to keep a copy of a message, he/she may file a copy in the outgoing section of the voice mailbox before the message is delivered. The subscriber can then reuse the message later or change it and resend it (see "Modifying and Resending Outgoing and Filed Messages" later in this chapter).

⇒ **NOTE:**

If the sender saves a private message in the file cabinet and then re-sends the message (from the file cabinet), the message will retain its private status.

Reviewing and Reusing Outgoing Voice Mail Messages

A subscriber can access his/her outgoing mailbox for the status of voice mail messages he/she sent. The subscriber can also reuse or resend certain types of messages. The following diagram illustrates the steps for reviewing status and changing/resending outgoing voice mail messages. (The most direct, simplest path of reviewing status is shown in bold.)
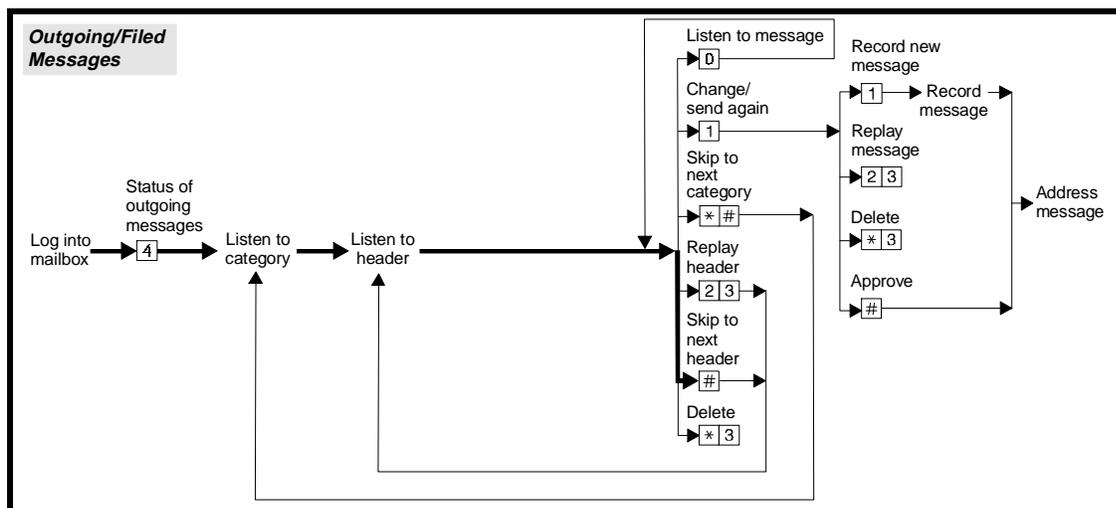
Figure 9-6.   Outgoing Mailbox Operation

After a subscriber creates, addresses, and schedules a voice mail message for delivery, the system deposits the message header (and the message itself if it is in the *undelivered, nondeliverable,* or *filed* category) in the outgoing section of the subscriber's mailbox. A subscriber can review outgoing messages to determine whether the messages have been delivered and whether the recipients have listened to the headers. The subscriber cannot, however, determine what happened to the message after the recipient listened to the header.

While reviewing outgoing and file cabinet messages, the subscriber can:

- Listen to or delete *undelivered, nondeliverable,* or *filed* messages

- Replay a message header

- Skip to the next message header

- Skip to the next message category.

- Modify or resend *undelivered, nondeliverable,* or *filed* messages.

Reviewing Outgoing and Filed Messages

To review outgoing and filed messages, you as subscriber do the following:

1. Press ④ to review the status of your outgoing messages.

2. Do one of the following:

   - Listen to undelivered, nondeliverable, or filed headers and messages:

     a. Listen to the header.

     b. Press ⓪ to listen to the message.

   - Review just the headers of your outgoing messages (undelivered, nondeliverable, delivered, filed, or accessed):

   While reviewing, you can press any of the following::

⌗	Skip to the next header
⁎ Ⓓ	Delete the header (and message, if one is attached)
⁎ ⌗	Skip to the next category of outgoing mail

   ⇒ **NOTE:**
   A message sent to a mailing list (see "Using Mailing Lists" later in this chapter) first appears in the *undelivered* section of the outgoing mailbox. The header will say that the message is being sent to "*[name] and [N] others*" (where *[name]* is the first person on the list, and *[N]* is the total number of people the message is being sent to, minus one). As the message is being sent to each recipient, another individual header is placed in the *delivered* category of the sender's outgoing mailbox. Each list member's name will be in a different header.

Modifying and Resending Outgoing and Filed Messages
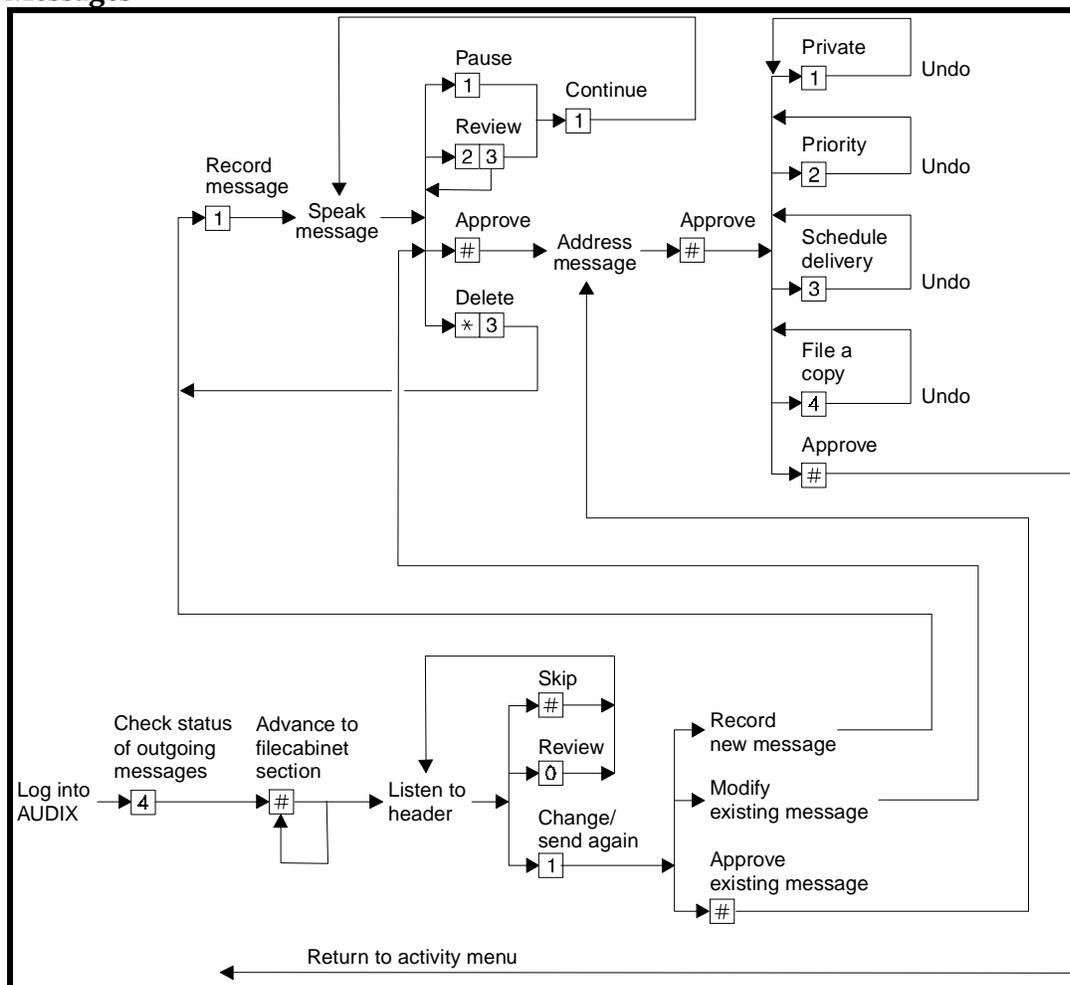
Figure 9-7.   Using/Modifying an Existing voice mail Message

A subscriber can change or resend the following types of messages:

■   Not yet been delivered

■   Nondeliverable

■   Filed

To change or resend a message, you as subscriber do the following:

1. Press ④ to review the status of your outgoing messages.

   If the message that you want to modify is not the first one that the system presents to you, press # one or more times to skip to the appropriate message. Or, press * # to skip to the appropriate message category.

2. Press ⓪ to listen to the message.

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3. Press ① to modify or resend the message.

4. Do one of the following:

   ■ Send the message as it already exists:

      a. Press ⌗ to keep the message as you originally recorded it.

      b. Go to step 5.

   ■ Modify the message:

      a. Press ① to re-record.

      b. Speak your new message.

      c. Press ⌗ to approve your recording.

      d. Go to step 5.

5. Do one of the following actions, according to your needs:

   ■ To resend to the original recipient, go to step 6.

   ■ To resend to a new recipient:

      a. Enter the new recipient's address.

      b. Press ⌗ to approve the address.

      c. Repeat steps a and b for each additional recipient.

6. Press ⌗ ⌗ to approve addressing and send the message immediately. Or, press ⌗ to approve addressing, and then reschedule the message for future delivery like a normal voice mail message.

   The system returns you to reviewing your outgoing and filed messages.

   ⟹ NOTE:
   When you change and resend a filed message, that message leaves your mailbox unless you file it again after addressing it (press 4).

Leaving Call Answer Messages

The following diagram shows the steps and options a caller has when leaving a call answer message (a message left when the subscriber does not answer the phone). The simplest, most direct method is shown in bold.
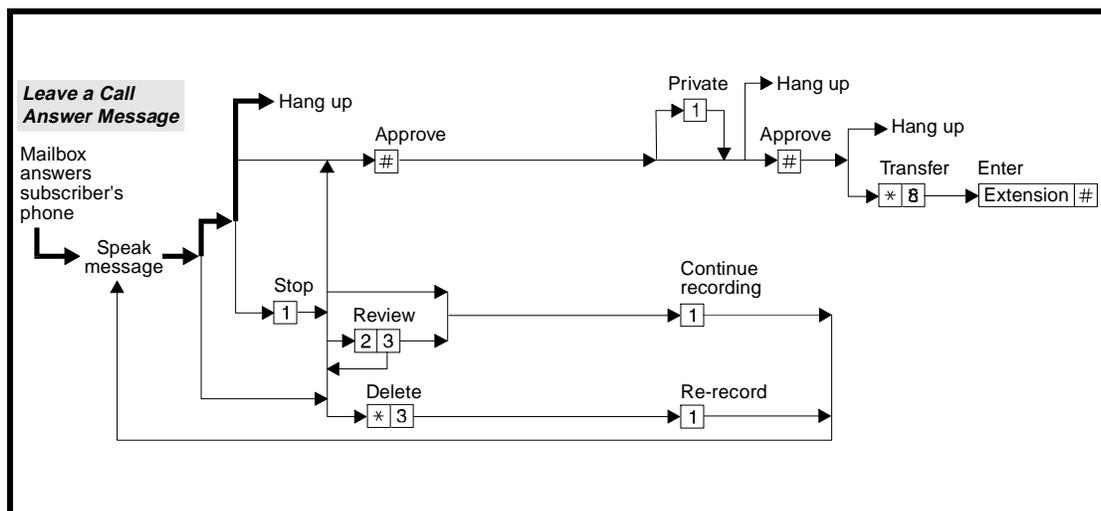
Figure 9-8.   Leaving a Call Answer Message

Options Available When Leaving a Call Answer Message

Instead of simply recording a message and hanging up, a caller has a variety of other options before, during, and after leaving the message. These options are:

- ■   Private message option
- ■   Priority message option
- ■   Escape to Attendant
- ■   Exit AUDIX (manually)
- ■   Playback and recording controls (see "Playback and Recording Controls" earlier in this chapter)
- ■   Transfer to an extension (see "Transferring out of AUDIX" earlier in this chapter)

Study Figure 9-8. and read the the descriptions that follow.

Priority Message

A caller can leave a priority call answer message by first pressing ⒴ to approve the message and then pressing ② to make it priority. The caller can change the message back to non-priority by pressing ② again.

Priority call answer messages have the same properties as priority voice mail messages. See "Recording and Sending Voice Mail Messages" earlier in this chapter.

A caller can leave priority messages in a subscriber mailbox only if you have turned on Priority on Call Answer using the System-Parameters Features Screen (see "Defining Basic Features and Parameters").

Private Message

A caller can leave a private message by first pressing ⏄ to approve the message and then pressing ① to make it private. The caller can change the message back to non-private by pressing ① again. A recipient subscriber cannot forward a private message to other subscribers.

Private call answer messages have the same properties as private voice mail messages. See "Recording and Sending Voice Mail Messages" earlier in this chapter.

Full Mailbox Answer Mode

When a recipient subscriber's mailbox is full, the AUDIX system tells the caller that a message cannot be left and then lists other options. If the recipient subscriber uses a personal greeting for his/her mailbox, the caller first hears the greeting and then the AUDIX full mailbox message. If the subscriber uses the system greeting, the caller hears only the AUDIX full mailbox message.

⟹ NOTE:
If the Multilingual feature is active and Call Answer Language Choice is y (yes) for the subscriber, the caller hears the greeting in the subscriber's primary announcement set.

This feature is useful because it lets calls be answered even if the subscriber's mailbox is full. For example, when a salesperson's mailbox is filled, clients who call that extension are gracefully allowed to complete the call to another extension.

Full Mailbox Options

The caller hears the normal call answer options when a subscriber's mailbox is full:

- Transfer (if turned on for the system)

  Transfer destinations can include automated attendants and bulletin boards

- Wait

- Help

- Exit

■   Operator (or covering extension).

⟹ **NOTE:**
The system directory is available to callers who reach an AUDIX mailbox that is full.

If a caller doesn't initiate an option within an administered time period, the system forwards the call to (1) the personal covering extension, if there is one, or (2) the system covering extension, if there is one. If neither extension is available, the system plays a message warning the caller to respond or be disconnected. If there is no further response, the system ends the call.

⟹ **NOTE:**
If, in reports or the admin log, a subscriber's full mailbox answer is triggered excessively, you should enlarge that subscriber's mailbox (see "Changing Class of Service Options" in Chapter 4).

Escape to Attendant

The Escape to Attendant feature lets you designate a personal attendant or operator to answer incoming calls to a subscriber in cases where a caller wants to talk to a person instead of leaving an AUDIX message . In these cases, callers who reach a subscriber's mailbox can immediately redirect their call (or escape) to reach an attendant. They may also first leave a message and then transfer to an attendant. To escape to an attendant, the caller presses ⓪. Pressing ⓪ then terminates the message and the call rings at the attendant phone.

You can assign a default covering extension *for the entire AUDIX system,* such as the company operator or main receptionist, using the System-Parameters Features screen (see Chapter 3).

You can also administer the Escape to Attendant feature (for this subscriber) to direct calls to a personal covering extension using the Subscriber screen (see Chapter 4).

You must define a system-wide covering extension if all subscribers (those with call answer permission, of course) are to have the Escape to Attendant feature. Otherwise, you must assign a covering extension to individual subscribers for this feature to work. An individual covering extension overrides the system-wide covering extension if both are defined.

⟹ **NOTE:**
Call transfer on the switch must be active for the escape to attendant feature to work.

Other Considerations

■   Subscribers who are administered with this feature may wish to mention the transfer option in their personal greetings to help outside callers who may not be familiar with the AUDIX system.

■ The transfer destination should be a staffed position. The caller might become confused if redirected to the mailbox of a covering extension.

■ Subscribers can transfer to their covering attendant any time after logging into the AUDIX system by pressing ✱ ⓪.

Exit Audix

The Exit AUDIX feature allows anyone to terminate an AUDIX session at any time by simply pressing ✱ ✱ ⓧ. .

This feature helps a caller ensure that the mailbox of a subscriber he/she is calling is disconnected. Most often, this is useful when a caller tries to conference in a subscriber and gets the subscriber's mailbox.

➡ **NOTE:**
If a subscriber presses ✱ ✱ ⓧ in the middle of an activity, the actions are only saved and carried out if they have first been approved (by pressing #).

Quick Silence Disconnect

The Quick Silence Disconnect feature disconnects incoming calls to the AUDIX system as follows:

■ During a call answer recording, the AUDIX system detects silence for an administrable period of 5 seconds to 30 seconds.

■ At all other times, immediately after two expirations of the Input Time Limit. After the first expiration the AUDIX system provides a system prompt and a help message. The system says *Goodbye* and disconnects after the second expiration.

You administer quick silence disconnect on the System-Parameters Features screen. Quick Silence Disconnect has no effect on AMIS calls.

■ When a subscriber is recording a voice mail message, the system does not disconnect upon detecting silence but disconnects after two expirations of the Input Time Limit.

➡ **NOTE:**
The AUDIX system does not need to detect disconnects if the DEFINITY switch disconnects calls with one of the following: open loop (analog trunks), polarity reversal (analog trunks), and bit oriented signaling (digital trunks).

Getting Messages

Subscribers may get messages using a touch-tone voice terminal or telephone (recommended) or a rotary phone if a tone generator is used.

The steps for getting messages are shown in Figure 9-9.
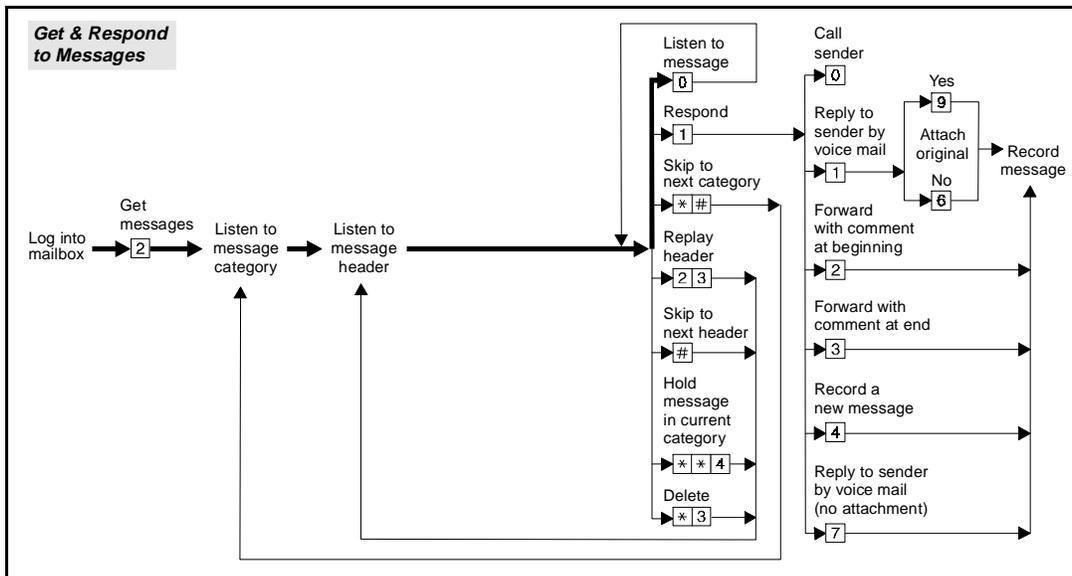
Figure 9-9.   Incoming Mailbox Operation

Listening to Messages

A subscriber can log into the AUDIX system to get any messages: new, unopened, or old messages the subscriber has saved. In most cases, the Message-Waiting Indicator (see description below) indicates that a new message is present. In addition, after the subscriber logs in, the system tells the subscriber if there are any new messages.

When the subscriber presses ⃞2 to get messages, the system recites header information for the first new message, or if there are no new messages, the header information of the first unopened or old message. The subscriber can then listen to the message by pressing ⃞0 or select other options.

The system identifies messages as one of the following:

■ Call (a call from outside the switch)

■ Message from *subscriber name* (a voice mail message from a subscriber)

■ Call from *extension number* (a call from a non-subscriber on the switch)

⮕ **NOTE:**
Subscribers can view message headers and play and respond to messages in their voice mailbox from their PC using the Intuity Message Manager.

Message-Waiting Indicator

The Message-Waiting Indicator (MWI) feature notifies subscribers that they have *new* AUDIX messages in two ways:

Message-waiting lamp (MWL)	For a subscriber who has an MWL on his/her phone, the lamp lights automatically when new AUDIX messages are received. When the last new message or header in the incoming section of a voice mailbox is heard, the MWL goes out.
	The MWL is also used for message services other than the AUDIX system (the *Leave Word Calling* feature).
Telephone display	Telephones with built-in displays indicate when AUDIX messages have been received by displaying "AUDIX."

Leave Word Calling (LWC) also activates the MWI independently or in conjunction with the AUDIX system. For phones with digital display modules, LWC can cause confusion in certain situations.

For example, on a MERLIN LEGEND switch, a LWC message sent to a display phone lights the MWI, but leaves a display LWC message not an AUDIX message. Thus, the subscriber must use two tools — the AUDIX system and the display unit — to clear the MWI. Also, the subscriber cannot dial into his/her mailbox remotely and receive notification of the call.

> **NOTE:**
> If no MWI is available via the switch, the outcalling feature can always be used as a substitute (see "Using Outcalling" later in this chapter).

> **NOTE:**
> Broadcast messages activate the MWI as an option. The default mode for broadcast messages is to *not* activate the MWI. If the broadcaster chooses to activate the MWI, however, it could take some time to notify everyone, depending on the number of subscribers and the load on the switch. Therefore, there may be a brief window of time immediately after sending a broadcast message in which subscribers who log in (without their MWI active) find that they actually do have a new broadcast message.

Options After Listening to Messages

A subscriber has the following options after listening to a message (see Figure 9-9.). The subscriber can press:

①	Respond to the message (see "Responding to a Message" later in this section).
✱ #	Skip to the next category (new, unopened, or old) of message.
② ③	Replay the header of the current message.
#	Save the message. The message will be stored in the *unopened* or *old message* category of your incoming mailbox and the system will automatically go to the next header.
✱ ✱ Ⓗ	Hold the new message in its current category (see the next section, "Untouched Message").
✱ Ⓓ	Delete the message. The system deletes it and plays the next header.
✱ ✱ Ⓤ	Undelete the message you just deleted (see "Restoring a Deleted Message" later in this section).

Untouched Message

A subscriber may press ✱ ✱ Ⓗ (for Hold) after listening to a *new* or *unopened* message and/or header. The AUDIX system leaves the message in its current category and plays the next message header. If the message is in the *new* category, and this feature is activated, the Message-Waiting Indicator (MWI) (or stutter dial tone) remains active.

✱ ✱ Ⓗ lets a secretary or other agent review a subscriber's *new* messages (or just the message headers) and leave them in the *new* category — leaving the MWI active. The secretary can then act on certain messages, while allowing the subscriber to later review other messages under their original category.

Subscribers can also use this feature on their own messages to remind them to listen to high-priority items again the next time they log in.

If a message is left in the *new* category in the incoming section of a voice mailbox and the outcalling feature has been activated, outcalling will remain active for this message.

Restoring a Deleted Message

Subscribers can restore an incoming message that has just been deleted by pressing ⊛ ⊛ Ⓤ. The system restores the last incoming message that was deleted and returns the subscriber to the point in the incoming mailbox where that message's header originally appeared.

This feature works *only* when getting or scanning incoming messages and/or headers. It may also be used at the activity menu if the subscriber has just exited the message-retrieval activity. As long as the subscriber does not enter another voice mailbox activity or perform a call transfer, the undelete message command restores the last message deleted.

The undelete message feature does *not* work if the subscriber:

- ■ Is in the process of responding to a message
- ■ Is in the middle of requesting a transfer out of the AUDIX system
- ■ Enters any other valid activity from the activity menu other than pressing ⊛ Ⓗ (Help) or ⊛ Ⓡ (Restart)

Traffic reports do not indicate that a message has been deleted if it has been restored.

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Responding to a Message

The following respond options are available to the subscriber:

Returning the
Call
Automatically

Press ⓪ to call the sender. The system will automatically place the call and save the sender's message in the *old message* category.

Replying to
Sender via Voice
Mail

A subscriber can immediately reply via voice mail to the subscriber who has sent a voice mail or call answer message. To reply to the sender via voice mail, you as subscriber do the following:

■ After listening to the message or header, press ① .
■ Speak your message.
  You have all the playback/record control options of a normal voice mail message.
■ Press # to approve it.
  You then have all of the normal delivery options (private/priority, file a copy, schedule delivery).
■ Press # to send it.
  You are returned to getting messages. All options are still available for the message you just replied to.

Forwarding Messages with Your Comments

A subscriber can add a comment to the beginning or end of a message and then redirect the combination. To forward with comment via voice mail, you as subscriber do the following:

■ After listening to the message or header, press ② to add your comment to the beginning of the original message. To add your comment to the end of the message, press ③.

■ Speak your comment.
You have all the playback/record control options of a normal voice mail message.

■ Press Ⓣ to approve it.
You then have all of the normal delivery options (private/priority, file a copy, schedule delivery).

■ Press Ⓣ to send it.
You are returned to getting messages. All options are still available for the message you just replied to.

Creating a New Message for a Third Person

Just after listening to a message, a subscriber can create a new voice mail message and send it to a third person without returning to the Activity Menu. To do this, you as subscriber do the following:

■ After listening to the message or header, press ④ to create a new message.

■ Record your message.
You have all the playback/record control options of a normal voice mail message.

■ Press Ⓣ to approve it.
You then address the message as a normal voice mail message (address to subscribers and/or lists).

■ Press Ⓣ to approve the addresses.
You then have all of the normal delivery options (private/priority, file a copy, schedule delivery).

■ Press Ⓣ to send it.
You are returned to getting messages. All options are still available for the message you just replied to

Some respond options (see Figure 9-9.) are not available under certain circumstances.

■ If a message is from an internal call (made from the AUDIX system's switch) but is not from a subscriber, the Reply to Sender option is not available.

■ If a message is from an external call, the Call Sender and Reply to Sender options are not available.

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The Forward with Comment option is not available if the sender designated the message as private or if the message is a nondeliverable message notification message.

Scanning Messages Quickly

Subscribers can scan all message headers and/or messages at the touch of two buttons. The subscriber simply presses ⑦ from the activity menu, then selects the mode of automatic scanning:

①   Both headers and messages

②   Headers only

③   Messages only

Once the scanning begins, it is not necessary to press a button until the playback is complete. Subscribers can, however, act on messages just as they would if they were manually getting messages. Once the subscriber has completed the task — responding to or deleting a message, for example — the system resumes automatic scanning. Users hear all of the normal prompts for tasks that are used in manual scanning mode ("*Rewound*," etc.)

Automatic message scan is especially convenient for those using cellular telephones, particularly while driving. It also makes transcription easier in that recording messages via a dictating machine can be done more conveniently.

The following diagram shows the various steps a subscriber can follow to scan messages. The most direct path toward scanning messages is shown in bold.
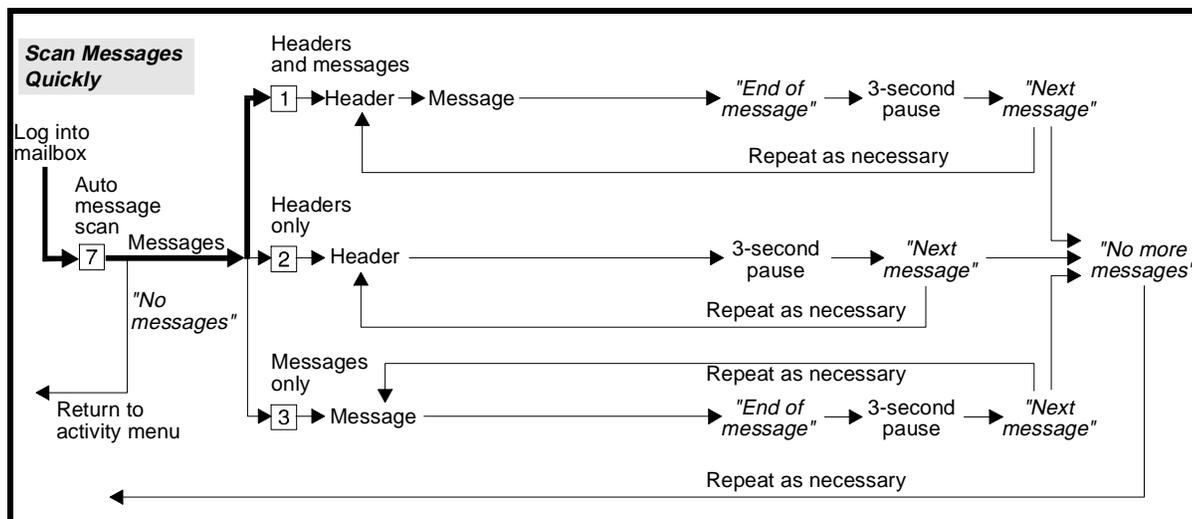
Figure 9-10.   Automatic Message Scan Operation

Other Aspects of Scanning Messages

Automatic scanning has the following properties:

■ There is a three-second pause between messages and/or headers to allow subscribers to act on each message.

■ So that the button-pressing clearly relates to the correct message, the system precedes each message or header with an introduction ("*Next message*").

■ Just as with manual scanning, if just the headers of new messages are scanned, the messages are left in the *unopened* category. Scanned messages are left in the *old* category.

■ Subscribers are not prompted to delete messages as they are played back (as in manual scanning mode), so it's easy to forget to delete them and fill up mailboxes quickly.

■ The normal manual scan buttons (⓪ to replay, ⁎ Ⓓ to delete, etc.) also work in Automatic Message Scan mode.

■ The "*Next message*" prompt and message category announcements are nondial-through prompts so the system does not get ahead of the subscriber. However, if a subscriber presses #, ⁎ Ⓓ, or ⁎ ⁎ Ⓗ to manipulate a message, the "*Next message*" prompt will not be played.

■ Messages that change from new to unopened or new to old or unopened to old are scanned again when the system reaches that category. For example, if a subscriber scans headers only and, in the new message category, he/she hears headers for messages A, B, and C, he/she will hear headers for messages A, B, and C again when the system scans the unopened category.

■ A subscriber can skip messages at any time by pressing # or skip categories by pressing ⁎ # .

■ Broadcast, private, and priority messages can be scanned automatically. However, if a subscriber is scanning only messages (not headers), you will not be informed of the message type.

Using Outcalling

Outcalling allows the AUDIX system to call subscribers and inform them of new messages. The way it works is like this:

1. The subscriber's mailbox receives a new message.

2. The system calls the subscriber after a delay specified system-wide for outcalls. The phone number the system calls and the time(s) the system calls are defined by the subscriber.

3. The system pauses a few seconds, then plays an outcalling announcement five times and asks the subscriber to log in. A tone plays at the end of the announcement in case an AUDIX system answers the call (as a result of normal call-coverage). This causes the system to hang up without recording a message.

4. The subscriber logs in and presses ② to get messages.

Outcalling is often used on systems that do not have message-waiting lamp capability. It may also be useful for subscribers who work at home or another location, or who wish to be notified promptly of new messages during or after regular working hours. Further, this feature can be used to notify subscribers of new messages by calling their pagers or radio pagers.

You must give outcalling permission to subscribers using the Class of Service or Subscriber screen (see Chapter 4). You must also define system-wide outcalling parameters using the System Parameters Outcalling screen (see Chapter 3).

Port Usage

A system with outcalling activated may require additional voice ports depending on the number of people who use the feature, the length of outcalls, and the frequency of notification attempts. For example, a successful (answered) outcall may take 20 seconds to hang up, while an unsuccessful outcall may take up to one minute for the system to hang up (the system waits for potential input before timing-out and ending the call). To minimize outcalling's affect on ports and trunks, you should turn on outcalling only for subscribers who truly have the need and encourage them to use the "Priority Outcalling" feature (see the description later in this section).

Other Considerations

■ If an outcall is placed to a rotary phone or pager, the subscriber is notified of messages but cannot retrieve them.

■ Outcalls are not placed while the subscriber is logged on to the system. If the subscriber hangs up without reviewing new messages, the system continues to place outcalls using the current schedule.

■ The maximum number of digits subscribers can specify as their outcall number may be limited to prevent subscribers from requesting long-distance calls (the maximum length is 60 digits). Limiting the number of digits may prevent having pagers alerted through outcalling, however.

■ The maximum number of outcalling ports includes ports used for Message Delivery, and AMIS Analog Networking. Also, the delivery times administered for AMIS/Message Delivery messages (see Chapter 5 in *AMIS Analog Networking*, 585-300-512) *must* fall within outcalling periods administered on the System Parameters Outcalling screen. If not, AMIS messages will not be transmitted.

- A broadcast message must have message notification turned on for the message to activate outcalling.

- Subscribers can set up outcalling from their PCs using the Intuity Message Manager.

- If the Multilingual feature is activated, the AUDIX system uses the subscriber's login announcement set when placing an outcall.

⚠ CAUTION:
To minimize the possibility of toll fraud, administrators should turn on outcalling only for subscribers who truly have the need. The number of digits used for outcalling can also be restricted on a system-wide basis using the System Parameters Outcalling screen.

You should also restrict the access of outgoing trunks on the switch. For more information, see "System Security and Toll Fraud" at the beginning of this book.

Setting up Outcalling

The following diagram shows all of the steps that a subscriber may need to perform to set up outcalling for his/her mailbox:
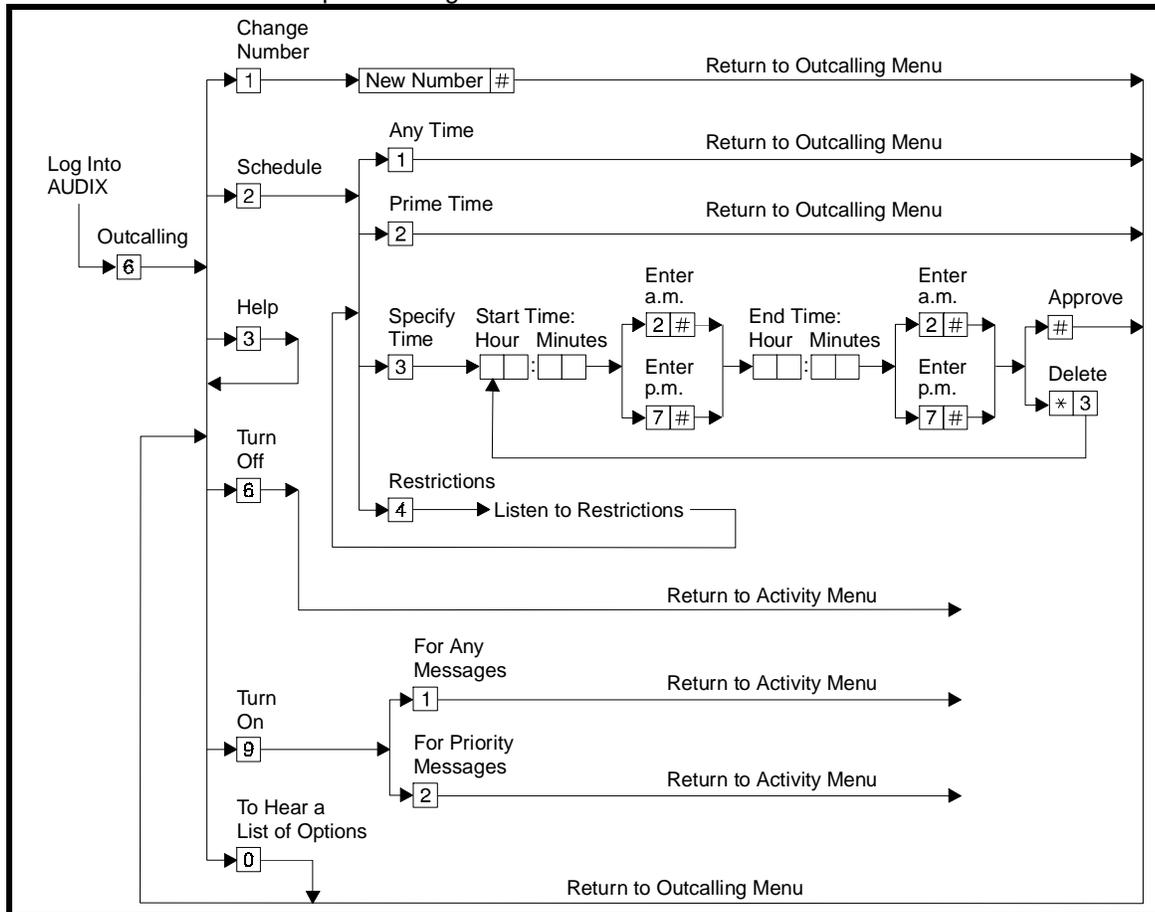
Figure 9-11.   Outcalling Operations

> **NOTE:**
>
> The language that is active for the system determines how dates and times are entered. The sequence shown in Figure 9-11. may vary from language to language.

The following sections describe how you can tailor the use of the outcalling feature to your needs.

Changing the Outcalling Number

You as subscriber can change your outcalling number at any time by following the procedure below:

1. Log in to the AUDIX system.

2. Press ⑥ to select outcalling administration.

3. Press ① to change the outcalling number.

   The system will pause 1.5 seconds for each ⍟ that appears in the outcalling number string (except if it precedes a pound [#] sign). This is useful when giving the system a pager number or a number for a remote location.

4. Enter the new number (up to 60 characters [depending on administration], including pauses), and then press ⌗.

   ■ If the system is to place an outcall to a pager, enter the pager number, count the number of seconds of silence before the beeper signals to enter the final, identifying digits, then convert the number of seconds to system pauses. For example, 6 seconds at 1.5 seconds per pause would equal four pauses (do not use a pause as the first entry in your outcalling number).

   ■ To include a pound sign (#) as the first digit of the number, enter ⌗.

   ■ To include a star (*) as the first digit of the number, enter ⍟.

   ■ If the system is to place an outcall to a pager that requires ⌗ signs as part of the digit string other than as the first digit, enter ⍟ ⌗ (the ⍟ tells the system to include ⌗ in the number. In this case, the system does not register ⍟ as a pause). For example, for the system to reach your pager with an outcall, it may need to dial a 9, wait 1.5 seconds, dial a seven-digit number, then dial # and a three-digit number, followed by a pound. You would enter the following:

   ⑨ ⍟ ① ② ③ ④ ⑤ ⑥ ⑦ ⍟ ⌗ ① ② ③ ⌗

   ■ For pagers requiring a pound sign termination, end your digit string with ⍟ ⌗ ⌗.

   ■ Anything you enter will be interpreted as part of the called number. No global commands such as ⍟ Ⓓ are accepted at this time.

   ■ If a mistake is made while entering the number, press ⌗, then, press ① again and enter the correct number.

   ⇒ **NOTE:**
   Although pager calls are *not* guaranteed to work with the AUDIX system, there are many brands of pagers that are currently in use with AUDIX systems. The Motorola pager and the Skypager have been tested with the AUDIX system. Subscribers should experiment with the number of pauses needed to make an outcall to a pager.

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Scheduling Outcalling

To specify a daily time period for the system to place an outcall, you as sub-scriber do the following:

1. Log in to the AUDIX system.

2. Press ⑥ to select outcalling administration.

3. Press ② to schedule outcalling.

4. Take one of the following actions:

   ■ To be called any time (day or night), press ①.

   ■ To be called during prime time (set by your system administrator), press ②.

   ■ To listen to the scheduling restrictions indicating when outcalling is available (set by your system administrator), press ④.

   ■ To specify a time period for the system to place an outcall,

      a. Press ③ to select a time period for outcalling to start and end.

      b. Enter the starting hour and minutes (either one or two digits for the hour and two digits for the minutes).

         For example, press ② ⓪ ⑤ for 2:05.

      c. Press Ⓐ (2) for A.M. or Ⓟ (7) for P.M., and then press ⌗.

      d. Enter the ending hour and minutes.

      e. Press Ⓐ (2) for A.M. or Ⓟ (7) for P.M., and then press ⌗.

         If the schedule is not correct, press ✱ Ⓓ to delete, and re-enter the time period.

      f. Press ⌗ to approve the schedule.

⇒ NOTE:

The language that is active for the system determines how dates and times are entered. The sequence shown in this procedure may vary from language to language.

Turning Outcalling On/Off

An outcalling number or schedule is not erased when outcalling is turned off. Outcalling can always be turned on again to use the original number and sched-ule you set without requiring you to re-enter the number.

1. After logging in, press ⑥ to select outcalling administration.

2. Press Ⓨ (9) to turn outcalling on, or press Ⓝ (6) to turn outcalling off.

If you turn outcalling on, you must select either ① to activate outcalling for all new messages, or ② to activate outcalling for only new Priority messages (see "Priority Outcalling" later in this section).

Responding to an Outcall

After answering an outcall, a subscriber has three choices: receive the message, cancel outcalling, or hang up.

Receive the messages	1. Log into the AUDIX system.
	2. Listen to the messages.
Cancel outcall-ing	Press ⁕ # to cancel the outcall; the system won't call again until there are more new messages.
Hang up	Hang up without logging in or canceling the outcall; the system will reschedule the outcall for the next administered outcalling interval.

➡ NOTE:
Central Offices can take up to 30 seconds to disconnect the system after an outcall has been placed to a remote location. If the system is still connected after an outcall is made and you need to make another call, use the Exit command by pressing ⁕ ⁕ X to force the system to hang up. Remote subscribers may wish to end each outcalling session by pressing ⁕ ⁕ X.

Priority Outcalling

A subscriber can opt to be called only for *all new priority messages.* If there are new priority messages in the subscriber's mailbox when priority outcalling is turned on, an outcall will *not* be placed until another new priority message is received. If a priority message is received during off hours (when the subscriber has specified that outcalls are *not* to be placed), the system waits until the time permitted for outcalling to make the outcall.

■ If there is a message-waiting lamp, it lights normally to indicate new messages are waiting. This is independent of any outcalling setting.

■ The system administrator must give individual subscribers permission to use outcalling (and thus, priority outcalling) via the Subscriber and Class of Service screens.

■ Subscribers authorized to use this feature can define outcalling intervals, whether they should be called for all messages or just priority messages, and whether the feature is active or not.

Transferring out of AUDIX

Any caller who has reached a mailbox in the AUDIX system, or any subscriber who has accessed their own mailbox, can transfer to any extension in the switch's dial plan. And with enhanced call transfer (System 75/85/DEFINITY only), transfers can also include extensions on remote switches (for example, in a main/satellite switch setup or in a DCS Network). Thus, when a caller reaches the AUDIX system, the caller can leave a message for one subscriber and transfer to another subscriber's extension without having to hang up. This is particularly useful for long-distance calls.

You activate, or deactivate, the Transfer Out of AUDIX feature for the entire system using the System-Parameters Features screen. (See "Defining Basic Features and Parameters" in Chapter 3.)

> **NOTE:**
> To transfer out of the AUDIX system, the caller must use a touch-tone telephone.

Steps to Transfer Out of AUDIX

To transfer to another extension while in the AUDIX system, you as the subscriber do the following:

1. Press ⌧ Ⓣ to initiate the transfer.

2. Enter the extension number (or name) to transfer to and press #.

   If extension addressing is the default mode, and you want to dial an AUDIX subscriber by name, press ⌧ Ⓐ (for Alternate Addressing Mode) then enter the subscriber's name (last name first) and press #. The AUDIX system asks you to wait while it places the call. See the section "Dial-by-Name Transfers" that follows.

> **NOTE:**
> On many switches, you cannot transfer calls to an attendant console using the Transfer Out of AUDIX feature. Check your switch documentation for call transfer restrictions.

Types of Transfers

Transfer Out of AUDIX can take one of two forms — Enhanced (System 75/85/DEFINITY) and Basic (MERLIN LEGEND, 5ESS, and non-AT&T switches).

Transfer Out of AUDIX — Enhanced

Transfer Out of AUDIX — Enhanced is the only available transfer feature on System 75, System 85, and DEFINITY switches. It is also the best suited for preventing toll fraud. There are two options when you turn on Transfer Out of AUDIX — Enhanced:

enhanced_no_cover_0   Treats the call as a *redirected* call. The call will not go to call coverage or call forwarding when the caller presses 0 to escape to the operator after being forwarded to the AUDIX system. Thus, if the destination extension is unattended (doesn't answer), the phone rings indefinitely. Otherwise, if the destination extension is busy or forwarded (including Send-All-Calls), the transfer will fail and the switch will reconnect the caller to the AUDIX system. The system then prompts the caller for alternative actions.

enhanced_cover_0   Treats the call as a *direct* call providing call coverage and call forwarding when the caller presses 0 or *0 to escape from the transferred-to extension. The "covering extension" person will *not* see (on the display set) who the call was originally sent to.

Enhanced call transfer provides greater security against toll fraud than Basic Call transfer. With enhanced call transfer, the AUDIX system collects all the relevant data and sends it digitally over the data link to the switch using a transfer message.

> ### ⇒ NOTE:
> Enhanced call transfer is not available on the 5ESS or MERLIN LEGEND switches. In addition, on many switches, you cannot transfer calls to an attendant console using either the Transfer Out of AUDIX — Enhanced feature. Check your switch documentation for call transfer restrictions.

> ### ⚠ CAUTION:
> *Computer centers often require off-premises users to enter an external security code to log on to a computer. To prevent off-premises callers from bypassing external security with the Transfer Out of AUDIX — Enhanced feature, the switch Host Computer Access feature should be set up to control computer access through trunk groups. The station number for the computer should always route callers to the trunk group that requires an external security code, since callers must dial a number to transfer. The trunk group(s) used only by internal callers should have no station-number steering code.*

⚠️ **CAUTION:**
Although the Transfer Out of AUDIX — Enhanced feature was designed to prevent unauthorized long-distance calls from the switch, AT&T cannot predict potential abuse from hackers. Refer to the BC Systems Products Security Handbook (555-025-600) for more information on AUDIX security issues.

Failed Transfers on Transfer out of AUDIX — Enhanced

With enhanced call transfer, a failed transfer is not normally abandoned. Instead, the caller may request another transfer by pressing ⊛ Ⓣ again or leave a message for the called party. However, a transfer attempt does *not* return to the AUDIX system under the following conditions:

■ A call reaches an unattended phone and no call-coverage is available (the phone rings indefinitely).

■ The transfer type for the system is enhanced_no_cover_0.

■ If the transfer destination is on a remote DCS Network switch, and if the extension is busy *and* call coverage has not been activated, callers hear a busy tone and are not returned to the AUDIX system.

■ If an outgoing trunk to a remote DCS Network switch is not available from an intermediate remote switch to the destination remote switch, callers hear reorder tone and must end the call.

Transfer Out of AUDIX — Basic

Transfer Out of AUDIX — Basic (MERLIN LEGEND, 5ESS, and non-AT&T switches only) tells the switch to treat the transferred call as a direct call to the extension. Basic Call Transfer uses a switchhook-flash method to send the transfer command over analog voice ports. The AUDIX system goes off-hook, waits for a dial-tone, dials the transfer number, then hangs up to complete the transfer. If the called number is busy, callers are returned to the system.

With Basic Call Transfer, the switch does not verify that the number entered is a valid extension. This increases the potential for toll fraud. However, you can restrict transfer destinations to subscribers. This virtually eliminates the fraudulent use of call transfer since the system will verify that the requested transfer extension is administered. (See "Defining Basic Features and Parameters" in Chapter 3.)

⟹ **NOTE:**
If the subscribers restriction is used, non-resident subscribers (users with a mailbox but no telephone on the switch) should *not* be assigned to extension numbers that start with the same digit(s) as the switch trunk access codes (9 for example).

⚠ CAUTION:
Activating the Transfer Out of AUDIX — Basic feature can leave your system vulnerable to possible toll fraud. Refer to the GBCS Systems Products Security Handbook (555-025-600) for more information on AUDIX security issues.

Dial-by-Name Transfers

The Dial-by-Name feature lets callers and subscribers transfer to any AUDIX subscriber by dialing the subscriber's name instead of his/her extension number.

To dial another subscriber by name, you as a subscriber or caller should do the following:

1. Press ⊛ Ⓣ to transfer out of the system.

2. Press ⊛ Ⓐ to switch to name addressing mode (this assumes your default addressing mode is by extension number).

3. Enter the letters that spell the last name of the subscriber, then, if necessary, enter all or part of the first name (do not enter any characters between the first and last names) and press Ⓗ. It is often not necessary to enter the entire name; a unique match is all that is required.

⟹ NOTE:
The letter *Q* is represented by the keypad number Ⓐ and *Z* by the keypad number Ⓘ.

4. One of the following will occur:

   ■ If the system finds a unique match for the letters you entered, you will hear, *Please wait,* while the call is transferred.

   ■ If the system finds two or three subscriber names that match the characters you have entered, you will be prompted to select the appropriate name.

   ■ If the system requires more information to make a match, you will be asked to enter more characters (continuing from where you stopped).

⟹ NOTE:
If you are using the Dial-By-Name feature in an AMIS network, simply enter the subscriber's name — the network location prefix is not required. However, because name addressing may not be available for all users in an AMIS network, the system may tell you that no match exists for a name you have entered. You can still send your message by using extension addressing.

> **NOTE:**
> If you define abbreviated names in your Personal Directory (see "Personal Directory" later in this chapter), you can use those abbreviated names with ⊛ Ⓐ for transfers. This combination makes for quick transfers and can save money on long distance calls when your have called into AUDIX and want to transfer.

You set the default addressing format (extension number or name) using the Class of Service or Subscriber screen (see "Changing Class of Service Options" or "Adding, Changing, and Removing Subscribers" in Chapter 4). You should inform subscribers as to which default format they have been assigned.

Multiple Personal Greetings

When callers are sent to a subscriber's mailbox, the caller may hear the system greeting answer the call on behalf of the subscriber. However, with the Multiple Personal Greetings feature, a subscriber can record his/her own personal message(s) to greet callers. A subscriber can record up to nine different personal greetings and have the system play a single greeting for all calls or play specific greetings for different types of calls.

> **NOTE:**
> If the Multilingual feature is activated and Call Answer Language Choice is yes on the Subscriber or Class of Service screen for a subscriber, the subscriber records primary and/or secondary personal greetings rather than Multiple Personal Greetings. The two greeting types are mutually exclusive.

> **NOTE:**
> Subscribers can set up personal greetings using the Intuity Message Manager.

Call Types

The system can identify calls (known as *call types*) in the following ways:

- *Internal* and *External* — Calls made from an extension on the same PBX versus calls made from a phone outside the PBX

- *Busy* and *No Answer* — Calls made to a subscriber's extension while the subscriber is already on the phone versus calls made to a subscriber's extension and the subscriber does not answer

  > **NOTE:**
  > The Busy/No Answer call types are not available for an AUDIX system connected to a MERLIN LEGEND switch.

■   *Out-of-Hours* — Calls made to a subscriber's extension outside of business hours (these time periods are defined by the system administrator)

The AUDIX system gets information about call types from the switch. For example, if the *number type* on the message indicates a trunk group (T), the call is identified as *external*. If the system receives an extension number, the number is *internal*. Similarly, with a DEFINITY switch, the busy/no answer information comes from the reason for redirect field of the message.

Call Type Combinations

Up to three greetings can be active simultaneously. Subscribers can assign a single greeting for all calls (the default) or different greetings for call types in any of the following combinations:

■   Internal and external calls

■   Busy and no answer calls

■   Prime-time internal, prime-time external, and out-of-hours calls

■   Prime-time busy, prime-time no answer, and out-of-hours calls

■   Prime-time and out-of-hours calls

In this scenario, the subscriber must create three call types and assign the same greeting to the two prime-time call types.

Example

As an example of using greetings for different call types, John Endall is a customer support technician who is preparing to go on vacation. He currently has his personal greetings set for internal/external and out-of-hours calls, as follows:

Internal   Hi, this is John. If you'd like, leave a message, and I'll get back to you as soon as I can.

External   Hello, you have reached John Endall at the Customer Support Center. I am currently unable to take your call. Please leave a message identifying the problem and a phone number where you can be reached, or press zero to transfer to another support technician.

Out-of-Hours Hello, you have reached John Endall at the Customer Support Center. Our business hours are Monday through Friday, from 9:00 A.M. to 6:00 P.M. mountain standard time. Please leave a message at the tone and I will return your call as soon as possible.

Disk and Mailbox Storage Space

Personal greetings are stored in subscriber's mailboxes. If mailbox space is low, the subscriber can delete old or unwanted greetings to free storage space. The system does not renumber the greetings if any are deleted. In addition, the number of greetings administered can consume significant amounts of system disk space.

System Activation/Deactivation of MPG

You must activate (or deactivate) the MPG feature for the entire system on the System Parameters Features screen (see Chapter 3). The AUDIX system default is the feature activated. However, this feature is simply an *option* for users to apply; they need not ever record or activate a greeting for the system to answer their calls.

If you want to deactivate the MPG feature, you should inform users that their greetings 2 through 9 will be deleted when the nightly mailbox audit is run. Greeting 0 is always the system greeting, and the system assumes that greeting 1 is a standard, nonspecific greeting. If a subscriber has greeting 1 active for all call types when the feature is deactivated, the system will still play that greeting for all calls. If greeting 1 is active only for specific call types, or if it is inactive when the MPG feature is deactivated, the recording will be saved, but the system greeting (0) will be used for all calls.

The following diagram shows all the steps a subscriber might use to set up multiple personal greetings.
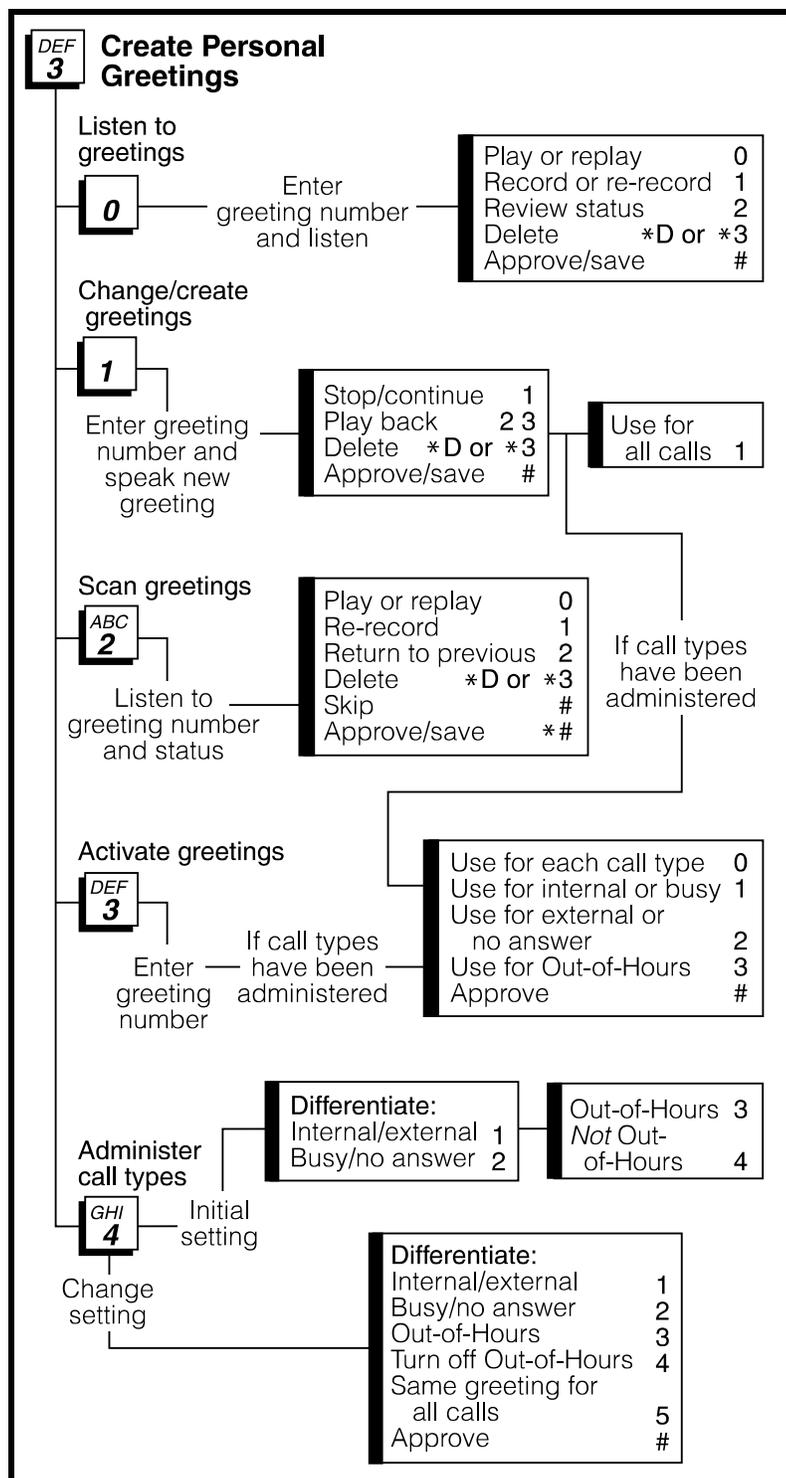
Figure 9-12. Multiple Personal Greetings Operation

Using One Personal Greeting for All Call Types

The AUDIX system comes pre-administered to make it easy for new users to have one personal greeting active for all calls. Users who do not prefer to have the system distinguish between call types can record and activate one personal greeting, quickly and easily.

To record and activate a greeting for all call types, you as subscriber do the following:

1. Log into the AUDIX system.

2. Press ③ to Access the Personal Greeting Administration Menu.

3. Press ① to record a greeting.

4. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

5. Record your greeting at the tone.

   ■ The standard playback and recording control buttons are active when you are recording multiple personal greetings.

6. To approve the greeting, press #.

7. Do one of the following:

   ■ To activate the greeting for all calls, press ①. You will be returned to the Personal Greeting Administration Menu.

   ■ To save the recorded greeting but not activate it, press #

8. Press # to return to the Activity Menu.

Using Different Personal Greetings for Different Call Types

Although the MPG feature is extremely flexible and allows subscribers to perform the following tasks in almost any order, the easiest way to use this feature is to perform these tasks as follows:

1. Administer call types

2. Record a greeting

3. Activate the greeting

The MPG feature is a very powerful tool that allows subscribers to instruct the system to play specific greetings to different types of callers. To do this, you must first define the different types of calls you want the system to distinguish between. You must then record the different greetings and activate them.

Setting Up Call Types

Your first task as subscriber is to administer the call types you want greetings for. If the system is currently answering all calls with a single greeting, use the following procedures to instruct the system to distinguish between different call types:

1. After logging into the AUDIX system, press ③ to access the Personal Greeting Administration Menu.

2. Press ④ to administer call types.

3. Do one of the following:

   ■ Press ① to distinguish between internal (in-house) and external (outside) calls.

   ■ Press ② to distinguish between busy and no answer calls.

      ⇒ **NOTE:**
      The Busy/No Answer call types are not available for an AUDIX system connected to a MERLIN LEGEND switch.

      ⇒ **NOTE:**
      The internal/external and busy/no answer call types are mutually exclusive. It is not possible to set the system to respond to *both* sets of situations.

4. Do one of the following:

   ■ To define out-of-hours calls, (these time periods are defined by the system administrator), press ③. You return to the Personal Greeting Administration Menu.

      ⇒ **NOTE:**
      To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary initially to specify internal/external or busy/no answer call types *and* the out-of-hours call type. When the out-of-hours call type is specified, the other call types (busy/no answer or internal/external) automatically apply only to *prime-time* calls.

   ■ To approve the internal/external or busy/no answer setting without out-of-hours calls, press ④. You return to the Personal Greeting Administration Menu.

Recording and Activating a New Personal Greeting

To record and activate a new personal greeting for a call type, you as subscriber do the following:

1. After logging into the AUDIX system, press ③ to access the Personal Greeting Administration Menu.

2. Press ① to record a greeting.

3. Identify the personal greeting that you are about to record by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

4. Record your greeting at the tone.

   ■ The standard playback and recording control buttons are active when you are recording multiple personal greetings.

5. To approve the greeting, press #.

   If the greeting is active, you return to the Personal Greeting Administration Menu. If the greeting is *not* active, go on to step 6.

6. Listen to the system prompts and select the appropriate call types for this greeting (0 through 3). The prompts will vary depending on which call types you have administered. When you are finished, or if you do not want to activate the greeting, press # to return to the Personal Greeting Administration Menu.

Changing Personal Greetings

After you have set up personal greetings, you can make changes to them at any time.

Changing Call Types

If you have already instructed the system to distinguish between specific call types, and you want to change this setup, you as subscriber do the following:

1. After logging into the AUDIX system, press 3 to access the Personal Greeting Administration Menu.

2. Press 4 to administer call types.

3. Do one of the following (note that the prompts and options will vary depending on your current call type administration):

   ■ To distinguish between internal (in-house) and external (outside) calls, press 1 and return to the beginning of this step.

   ■ To distinguish between busy and no answer calls, press 2 and return to the beginning of this step.

   ■ To distinguish between prime-time and out-of-hours calls, press 3 and return to the beginning of this step.

   ■ To remove the prime-time and out-of-hours distinction, press 4 and return to the beginning of this step.

   ■ To use the same greeting for all calls, press 5. You will be returned to the Personal Greeting Administration Menu.

■ To approve all settings, press ⌗. You will be returned to the Personal Greeting Administration Menu.

4. When finished, press ⌗ to return to the Activity Menu.

Changing a Recorded Personal Greeting

To record and activate a greeting for any or every call type, you as subscriber do the following:

1. After logging into the AUDIX system, press ③ to access the Personal Greeting Administration Menu.

2. Press ① to record a greeting.

3. Identify the personal greeting that you are about to change by pressing a number on the telephone keypad (1 through 9). You cannot record a system greeting (greeting 0).

4. If the greeting you selected has already been recorded, do one of the following, otherwise, go on to step 6:

   ■ To find out if the greeting is active, press ② and return to the beginning of this step.

   ■ To play the greeting, press ⓪ and return to the beginning of this step.

   ■ To delete the greeting, press ✳ Ⓓ. You will be returned to the Personal Greeting Administration Menu.

   ■ To approve the greeting as it is, press ⌗. You will be returned to the Personal Greeting Administration Menu.

   ■ To rerecord the greeting, press ① and go on to step 5.

5. Record your greeting at the tone.

   ■ The standard playback and recording control buttons are active when you are recording multiple personal greetings.

6. To approve the greeting, press ⌗.

   If the greeting is active, you return to the Personal Greeting Administration Menu. If the greeting is *not* active, the system presents further options to make the greeting active for any or every call type (to activate this greeting, go to step 4 of the next procedure, *Activating Other Existing Personal Greetings*).

Activating Other Existing Personal Greetings

Activating a greeting simply involves telling the system the call types for which the greeting should be used.

To activate greetings for different call types, you as subscriber do the following:

1. After logging into the AUDIX system, press ③ to access the Personal Greeting Administration Menu.

2. Press ③ to activate greetings.

3. Press a number on the telephone keypad (0 through 9) to identify a greeting. 0 is the standard system greeting.

   OR

   Press # to return to the Personal Greeting Administration Menu.

4. If you selected a greeting in step 3, do one of the following:

   ■ To use this greeting for each of your defined call types (all calls), press ⓪ and return to step 3.

   ■ To use this greeting for internal (or busy) calls, press ① and return to step 3. If you selected internal/external when administering call types, this greeting will be used for internal calls. If you selected busy/no answer when administering call types, this greeting will be used for busy calls.

   ■ To use this greeting for external (or no answer) calls, press ② and return to step 3. If you selected internal/external when administering call types, this greeting will be used for external calls. If you selected busy/no answer when administering call types, this greeting will be used for no answer calls.

   ■ If you selected out-of-hours when administering call types, and want to use the greeting for out-of-hours calls, press ③ and return to step 3.

   ⇒ **NOTE:**
   To set up different greetings strictly for prime-time and out-of-hours calls, it is necessary to assign the same greeting to the two prime-time call types (internal and external *or* busy and no answer).

   ■ To approve all current settings for this greeting, press # and return to step 3.

Scanning and Listening to Personal Greetings

The MPG feature includes two utility options for keeping track of greetings.

Listening to Specific Personal Greetings

To listen to a specific personal greeting, you as subscriber do the following:

1. After logging into the AUDIX system, press ③ to access the Personal Greeting Administration Menu.

2. Press ⓪ to listen to greetings.

3. Press a number on the telephone keypad (1 through 9) to identify a greeting. You cannot listen to system greeting 0.

   OR

   Press # to escape the activity and you will be returned to the Personal Greeting Administration Menu.

4. Listen to the greeting or prompt, then do one of the following:

   ■ To review the status of the greeting, press ② and return to the beginning of this step. The status of the greeting indicates whether the greeting is active or inactive. If the greeting is active, the system identifies the call types that the greeting is assigned to.

   ■ To replay the greeting, press ⓪ and return to the beginning of this step.

   ■ To delete the greeting, press ✱ Ⓓ and you will be returned to the Personal Greeting Administration Menu.

   ■ To approve the greeting as is, press # and you will be returned to the Personal Greeting Administration Menu.

   ■ To rerecord the greeting, press ① and go to step 5 of the previous procedure, *Changing a Recorded Personal Greeting*.

Scanning All Personal Greetings

To scan all your greetings, you as subscriber do the following:

1. Press ③ to access the Personal Greeting Administration Menu.

2. Press ② to scan greetings. If no greetings are recorded, you will be returned to the Personal Greeting Administration Menu.

3. Listen to the greeting number and status. The greetings are retrieved in numerical order. The system tells you when you have reached the end of your list of greetings, then automatically returns you to the Personal Greeting Administration Menu. While you are scanning your greetings, you may do any of the following:

   ■ To stop scanning your greetings, press ✱ # and you will be returned to the Personal Greeting Administration Menu.

■ To listen to the greeting, press ⓪ and return to the beginning of this step.

■ To rerecord the greeting, press ① and go to step 5 of the previous procedure, *Changing a Recorded Personal Greeting*.

■ To back up to the previous greeting, press ② and return to the beginning of this step.

■ To skip to the next greeting, press ⌗ and return to the beginning of this step.

■ To delete the greeting, press ✳ Ⓓ and return to the beginning of this step.

Other Features to Support Call Answer

This section describes a variety of other features that enhance a caller's ability to leave call answer messages.

Transferring into AUDIX

Transfer Into AUDIX is a DEFINITY switch feature that lets an attendant transfer a call into the AUDIX system, enabling the caller to record a message for the subscriber he/she was trying to reach. The MERLIN LEGEND R3.0 switch has a similar feature called Direct Voice Mail (DVM) that offers a similar capability. The AUDIX system must be in the subscriber's call-coverage path for this feature to work.

Covering attendants who appear in a subscriber's call-coverage path ahead of the AUDIX system can also be administered to provide the Transfer Into AUDIX (or DVM) feature.

Transferring on a DEFINITY Switch

On the DEFINITY switches, the switch administrator must assign a Transfer Into AUDIX dial access code. Note that the dial access code should be administered the same for all switches in a DCS Network.

The DEFINITY Transfer Into AUDIX feature may be used whenever a call is placed to an AUDIX subscriber and the call is redirected to a covering attendant. The Call Forwarding, Call Pickup, and Call Coverage PBX features can all redirect calls from the AUDIX subscriber's extension to a covering attendant. When a caller reaches a covering attendant, the attendant can redirect the call to the AUDIX system.

To transfer a call into the AUDIX system with a DEFINITY switch, the covering attendant should do the following:

1. Press either the switchhook, Recall button, or Transfer button (depending on the phone).

2. Enter the local Transfer Into AUDIX dial access code (assigned by the switch administrator for that switch).

3. Press the Recall or Transfer button again, or simply hang up. The call then goes to the originally called subscriber's voice mailbox — with complete caller information — as if the call had not been intercepted. The subscriber's normal call answer greeting greets the calling party.

> **NOTE:**
> On a DEFINITY switch, an attendant in a call-coverage path may be able to conference a call into the AUDIX system by using the Split-A-Call feature (Split or Start button), then dialing the Transfer Into AUDIX dial access code. The attendant can then remain on the call, or press the Release button to drop out of the conferenced call.

Transferring on a MERLIN LEGEND Switch (R3.0 Only)

On the MERLIN LEGEND switch, the switch administrator assigns a DVM button to the covering attendant(s) (although any subscriber may also have a DVM button).

The MERLIN LEGEND DVM feature may be used by anyone who has the DVM feature button. An attendant can send any call to a subscriber mailbox. The call quickly skips through the subscriber's call coverage to get to the subscriber's mailbox.

> **NOTE:**
> An attendant/subscriber cannot use DVM to send calls to his/her own mailbox. The attendant must use the Do Not Disturb feature button instead.

To transfer a call into a subscriber's mailbox with a MERLIN LEGEND switch, the covering attendant should do the following:

1. Press the DVM button.

2. Dial the subscriber's extension and hang up.

Leaving a Message Using Direct Voice Mail

A subscriber who has the Direct Voice Mail button (available with a MERLIN LEGEND R3.0 switch only) can use it to leave a call answer message directly in another subscriber's mailbox, without first dialing the subscriber's phone.

To do so, you as subscriber do the following:

1. Press the DVM button.

2. Dial the subscriber's extension.

   The subscriber's greeting plays.

3. Leave a message.

Guest Password

The Guest Password feature allows people who are not AUDIX subscribers to access a subscriber's mailbox by dialing the Intuity AUDIX number, entering the subscriber's extension, and entering the system-wide guest password. These callers can leave messages for that subscriber but cannot listen to other messages in the mailbox.

The guest password may also be used to leave messages for subscribers who don't have call-coverage to the AUDIX system or to bypass an attendant in a coverage path to record a message for another subscriber.

You define a 1- to 15-digit guest password on the System Parameters Features screen. This password applies to all mailboxes on the system and must *not* be the same as any subscriber's password. The following restrictions are placed on subscriber passwords and the guest password after the subscriber data audit has been run:

— Subscribers are not allowed to change their personal passwords to be the same as the guest password.

— The system administrator is not allowed to change a subscriber's personal password to be the same as the guest password.

— The system administrator is not allowed to add new subscribers with a personal password that is the same as the guest password.

For more information on administering a guest password, see "Defining Basic Features and Parameters" in Chapter 3.

Other Considerations

■ Since the guest password should be published and readily available to outside users, you are responsible for notifying guest password users if the password changes.

■ You may wish to initially make the guest password a long number so it does not need to be changed or extended if the minimum password length changes.

■ Individual mailboxes must have call answer permission to receive guest password messages.

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Leaving a Guest Password Message

The following diagram shows the steps a caller might use to leave a message with a guest password.
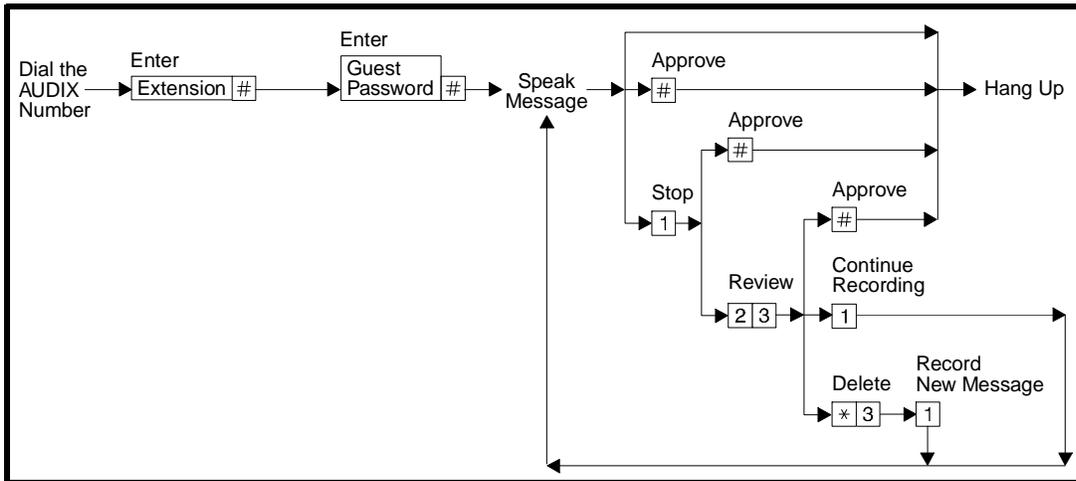
Figure 9-13. Guest Password Operation

To access the system using the guest password, you as caller do the following:

1. Dial the Intuity AUDIX extension number using a touch-tone phone.

2. Enter the extension of the subscriber for whom you wish to leave a message and press #.

3. Enter the system-wide guest password and press #.

4. Leave a message for the subscriber as you would a normal call answer message.

Once connected to a subscriber's mailbox, callers can use the normal call answer commands.

Leave Word Calling

Leave Word Calling (LWC) is a switch feature that allows people within a company to leave a system request for a return call. Normally, the caller simply presses an LWC button on his/her voice terminal anytime after the subscriber's phone starts ringing. If the caller does not have a LWC button, the caller can dial the LWC dial access code followed by the destination extension. With the AUDIX system, the LWC message identifies who called, the time and date of the call, and extension of the caller.

All AUDIX subscribers can leave and receive LWC messages as long as LWC is correctly administered on the switch. If the AUDIX system is the primary message service, LWC should be administered on the switch to deliver messages to AUDIX mailboxes.

■   The Intuity AUDIX features largely replace Leave Word Calling because it is more efficient to leave detailed voice (instead of LWC) messages. However, the LWC feature is the quickest way to ask someone to return your call. It is particularly useful for someone calling many co-workers on the same switch, some of whom are not AUDIX subscribers.

■   Callers cannot cancel LWC messages sent to AUDIX subscribers as they can using adjunct processor or switch LWC facilities.

■   LWC messages cannot be forwarded.

➡ NOTE:

On a MERLIN LEGEND switch, a LWC message sent to a display phone lights the MWI but does not leave an AUDIX message. Thus, the subscriber must use two tools — the AUDIX system and the display unit — to clear the MWI. Also, the subscriber cannot dial into his/her mailbox remotely and receive notification of the call.

Optional Ways LWC is Administered (On System 75/85/DEFINITY Switches)

LWC can be administered or readminister to store LWC messages on:

■   The AUDIX system

This method is generally preferable in that the messaging is integrated; LWC messages are accessed along with other Intuity AUDIX messages. A minor drawback is that callers cannot later cancel LWC messages as they can if those messages are stored on the switch or adjunct processor.

■   An adjunct processor

If the messages are stored on an adjunct processor, AUDIX subscribers are notified of "new electronic text messages" the next time they log on to the AUDIX system, and must retrieve the LWC messages by accessing a processor terminal or calling a message center.

■ The switch

If the messages are stored on the switch, AUDIX subscribers are notified of "new Leave Word Calling messages" the next time they log on to the AUDIX system, and must retrieve the messages by using their display phone or calling a message center.

In the latter two configurations, two separate messaging systems (Intuity AUDIX and LWC) are using the same message-waiting indicators. In these setups, system administrators might want to remind users that their MWIs will stay on until *all* (LWC and Intuity AUDIX) messages have been retrieved. In most cases, it's best to have LWC messages delivered to the AUDIX system.

⟹ NOTE:
If LWC storage is changed from one source (such as the PBX) to leave messages on the AUDIX system, subscribers must first retrieve all LWC messages from the previous service before LWC is administered for the AUDIX system. Otherwise, their message-waiting lamps will always remain lit.

How LWC Works with the AUDIX System

This section describes how the leave word calling works when the switch is administered to send LWC messages to the AUDIX system.

A caller with LWC permission may place the LWC message before, during, or after the call is answered. For example, a LWC message may be left while the called subscriber's phone is ringing, busy, or answered. LWC may also be specified if a call has been routed to coverage or a covering agent.

⟹ NOTE:
This description assumes that subscribers do not use display telephones.

1. To leave a LWC message on a PBX, the caller presses the LWC feature button or dials the LWC dial access code followed by the destination extension.

2. The switch then sends the calling- and called-extension information to the AUDIX system.

3. The AUDIX system generates a voice message from this information, identifying the caller, time, and date of the message.

4. The AUDIX system then places the message in the called subscriber's incoming mailbox.

5. The Message-Waiting Indicator feature reports that a new message has been received.

6. The AUDIX subscriber is notified of "new voice mail messages" the next time the system is accessed.

7. LWC messages are retrieved just as normal messages are retrieved. The AUDIX system identifies the message as "leave word calling" and provides the caller's extension number, the time, and the date of the call. If the call is from another AUDIX subscriber, the AUDIX system also identifies the caller by name. The standard message is "please return the call," followed by the extension number.

8. After listening to the LWC message, the subscriber can call the originator of the message by pressing ⓵ ⓪ and the AUDIX system will automatically place the call.

Other Considerations

The LWC feature interacts with other features as follows:

Call Answer A caller may place a LWC message instead of recording a voice message if redirected to the AUDIX system by the call answer feature. If a caller places a LWC message in addition to a voice message, the called subscriber receives two messages: one LWC message, and one call answering message.

       Usually callers receive a confirmation tone (three short bursts) after placing a LWC message. However, if the call answer feature is voicing a greeting or recording a message, no confirmation tone is given, even though LWC still works. Sometimes a brief blank message is recorded during the LWC operation (such as background noise while the LWC button is being pressed).

Call Coverage A caller may place a LWC message at any point in a call-coverage path. LWC messages for a AUDIX subscriber are redirected to the AUDIX system and placed in the incoming mailbox for the originally called party.

Call Forwarding (System 75/85/ DEFINITY Switches)	LWC messages are not forwarded by the Call Forwarding feature, but remain at the called subscriber's location. If Call Forwarding redirects a call to another node in a DCS Network, LWC cannot be used to leave a message (the LWC message is sent only to the local node). For more information, see Appendix , "DCS Networks".
DCS Network (System 75/85/ DEFINITY Switches)	LWC messages may be generated on the local switch or on a transparent remote PBX in a DCS Network. For more information, see Appendix , "DCS Networks".
Message- Waiting Indicator	The message-waiting lamp (if supported) should be administered on the switch to light when new messages are received. Other message-waiting indicators (such as stutter dial tone) should be administered on the switch if appropriate.

NOTE: The MWI for phones on the MERLIN LEGEND switch do not require administration. |

Other Features to Support Voice Mail

This section describes a variety of other features that enhance a subscriber's use of voice mail.

Using Mailing Lists

A mailing list is a list of subscribers' addresses (either names or extensions). Any subscriber on the system can create a mailing list and then send voice mail messages to that list. In this way, a subscriber can address a message once (to a mailing list) and every subscriber on the list receives the message. Thus, sending voice mail to a mailing list is a convenient way to send messages to subscribers who frequently need to receive the same information, such as members of a department or project.

The number of lists and entries (addresses) each subscriber may have is defined by the AUDIX system administrator on the Class of Service or Subscriber screens. The system permits up to 999 lists and 9,999 total entries per subscriber. No single list can contain more than 250 total entries, including message addresses that contain other lists (the total number of recipients must be 250 or less).

If a message is addressed using multiple lists, subscribers who appear on more than one list will receive only one copy of the message.

Other Considerations

Intuity Message Manager	The Intuity Message Manager allows subscribers to set up mailing lists from their PC.
Alternate addressing	When entering addresses into a mailing list, the creator of the list can use alternate addressing (⊛ Ⓐ) to identify list entries by name instead of extension.
AMIS Analog Networking	Mailing Lists can contain remote AMIS subscribers who are administered for one-step addressing. However, public Mailing Lists cannot be shared across more than one system. Also, you might have to use a location prefix to include a remote AMIS user who is on a remote system administered for AMIS one-step addressing (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back.

Note that messages addressed to subscribers on systems connected via AMIS Analog Networking are queued for delivery at a time specified by the system administrator. |

Digital Networking   Mailing lists can consist of AUDIX subscribers on more than one machine. However, public mailing lists cannot be shared across more than one Intuity AUDIX machine. Also, you might have to use a location prefix to include a subscriber who is on a different AUDIX machine in the network (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered subscriber is added to a list, that subscriber's name will be voiced back. If an extension is added that belongs to a subscriber on a remote AUDIX system, but that subscriber is not administered on the local system, no name will be voiced back — just the extension.

Message Delivery   Mailing Lists can consist of administered or unadministered Message Delivery recipients. However, if you add an unadministered recipient to a mailing list, they will be removed in the weekly audit. The system administrator should administer recipients that need to be permanent members of a list. A location prefix might be needed to include an administered remote recipient (this is not necessary if you are addressing the message using names instead of extensions). If a remote administered recipient is added to a list, his/her name will be voiced back. For unadministered remote recipients, no name will be voiced back — just the address.

Personal Directory   Entries contained in your Personal Directory can be used as entries in a Mailing List, even if the list is public.

Private/Public Mailing Lists

A private list can be accessed and used only by the creator of the list, while a public list can be accessed and used by other AUDIX subscribers who know the list ID and are on the same AUDIX system. Regardless of whether the list is public or private, however, only the creator of a list can modify or delete it.

Setting up Mailing Lists

The following diagram show the steps a subscriber might follow to set up mailing lists. The simplest, most direct path to setting up a list is shown in bold.
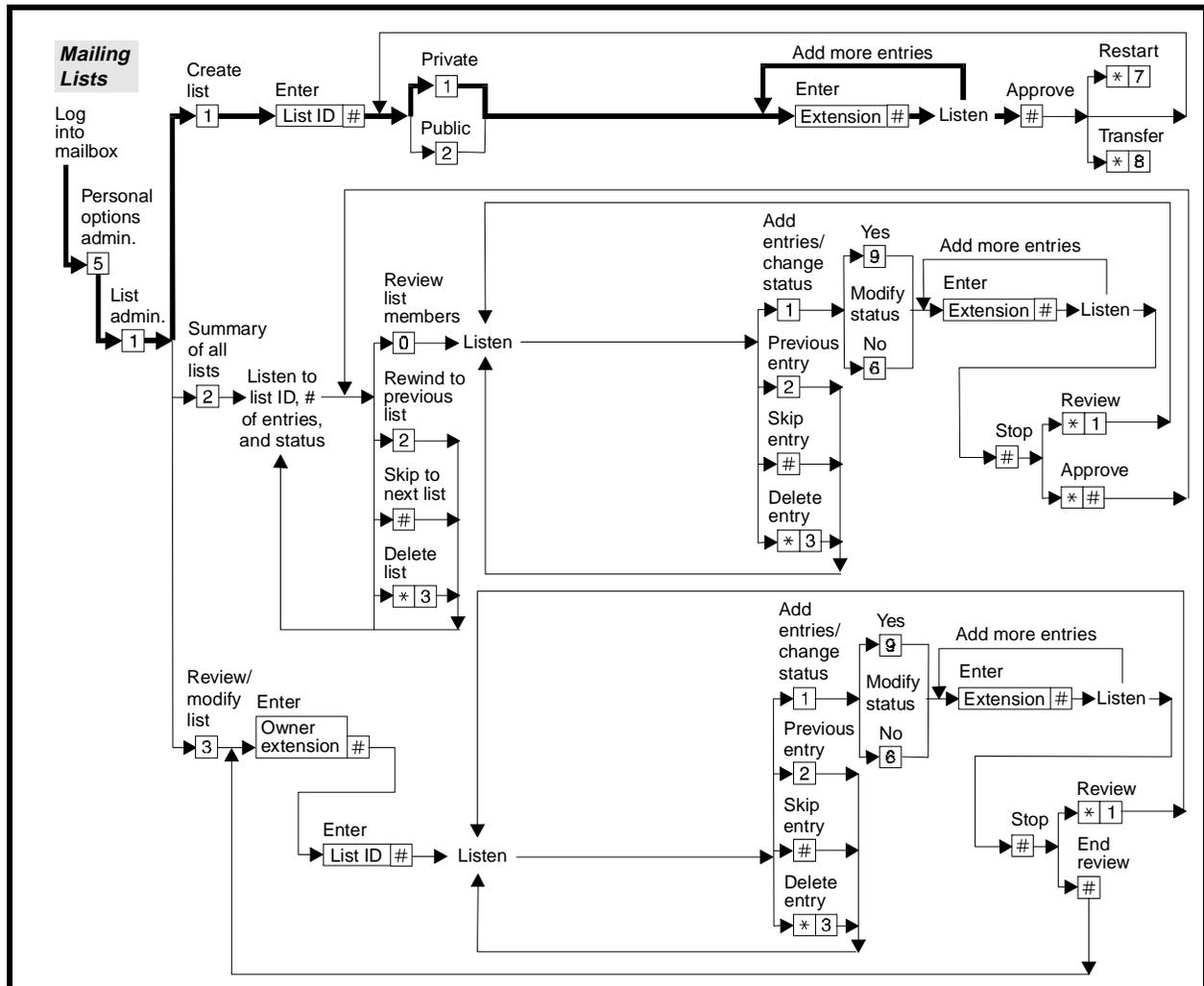
Figure 9-14. Mailing List Operation

This section instructs the subscriber on how to create, use, review and modify, and scan Mailing Lists.

⇒ **NOTE:**

Subscribers are stored in lists with a unique subscriber ID that never changes. Thus, if the system administrator changes a subscriber's name or extension, there is no impact on any list that subscriber is on. If the administrator deletes a subscriber, that subscriber's ID is "frozen" until the Mailing List and Subscriber Data audits are run. These audits remove deleted subscriber IDs from other subscribers' lists as well. *If the administrator deletes, then adds the same subscriber right away, the*

addition won't "take." That subscriber will be deleted at the next audit and must be added again later.

Creating a Mailing List

To create a mailing list, you as subscriber do the following:

1. After logging in to the AUDIX system, press ⑤ to select Personal Options Administration.

2. Press ① to select the List Administration activity.

3. Press ① to create a Mailing List.

4. Enter a list ID of up to six letters (or digits) for your list. For example, enter DEPT (③ ③ ⑦ ⑧) for a list of your department members.

5. Press ⑤ to signal that you have entered the list ID.

6. Press ① if you want your list to be private, or press ② if you want to make your list public.

7. Enter the extension number, name, or alias of an individual recipient on your list. The following options are available when adding entries to a list:

   ■ To switch back and forth between extension and name addressing, press ✱ Ⓐ.

   ■ If you want to enter another list as an address, do the following:

      a. Press ✱ Ⓛ to indicate that you will be using a list as the address.

      b. Enter the list owner's address and press #. If you own the list, you may simply press #.

      c. Enter the list ID and press #. Press ✱ Ⓦ if you need to wait.

         If you want to review the names of the recipients on the list, press ✱ ①. You may delete a name from the list by pressing ✱ Ⓓ after the system voices the name.

   ⇒ **NOTE:**
   If you create a Mailing List by "reading-in" another list, your new list does not remain coupled to the old list. Any changes made to the old list after you have created your new list will not be reflected in your new list.

8. Press # to signal that you have entered the address.

9. Repeat steps 7 and 8 until your mailing list is complete.

10. Press # to tell the system that you have finished creating the list.

11. Take one of the following actions, according to your needs:

   ■ To create another list, repeat steps 4 through 10.

   ■ To return to the Activity Menu, press ✱ Ⓡ.

   ■ To transfer out of the AUDIX system, press ✱ Ⓣ.

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■ Hang up.

Using a Mailing List to Address a Message

Any time you address a message, you can address it with a list. This includes the following:

■ Creating a new message

■ Responding to an incoming message

■ Resending a filed or undelivered message

See the appropriate section on how to do this.

Reviewing and Modifying a Mailing List

To review and/or modify a list, you as subscriber do the following:

1. After logging into the AUDIX system, press ⑤ to select Personal Options Administration.

2. Press ① to select the List Administration activity.

3. Press ③ to review and/or modify your list.

4. Enter the address of the subscriber who owns the list you want to review.

5. Press ⬛# to signal that you have entered the address.

   If you own the list, you may omit your extension number or name and simply press ⬛#.

6. Enter the list ID.

7. Press ⬛# to signal that you have entered the ID.

   The system will tell you how many names are on the list and read the first name to you. At this point, you can skip or delete each name as it is read, or you can add a recipient to the list.

8. Take one of the following actions, according to your needs:

   ■ To add a name to this list (note that you must own the list):

      a. Press ① to add a name to this list.

      b. Press Ⓨ (for *yes*) to change the status of your list from its current status (public or private) or press Ⓝ (for *no*) to leave the status unchanged.

      c. Enter the new address.

         To switch back and forth between extension, name, or alias addressing, press ⬛* Ⓐ.

      d. Press ⬛# to signal that you have entered the new address.

      e. Repeat steps c and d if you want to add more than one new recipient to this list.

       f. Press $\boxed{\#}$ to tell the system that you're finished addressing.

■ To move backwards to previous entries in this list, simply press $\boxed{2}$ each time you want to step backwards one name.

■ To review the names in this list:

       a. Listen to the name.

       b. Press $\boxed{\#}$ to skip (and retain) the name on the list. Return to step a.

■ To delete a name from this list:

       a. Listen to the name.

       b. Press $\boxed{*}$ $\boxed{D}$ to delete the name.

         When you delete a name, the system automatically skips to the next name on the list.

9. Take one of the following actions, according to your needs:

■ To continue reviewing this list after you have modified it, press $\boxed{\#}$.

■ To review this list from the beginning, press $\boxed{*}$ $\boxed{1}$.

■ To indicate that you are finished reviewing this list, press $\boxed{*}$ $\boxed{\#}$.

■ Hang up.

10. When you have finished reviewing or modifying Mailing Lists, take one of the following actions, according to your needs:

■ To review another list, return to step 4.

■ To return to the Activity Menu, press $\boxed{*}$ $\boxed{R}$.

■ To transfer out of the AUDIX system, press $\boxed{*}$ $\boxed{T}$.

■ Hang up.

Scanning a Mailing List Summary

To hear a summary of all lists, you as subscriber do the following:

1. After logging into the AUDIX system, press $\boxed{5}$ to select Personal Options Administration.

2. Press $\boxed{1}$ to select the List Administration activity.

3. Press $\boxed{2}$ to play a summary of your lists.

The system will identify the list, number of members, and status (public or private).

4. Take one of the following actions, according to your needs:

■ To skip to the next list, press $\boxed{\#}$.

■ To delete the list, press ⁕ Ⓓ.

■ To rewind to the previous list, press ②.

■ To review the members on the list, press ⓪.

If you choose to review the members on the list, you can skip, delete, or add members by following step 8 under "Reviewing and Modifying a Mailing List", found earlier in this section. When you finish reviewing or modifying your list, press Ⓗ; and the system will return you to scanning your lists. Then, to skip to the next list, press Ⓗ.

After you scan the summary of all of your lists, the system will automatically return you to the Activity Menu. If you want to stop scanning before the system has announced your last list, go on to step 5.

5. Take one of the following actions, according to your needs:

■ To return to the Activity Menu, press ⁕ Ⓡ.

■ To transfer out of the AUDIX system, press ⁕ Ⓣ.

■ Hang up.

Personal Directory

Personal Directory lets a subscriber create a private list of abbreviated names. These *aliases* correspond to other subscribers. The subscriber can then use aliases in the personal directory for addressing messages, transferring calls, and creating mailing lists.

For example, a subscriber can use it to avoid spelling out common names with nearly identical permutations (Smith, Jones, etc.) in the system directory. The subscriber can also use it for abbreviated dialing, like using the alias *pac* for the name *Lisa Packard*.

Subscribers must be in name addressing mode to use an alias. Therefore, sub-scribers who frequently use aliases may want their default addressing mode set to name-addressing instead of extension-addressing.

When a subscriber refers to other subscribers either by name or alias, the AUDIX system first searches the sender's personal directory, then searches the system directory. The system translates from alias to subscriber and announces the name and/or number as usual.

Other Considerations

Directory maximums	Each personal directory is limited to 25 names (aliases). It is possible to assign more than one alias in a personal directory to one name in the system directory. Aliases are limited to 10 characters.
AMIS Analog Networking	An alias may be assigned to a remote AMIS recipient (one-step addressing only). If the remote subscriber is nonadministered, however, the alias must initially be assigned using the extension number mode.
Digital Networking	An alias may be created and assigned to any remote recipient just as it would be for a local subscriber.
Message Delivery	An alias may be created and assigned to any remote Message Delivery recipient just as it would be for a local subscriber. However, if the remote recipient is nonadministered, the alias must initially be assigned using the extension number mode.
Message Sending Restrictions	The system does not check for sending restrictions while the subscriber is creating a personal directory. This means that, though subscriber A may be restricted from sending voice mail to subscriber B, A can still keep an alias for B in a personal directory. This is useful as a speed-dial function, particularly for call transfers.

➡ NOTE:
If a subscriber is deleted from the system, the nightly Personal Directory and Mailing List audits removes the subscriber from all other subscribers' Personal Directories.

Setting up a Personal Directory

The following diagram shows the steps a subscriber might use to set up a personal directory. The simplest, most direct path to do this is shown in bold.
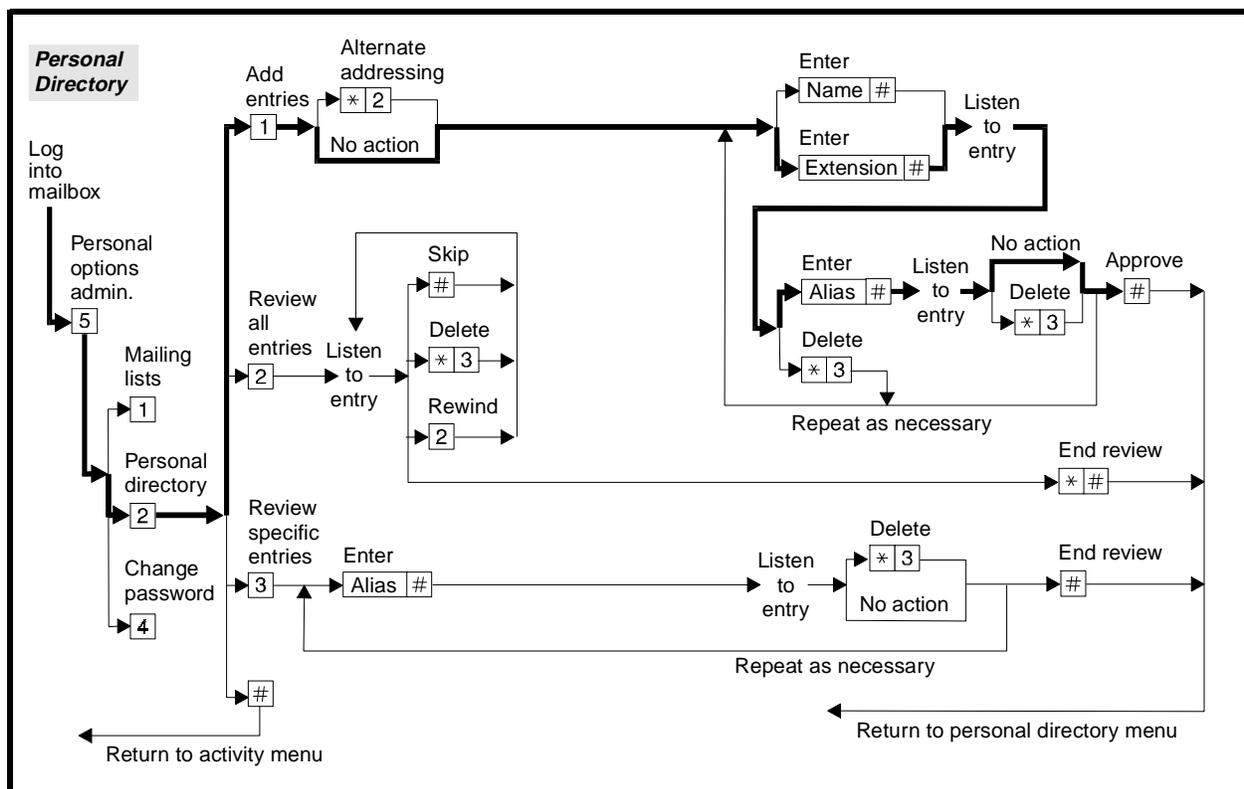
Figure 9-15.   Personal Directory Operation

Add Entries to the Personal Directory

To add entries to the personal directory, you as subscriber do the following:

1. After logging into the AUDIX system, press ⑤ to select the Personal Options Administration Menu.

2. Press ② to administer your Personal Directory.

3. Press ① to add entries.

4. Enter a name or extension address, and press #.

5. Enter the corresponding alias, and press #

6. Do one of the following:

   ■ To add other entries, return to step 4.

   ■ To delete the entry and start over, press * Ⓓ, and return to step 4.

   ■ To approve the directory as changed, press # and return to the Personal Directory Menu.

Review All Entries

To review all entries in the personal directory, you as subscriber do the following:

1. After logging into the AUDIX system, press ⑤ to select the Personal Options Administration Menu.

2. Press ② to administer your Personal Directory.

3. Press ② to review all entries.

4. While listening to the system recite an entry, do one of the following:

   ■ To skip to the next entry, press #.

   ■ To delete the entry, press * Ⓓ.

   ■ To replay the entry, press ②.

   ■ To end the review of the personal directory, press * #.

5. Repeat step 4 for each entry as necessary.

Review Specific Entries

To review specific entries in the personal directory, you as subscriber do the following:

1. After logging into the AUDIX system, press ⑤ to select the Personal Options Administration Menu.

2. Press ② to administer your Personal Directory.

3. Press ③ to review specific entries.

4. Enter the first alias you want to review and press #.

5. Listen to the system recite your entry, then do one of the following:

   ■ To delete the entry, press * Ⓓ.

   ■ To review another entry, return to step 4.

   ■ To end the review of the personal directory, press #.

   ■ Repeat step 4 for each entry as necessary.

Directory

The AUDIX system keeps a directory of subscriber names and extension numbers. Callers and subscribers may use this feature at any time to find out the name or extension number of an AUDIX subscriber or to verify whether a person is an AUDIX subscriber.

The AUDIX system automatically updates the Directory whenever changes are made using the Subscriber or Remote Subscriber screens. There is no administration necessary for the Directory feature.

Other Considerations

■ Only administered Message Delivery message recipients and subscribers on remote AMIS systems administered for *one-step* addressing are listed in the Directory. If these recipients are listed in the Directory, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before sending them a message or calling them. The administrator can simplify the process by recording the prefix as part of the machine name.

■ In a digital network, only administered remote subscribers are listed in the Directory. Also, only their extension numbers will be voiced; the caller has to know the area code and prefix of those persons before sending them a message or calling them.

■ Subscribers can access the Directory from their PCs using the Intuity Message Manager.

To use the Directory feature, you as subscriber do the following:

1. Press ✳ ✳ N (for Names and Numbers).

2. Enter the name of the subscriber (last name first) and press #.

   The system announces the subscriber's name and extension number.

   ### ➡ NOTE:
   The letter *Q* is represented by keypad number 7. The letter *Z* is represented by keypad number 9.

3. If the system requests more letters, add them from the point where you left off.

4. To find out a name for a specific extension, press ✳ A (for Alternate Addressing) to switch modes, then enter the extension number and press #.

5. To exit the Directory feature, press #.

Name Record by Subscriber

This feature lets subscribers record their own names. The recording is then used as follows:

■ To voice a name in the system greeting

■ To verify a message address to the sender or the creator of a mailing list

■ To identify the sender of a message to a recipient

■ To voice names in the personal and system directories

■ To verify a message address to the sender

⇒ NOTE:
Login announcements are played *before* new subscribers are prompted to record their names.

Subscribers can rerecord their names from their mailbox at any time. You can also rerecord their names.

You activate the feature using the System-Parameters Features screen (see Chapter 3). If the feature is activated and a new subscriber logs in, the AUDIX system explains how to record a name and requires the subscriber to record the name. You can disable the feature at any time and begin recording names for all new subscribers. This does not affect the names already recorded by subscribers. Similarly, turning the feature on does not affect the names you have already recorded.

⇒ NOTE:
Subscribers cannot record their names during the periodic audit and backup of names carried out by the system.

This feature can save you a great deal of time. Also, many subscribers simply prefer to record their own names to ensure the pronunciation and to add a more personalized tone to their messages.

Putting Additional Information with the Name

The name record function is not designed to replace personal greetings; the recorded name must be brief. However, subscribers can record their names to provide other information, such as "*John Parrot, on vacation until October 13th.*" This information would be played to subscribers who address mail to John Parrot; upon hearing that he is on vacation, the sender may decide not to send him the message.

Name Record with TDD

Any subscriber who has the Call Answer Primary Announcement Set administered as TDD on the Subscriber or Class of Service screen should record his/her name using a TDD. Voiced names do not display on a TDD and TDD callers to the subscriber's mailbox would see nothing for a voiced name. TDD users have 12 seconds to type their name when recording their name.

Recording a Name

The following diagram shows the steps a subscriber might use to record his/her name. The simplest, most direct path to recording a name is shown in bold.
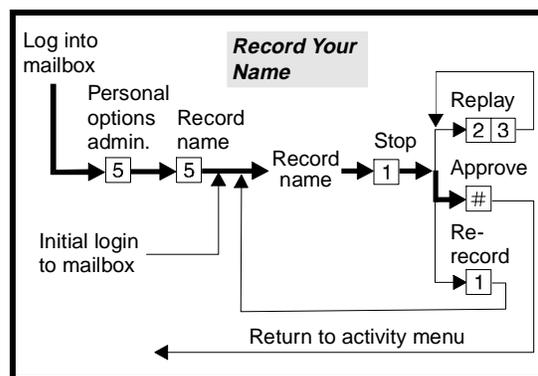
Figure 9-16.   Name Recording Operation

To record your name, you as subscriber do the following.

⇒ **NOTE:**
Because new subscribers must immediately record names while logging into the AUDIX system, their procedures actually begin at step 3.

1. After logging into the AUDIX system, press ⑤ to select the Personal Options Administration Menu.

2. Press ⑤ to change your recorded voice name.

3. Speak your name after the tone.

4. Do one of the following:

   ■ Press ② ③ to replay the name.

      ⇒ **NOTE:**
      ✳ Ⓓ is unavailable, and there is no pause function.

   ■ Press ① to rerecord the name (step 3).

   ■ Press # to approve the name recording and return to the Activity Menu.

⇒ **NOTE:**
After rerecording and approving a name, subscribers cannot go back to using a previous version.

Sending Broadcast Messages

You and other designated users (broadcasters) can send a voice mail message to all subscribers automatically. This feature can be used for important company

or emergency announcements. This broadcast message can also be sent to specific remote subscribers in an AMIS Analog Network (see that feature).

Broadcast Mailbox and Broadcast Permissions

You must give selected subscribers permission to send broadcast messages using the Subscriber screen (seeChapter 4). You must also assign a broadcast mailbox (using the same screen) before using the feature (see Chapter 3). The special broadcast mailbox is considered a unique type of AUDIX subscriber and cannot receive messages from other subscribers, but this mailbox can store a maximum of 16 broadcast messages and one login announcement. The system informs broadcasters that broadcast messages are *nondeliverable* if the broadcast mailbox is full.

Broadcasters create, edit, and assign delivery options for messages in the normal way. Making a message broadcast is one of the delivery options available to administrators and broadcasters.

➡ NOTE:

Broadcast messages can be created from any mailbox with broadcast permission. *Do not log in to the broadcast mailbox to create a broadcast message.*

A broadcast message is created as a normal voice message, then assigned broadcast status. The broadcaster may specify the expiration date of the message — the last day the message should be played to the recipients. The broadcaster may also tell the AUDIX system to activate the recipients' message-waiting indicators (MWIs) (message-waiting lamps, outcalling, or other methods of notifying recipients of a new message).

Message Waiting Indicators

The broadcaster specifies whether message-waiting notification will be activated for a broadcast message. If a broadcast message is a recipient's only new message, the MWI will be deactivated after the expiration date. On a large system with several thousand subscribers, it may take several hours for all the MWIs to be activated. If a recipient receives a broadcast message before the MWI is activated, the notification is canceled.

Activating the MWIs can drain the system's resources, particularly if outcalling is used. It will further tax the system by triggering a surge of users retrieving messages. Recipients are automatically notified of broadcast messages when they log in. System administrators and broadcasters can minimize potential slow-downs by:

■ Limiting the number of broadcasters

■ Being conservative with activating message-waiting notification

■ Scheduling delivery (and notification) for off-hours

If the broadcast message is a recipient's only new message, the MWI will be deactivated after the expiration date of the broadcast message. However, the MWIs for that message are not actually deactivated until the nightly system audit has run. Subscribers are told that the broadcaster has deleted the message when they try to listen to it.

Broadcast messages are treated as *new* messages and are presented before normal messages.

Broadcast Message Delivery

Subscribers do not need space available in their mailboxes to receive broadcast messages. This is because the broadcast message is not actually reproduced and sent to each recipient's mailbox. The AUDIX system conserves resources by placing an electronic pointer in each mailbox that transparently directs each recipient to a single broadcast message. This also allows the message to be efficiently delivered and conveniently deleted. It can be manually deleted from the special broadcast mailbox at any time, or automatically deleted after the specified expiration period has passed.

Broadcast messages are never automatically rescheduled for future delivery, but become nondeliverable immediately if the first delivery attempt to the special broadcast mailbox fails. If the special broadcast mailbox is full, or already has 16 active broadcast messages, the new broadcast message would immediately be categorized as *nondeliverable*. The broadcaster would then receive notification that the message was nondeliverable and the message itself would be stored in the outgoing section of the broadcaster's mailbox.

If recipients choose to not delete the message after first hearing it, the system places a copy of the message in those recipient's mailboxes. These individual copies of the broadcast message are considered *old* messages, just as are other messages the recipient has heard but not deleted. Also, recipients who listen to the message header, but not the message itself, will have a copy of the message placed in their mailboxes — marked as *unopened*. These copies of the broadcast message are not deleted if the broadcaster deletes the message from the broadcast mailbox, nor are they deleted when the expiration date arrives. *They must be deleted by the recipient or by the system according to the recipient's incoming mailbox retention intervals.*

Multilingual Broadcasts

Any user with broadcast permission can interact with the system in the announcement set of his/her choice if the Multilingual feature is activated. The broadcaster should consider the appropriateness of broadcasting a unilingual message versus a multilingual message to a multilingual community.

AMIS, Digital Networking, and Message Delivery Broadcast Messages

When sending a broadcast message through an AMIS or digital network or to Message Delivery addresses, it is necessary to send the message as voice mail to a specific mailbox on each remote system. The remote recipients can then forward the message through their respective systems, or redesignate the message as broadcast.

Other Considerations

Other considerations for broadcast messages are as follows:

Message Sending Restrictions	Sending restrictions do not apply to broadcast messages generally. If individual remote recipients are specified, however, as is required in a network, sending restrictions apply. This is because the message is treated as regular voice mail in that instance. Sending restrictions also apply when a recipient replies to a broadcast message.
Name Record By Subscriber	The special broadcast mailbox cannot have a name recorded for it using this feature.
Outcalling	If a broadcaster requests message-waiting notification, the broadcast message will also activate outcalling where possible.
Private Message	Broadcast messages can also be private messages, which prevents them from being forwarded.
TDD	A hearing-impaired user who uses only TDD for communications with the AUDIX system will not see anything on the TDD for a voiced broadcast message. The system administrator may want to send a TDD message to TDD users informing them of the following:

- That they will receive a voiced broadcast message and that they should delete this message

- The contents of the broadcast message

Untouched Message	The Untouched Message feature can be used on a broadcast message. However, since broadcast messages can have a very short existence (defined by the broadcaster), a secretary listening to messages for another person may want to save it so it can be heard at a later time.

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Broadcaster's Procedures

The following diagram shows the steps you or a subscriber might use to send a broadcast message.
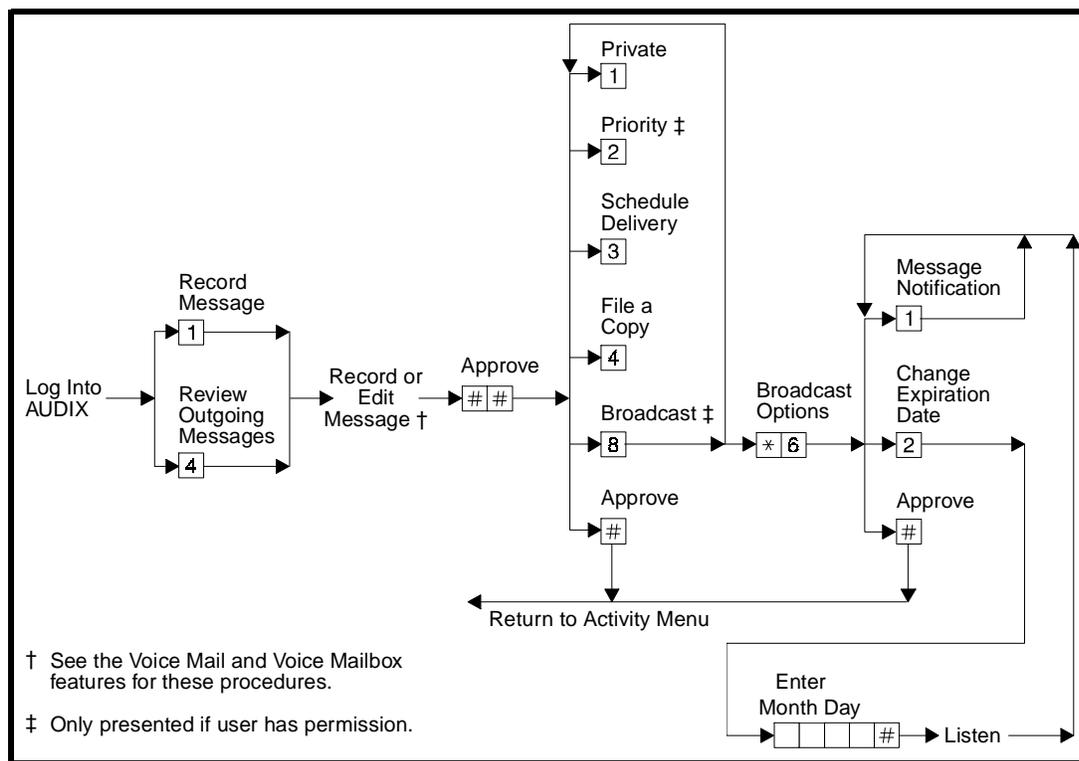
Figure 9-17.   Broadcast Message Operation

Making a Message Broadcast

The procedures for making a message broadcast are summarized below.

1. Log into the AUDIX system.

2. Press ① or ④ to record or review a message.

Record, edit, and address a message according to the procedures listed in the "Recording and Sending Voice Mail Messages" earlier in this section.

3. Listen to the system recite the delivery options to you. You may have up to six delivery options available after addressing a message, depending on the permissions you have been assigned. If the system recites only the first few options, you probably don't have permission to send a broadcast message, and should contact your system administrator. These delivery options are also available for login announcements and priority messages. See the procedures listed for those features.

4. Press ⑧ to mark the message as broadcast.

5. Do none, one or all of the following:

- Press ⑧ again to remove broadcast status.

- Press ① to make the message Private if desired.

- Press ③ to schedule delivery.

- See "Recording and Sending Voice Mail Messages" for more information.

- Press ④ to file a copy of the message in the File Cabinet portion of your mailbox.

   All of these options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. A broadcast message can *also* be a private message (which simply prohibits the message from being forwarded), but it cannot also be a login announcement or priority message. See the procedures listed for those features.

6. If you have designated the message as a broadcast message, do one of the following:

   - Press # to approve your message.

   - You can always change the status of a message any time before it is sent.

   - Press ✱ Ⓜ to change the broadcast options.

      Go on to one or both of the following sections ("Turning on Message Notification" and "Changing the Message Expiration Date").

Turning on Message Notification

After following the procedures for making a message broadcast, turn on message notification for the broadcast message by following the procedures below.

1. Press ① to turn on message notification.

⇒ **NOTE:**
   Message notification should only be used for broadcast messages in emergency situations. The system performance could be impacted (via increased port usage) if many subscribers login to get messages simultaneously.

2. Do one of the following:

   - Press ① again to turn off message notification and return to step 1.

   - Press ② to change the message expiration date. Go on to the next section, "Changing the Message Expiration Date".

   - Press # to approve the option settings and return to step 6 in the previous section, "Making a Message Broadcast".

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Changing the Message Expiration Date

The AUDIX system normally retains broadcast messages for two days after the delivery date. This means recipients can get a broadcast message for up to three days (today, tomorrow, and the day after), then the message can no longer be accessed. Often broadcast information is time-dependent, so after following the procedures for making a message broadcast, you can change its expiration date by following the procedures below.

1. Press ② from the Broadcast Options Menu.

2. Enter numbers for the month and day of expiration. For example, press ①
   ⓪ ⓪ ⑧ for October 8th.

   The month can be either one or two digits, while the day requires two digits.

   ⟹ **NOTE:**
   The language that is active for the system determines how dates are entered. The sequence in this procedure may vary from language to language.

3. Press # to signal that you have entered the expiration date.

4. Listen while the system repeats the date.

   If the date is not correct, press ② and enter it again.

5. Press # to approve the expiration date and exit the Broadcast Options Menu. Then return to step 6 in the earlier section, "Making a Message Broadcast".

Making a Message Broadcast in an AUDIX AMIS Analog Network

The procedure for making a message broadcast throughout an AUDIX AMIS Analog Network (*composed of AUDIX systems or AUDIX systems only*) is summarized below.

1. Create a broadcast message using the previous three procedures.

2. Address the message to any additional subscribers on remote AUDIX systems or AUDIX systems (the remote subscribers should be administered to have broadcast permission).

3. When the broadcast message arrives in the remote subscribers' mailboxes, those subscribers will need to log in, access the message, and respond to it by either appending or prepending a brief statement. Then, by following the procedure in the previous section, "Making a Message Broadcast", the message can be broadcast on the remote machines.

Deleting a Broadcast Message

If a broadcast message has become obsolete and you want to purge it to prevent additional subscribers from hearing it, do the following:

1. Log into the special broadcast mailbox.

2. Press ② or ⑦ to access the incoming section of the mailbox and find the active broadcast message.

3. When you find the broadcast message that you want to delete, press ✳ Ⓓ . You can press ✳ Ⓓ while listening to the message header, after listening to the header, while listening to the message, or after listening to the message.

Callers who subsequently log into the system will not hear the broadcast message. If message-waiting indication was activated for this message, it will take one audit cycle (overnight) to update the Message-Waiting Indicator feature. If a subscriber whose MWI is on logs into the system prior to the audit, that subscriber will hear a system message stating that the broadcaster has deleted the message.

Sending Login Announcements

You and users that you designate (broadcasters) can create a voice mail message that automatically plays to all subscribers every time they log in to the AUDIX system. A broadcaster can create, edit, and optionally address this message (login announcement) in the normal way. After approving the message, he/ she can make it a login announcement by simply pressing ⑨. You give subscribers permission to send login announcements using the Subscriber screen (see Chapter 4).

A login announcement is used primarily for keeping subscribers abreast of changes in the system. The broadcaster may set the announcement as non-dial-through to ensure that anyone logging into the system will hear the announcement. The broadcaster may also specify an expiration date for the announcement, after which the announcement is no longer played.

Broadcast Mailbox

Before anyone can send login announcements, you must also create a broadcast mailbox (also using the Subscriber screen). The special broadcast mailbox cannot receive messages from other subscribers. However, it can store a maximum of 16 broadcast messages and one login announcement. Login announcements are always retained in the broadcast mailbox only, with an electronic pointer at the login interface that transparently directs each recipient to a single login announcement.

Thus, when the broadcaster later logs into the broadcast mailbox and deletes the login announcement, or the system automatically deletes it after the specified expiration date has passed, the login announcement is no longer played to anyone.

> ⟹ **NOTE:**
> Login announcements can be created from any mailbox with login
> announcement permission. *It is not necessary to log in to the broadcast
> mailbox to create a login announcement* .

Other Considerations

- Login announcements do not turn on message-waiting indicators (MWIs),
  so should not be used for emergency announcements.

- Login announcements are not placed in recipients' mailboxes. Recipients
  cannot delete, save, replay, or forward login announcements. Thus, the
  only way to replay login announcements is to log in again to the system.

- Only one login announcement can be active at a time.

- Login announcements are never rescheduled for future delivery after one
  delivery attempt.

- Login announcement messages can be sent across an AMIS or digital
  network, but are not recognized or presented as login announcements.
  They are simply delivered as normal messages.

- login announcements do not activate the outcalling feature.

- A hearing-impaired user who uses only TDD for communications with the
  AUDIX system will not see anything on the TDD for a voiced login
  announcement. If there are TDD users on the AUDIX system, it may be a
  good idea not to use the login announcement feature. If a login
  announcement is going to be used, the system administrator may want to
  send a TDD message to TDD users informing them of the following:

  — That they will receive a voiced login announcement when they log
     in and they will have to wait several seconds for a TDD prompt
     before continuing with their AUDIX session

  — The contents of the login announcement

- Because the login announcement goes to all subscribers of the system, it
  probably should be recorded in all system languages.

Making a Message a Login Announcement

The following diagram show steps you or a subscriber might take to send a login
announcement.
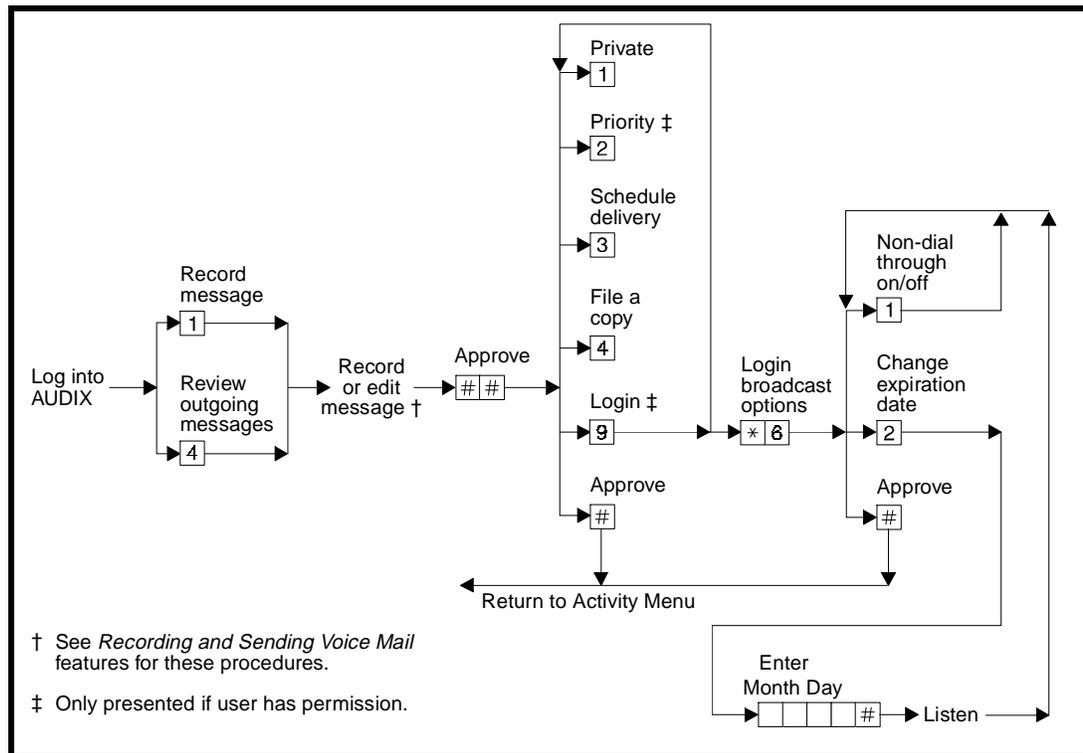
Figure 9-18.   Login Announcement Operation

The procedures for making a message a login announcement are summarized below.

1. Log into the AUDIX system.

2. Press 1 or 4 to record or review a message.

3. Record, edit, and address a message as if it were a normal voice mail message.

   The system recites the login announcement option only if you have permission to send a login announcement.

4. Press 9 to mark the message as a login announcement.

   > **NOTE:**
   > If the broadcast mailbox already holds a login announcement whose expiration date has not yet passed, the AUDIX system informs broadcasters that new login announcements are *nondeliverable*.

5. Do one of the following:

- Press ⑨ again to remove login announcement status.

- Enter one of the following delivery options:

   — Press ③ to schedule delivery.

   — Press ④ to file a copy of the message in the File Cabinet portion of your mailbox.

   These options are *toggle* switches. By pressing each key repeatedly, you can turn each delivery option on and off like a light switch. Other delivery options are available, but a login announcement cannot *also* be a private, priority, or broadcast message. See the procedures listed for those features.

6. If you have designated the message as a login announcement, do one of the following:

   - Press ⌗ to approve your message status and return to the Activity Menu.

   - Press ✳ Ⓜ to change the login announcement options.

      Go on to one or both of the following sections ("Turning off Dial-Through Capability", and "Changing the Message Expiration Date").

Turning off Dial-Through Capability

After following the procedures for making a login announcement, turn off the recipient's ability to dial-through or skip the login announcement by following the procedures below.

1. Press ① to turn off dial-though capability.

⇒ NOTE:
Turning off this option ensures that every subscriber will hear the entire announcement while logging in.

2. Do one of the following:

   - Press ① again to turn the dial-through capability on again and return to step 1.

   - Press ② to change the announcement expiration date. Go on to the next section,"Changing the Message Expiration Date".

   - Press ⌗ to approve the option settings and return to step 4 in the previous section, "Making a Message a Login Announcement".

Changing the Message Expiration Date

The AUDIX system default is to retain login announcements for two days after the delivery date. This means that subscribers will hear the login announcement for up to three days (today, tomorrow, and the day after), then the announcement is no longer played. After following the procedures for making a message a login

announcement, you can change its expiration date by following the procedures below.

1. Press ② from the Login Options Menu.

2. Enter numbers for the month and day of expiration. For example, press ⑧ ② ⑨ for August 29th. The month can be either one or two digits, while the day requires two digits.

3. Press # to signal that you have entered the expiration date.

4. Listen while the system repeats the entire schedule.

   If the schedule is not correct, press ② to enter the date again.

5. Press # to approve the schedule and return to step 4 in the previous section, "Making a Message a Login Announcement".

Deleting a login announcement

If a login announcement has become obsolete and you want to purge it to pre-vent additional subscribers from hearing it, do the following:

1. Log into the special broadcast mailbox.

2. Press ② or ⑦ to access the incoming section of the mailbox and find the active login announcement.

3. When you find the login announcement, press ⊛ Ⓓ.

   You can press ⊛ Ⓓ while listening to the announcement header, after listening to the header, while listening to the announcement, or after listening to the announcement.

Callers who subsequently log into the system will not hear the login announce-ment.

Considerations for TDD Users

Subscribers may use the AUDIX system with a "Telecommunications Device for the Deaf," or TDD. TDD users have access to most capabilities except speed up/slow down and step ahead/step back.

Each TDD subscriber or caller who wishes to communicate with the AUDIX sys-tem needs a standard stand-alone, acoustically-coupled TDD and a touch-tone telephone. Devices that bypass the touch-tone keypad, such as computers with nondialing TDD modems, are unable to issue commands to the AUDIX system.

Certain telephone handsets, such as the "R-type" handset used on many AT&T business telephones, will not work reliably with TDD acoustic couplers that were intended for more traditional types of handsets. The AT&T Special Needs Center is able to provide adaptors. Contact your AT&T Account Executive.

Callers to a TDD Subscriber

Callers who reach the mailbox of a subscriber with only the TDD announcement set active must use a TDD to interact with the AUDIX system. AUDIX feature operation is the same for TDD callers as for speaking callers with minor differences as noted in this feature description.   Vocally recorded messages, announcements, and names do not display on a TDD.

Name Record by Subscriber

Any subscriber who interacts with the AUDIX system primarily using a TDD should record his/her name using a TDD. TDD subscribers have 12 seconds to type in their name. The names of TDD users should not be voiced.

Mode Synchronization

TDD users should follow these guidelines when recording greetings, messages, names, and custom announcements to keep the receiving TDD in the appropriate mode.

Some TDDs have both a letters key and a numbers/figures key for switching to the indicated mode. If the first character in your recording is a letter, press the letters key before you type anything else; or, if the first character in your recording is a number or figure, press the numbers/figures key before you type anything else.

Most TDDs do not have a letters key and a numbers/figures key. If you do not have separate letters and numbers/figures keys, synchronization of modes is more inconvenient but can be accomplished in the following way:

- If the first character you need to type is a letter, enter a slash (/); then press the space bar a few times before you start typing. This causes the system to reset to letters mode.

- If the first character you need to type is a number or figure, type **x**; then press the space bar a few times before you start typing. This causes the system to reset to numbers/figures mode.

Fixing AUDIX Transmission Problems

- If TDD users see what they consider to be more than the normal number of typing errors in information displayed by the AUDIX system, the transmission from the AUDIX system may be too soft. Dial ④ to make the transmission louder.

   If the AUDIX system does not pick up the touch-tone key presses, transmission with the AUDIX system may be too loud. Dial ⑦ to make the transmission softer.

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Logging In with a TDD

The AUDIX system answers in the system announcement set, not the TDD announcement set. There are three methods TDD users can use for logging in to the AUDIX system:

■ *Wait before entering login sequence.*

1. Dial the AUDIX extension number.

2. Wait about five seconds (long enough for the AUDIX system to answer), then dial your login ID and password.

3. After you log in, the AUDIX system should switch to the TDD announcement set if TDD is your login announcement set. If there is no response, wait a few more seconds and dial the login ID and password again.

4. If there is still no response, hang up and try again. If there is still no response, notify the AUDIX system administrator.

■ *Watch the LEDs on the TDD.*

1. Dial the AUDIX hunt group extension number.

2. When you see what is obviously a voice pattern on the TDD LED (Light Emitting Diode) signal strength indicator, dial your login ID and password. (This LED pattern is closer to steady "on" as opposed to the ringing pattern which is intermittent on/off corresponding to the ringback pattern the TDD is receiving from the handset.)

3. The AUDIX system should switch to the TDD announcement set if TDD is your login announcement set.

■ *Dial your extension.* TDD users can use ⊛ Ⓡ to log in from a call answer call to their extension if their login announcement set and their Call Answer Primary Announcement Set are TDD.

1. Dial your personal extension number.

2. The AUDIX system answers with your mailbox's TDD call answer greeting.

3. As soon as you see your greeting begin to display on your TDD, you may dial ⊛ Ⓡ and then log in to the AUDIX system. (Dial ⊛ Ⓡ, then dial your extension and Ⓟ, followed by your password and Ⓟ.)

4. If your login announcement set is TDD, the login sequence displays in TDD. Complete the login.

Considerations for Administering TDD Users
and the TDD Announcement Set

The following list identifies additional information that can help you administer the AUDIX system for TDD users and to set up the TDD announcement set on your system.

TDD Equipment	In some situations, you may need to record greetings, messages, names, and custom announcements for TDD users. To record these, you need a TDD (available from any AT&T Phone Center store); a TDD with a buffer is recommended since you may need to edit greetings, messages, and announcements (Refer to the user's guide that comes with the TDD for instructions on using the TDD.) It also is recommended that the TDD announcement set be running when recording TDD greetings, messages, and announcements.
Go Ahead (GA)	A standard abbreviation in TDD communications, known by all experienced TDD users, is *GA*. This stands for "Go Ahead" and means, in essence, "It's your turn to transmit." The GA prompt is part of the AUDIX TDD announcement set and is used in place of the audible tone that follows "record at the tone" in the spoken announcement set.
Correcting inappropriate mode shifts	A receiving TDD may be placed in the wrong mode under the following circumstances:

■ The TDD user dials ahead or dials through an announcement received from the AUDIX system.

■ A TDD message or greeting received from the AUDIX system was recorded without appropriate reset codes.

Although this problem can be annoying, resetting the receiving TDD to the correct mode is a fairly straightforward process. On TDDs that have specific mode-reset keys, press the appropriate key. Do the following on TDDs that do not have mode-reset keys:

■ Type any number or figure to shift a TDD that is in letters mode to numbers/figures mode.

■ Type any letter to shift a TDD that is in numbers/figures mode to letters mode.

Generating greetings and custom announcements	TDD users need to use both the TDD keyboard and the touch-tone telephone keypad. The instructions contained in customized announcements and mailbox greetings must make it clear which device to use. You might want to use *dial* when the user needs to use the telephone keypad and *type* when the user needs to use the TDD keyboard.
	When using a TDD to type directly to the AUDIX system, the AUDIX system captures and preserves any hesitations in typings, misspellings, and so on. For this reason, it is recommended that you use a TDD with a built-in buffer and completely edit the greeting or announcement before calling the AUDIX system to download the buffer. Refer to your TDD user's guide for instructions on editing and downloading the TDD buffer.
Broadcast Messages	A TDD user does not see anything on the TDD for a voiced broadcast message. You may want to send a TDD message to TDD users telling them the following:

- They will receive a voiced broadcast announcement and they should delete this message

- The contents of the broadcast message

Login Announcement	A TDD user does not see anything on the TDD for a voiced login announcement. For TDD users on the AUDIX system, it may be a good idea not to use the login announcement feature. If a login announcement is going to be used, you may want to send a TDD message to TDD users telling them the following:

- They will receive a voiced login announcement when they log in, and they will have to wait several seconds for a TDD prompt before continuing with their AUDIX session

- The contents of the login announcement

Multilingual Feature

There are several considerations when deciding how to administer the Multilingual feature and call coverage for the hearing-impaired TDD user. For example:

- Do you expect the hearing-impaired person to receive voice calls?

- Does the person have sufficient hearing ability to listen to voice messages?

■ Is your company able to provide call coverage to a TDD translator service for hearing-impaired users who cannot listen to voice messages?

Subscribers who primarily use the TDD announcement set should record their name using the TDD. If a subscriber needs to receive both TDD and voice calls, it is recommended, but not necessary, that two separate telephone numbers be assigned to the subscriber — one for TDD calls and one for non-TDD calls.

It may be more practical to set the Multilingual feature Call Answer Language Choice field to n (no) on the Subscriber or Class of Service screen unless both the primary and secondary announcement sets are TDD-based (such as U.S. English TDD and another TDD-based language which may be available in the future).

In the example below, Mary Jones has no hearing and does not speak; and her company has an in-house TDD translation service to handle incoming voice calls. The Call Answer Language Choice field is set to n (no) for Mary, and she has one personal greeting which includes both voice and TDD.

You, or another speaking person, records the first part of Mary's personal greet-ing which is very short. If the TDD announcement set is the login announcement set for Mary Jones, the greeting prompts are in TDD; in which case, the speaker removes the handset from the TDD acoustic coupler when the GA prompt dis-plays on the TDD, voices the greeting, and then returns the handset to the acous-tic coupler either to record the TDD part of the greeting or to wait for more prompts.

The following could be the voice part of a greeting recorded for Mary Jones: "This mailbox belongs to a hearing-impaired user, Mary Jones. To leave a voice message, press zero now."

Pressing zero would send the caller to the extension of a hearing person who can transcribe voice messages to TDD messages and send them to the mailbox of Mary Jones. The transcriber needs to be administered as a covering extension on the Subscriber screen for this arrangement. The second part of Mary's per-sonal greeting is in TDD, recorded by Mary or the person who recorded the voice part of the greeting. The TDD part of the greeting needs to be recorded during the same recording session as the voice part. (In other words, Mary's greeting contains both a voice part and a TDD part. The voice part is first and very short so that it does not cause a long delay in the TDD greeting seen by the TDD caller. The TDD part immediately follows the voice part.)

The above example illustrates one possible scenario for administering the TDD user. You should consider the TDD user's needs, the requirements of his or her job, and call coverage capabilities for the TDD user available at your company.

Considerations for Multilingual Users

Intuity AUDIX allows subscribers to hear voice prompts from the announcement set of their choice as long as the announcement set has been installed on the system and you have assigned the language to them (see "Changing Class of Service Options" in Chapter 4). TDD is one language available. See Chapter 8, "Customizing Announcements" for a complete list of languages. The multilingual feature also allows call answer users a choice between two languages for greetings and prompts.

The called subscriber's chosen *primary* announcement set and *secondary* announcement set determine the languages in which the call answer user can interact with the system. The subscriber's chosen *login* announcement set defines the language in which the subscriber interacts with the system. All three announcement sets — primary, secondary, and login — may be different

A subscriber can use the Dual Language Greetings capability of the Multilingual feature to record personalized greetings in one or both of the two languages identified as the primary and secondary announcement sets for the subscriber. The primary greeting should tell the caller, in the alternate language, to press ✱ 1 to switch to the alternate language. If Call Answer Language Choice is set to "y" (yes), the subscriber may not use the Multiple Personal Greetings feature but uses the personalized Dual Language Greetings capability instead.

⇒ NOTE:

Instead of using the multilingual capability of the AUDIX system, it is recommended that a TDD user maintain two separate telephone numbers — one for TDD callers and one for non-TDD callers; however, it is possible to serve both TDD users and non-TDD users with one telephone number.

Activating/Deactivating Dual Language Greetings

If the Multilingual feature is activated while the Multiple Personal Greetings feature is off, the personal greeting becomes the subscriber's primary personal greeting if Call Answer Language Choice is set to "y" (yes).

When the following two conditions exist:

■ The Multilingual feature is activated with Call Answer Language Choice set to "y" (yes) for a subscriber,

■ The Multiple Personal Greetings feature is on and greeting 1 exists and is active for all calls,

All personal greetings are deleted when the next mailbox audit runs except for personal greeting 1 which becomes the subscriber's primary personal greeting. The subscriber should do the following:

■ Rerecord this greeting and tell the caller, in the alternate language, to press ✳ 1 to switch to the alternate language and record a secondary personal greeting if desired (the system greeting is used if a personalized greeting is not activated).

■ Use the system greetings for the primary and/or the secondary greetings.

If the Multilingual feature is deactivated for a subscriber when Call Answer Language Choice is set to "n" (no), no changes are apparent to the subscriber.

If the Multilingual feature is deactivated and the subscriber has recorded personalized Dual Language Greetings, the primary greeting (greeting 1) immediately becomes the active personal greeting for all calls. The secondary greeting is deleted when the next nightly mailbox audit runs. The subscriber should rerecord the personal greeting, leaving out any reference to pressing ✳ 1 to switch to an alternate language.

The Multilingual feature affects the following three areas of AUDIX subscriber operation:

■ Subscriber login

■ Call answer sessions

■ Administration of personal greetings

Logging In on a Multilingual System

When the Multilingual feature is active, the AUDIX system plays the initial login prompts for voice mail calls in the system primary announcement set. After the user enters *password*, the announcement set changes to the login announcement set specified for the user if one has been specified, if the login announcement set exists on the system, and if the Multilingual feature is active.

➡ NOTE:

If you desire the login prompt to be heard in multiple languages, you may rerecord the prompt in the desired languages. Refer to Chapter 8, "Customizing Announcements" for the announcement set to be customized.

Leaving Call Answer Messages

If the Call Answer Language Choice is set to "y" (yes) for the called subscriber on the Subscriber screen (see Chapter 4), the AUDIX system, upon answering a call, voices either a standard system greeting in the subscriber's primary announcement set or the subscriber's personal greeting. The system greeting tells the caller, in the secondary language, to press ✳ 1 to switch to the call

answer secondary announcement set. Recording personal greetings to replace the primary and/or secondary system greetings is described under Personalized Dual Language Greetings.

If the caller does not switch to the alternate language, system prompts for the call are in the subscriber's designated primary language. If a switch is made to the alternate language, the system prompts for the call are in the subscriber's designated secondary language.

Setting Up Dual Language Greetings

The Dual Language Greetings capability lets a subscriber record a personal greeting for one announcement set and use the system greeting for the other announcement set or record both primary and secondary personal greetings.

When recording a personal greeting in the primary language, the subscriber should instruct the caller, in the secondary language, to press [*] [1] to switch to the secondary language. *The Multiple Personal Greetings feature is not available to a subscriber with the Call Answer Language Choice set to "y" (yes).*

The following figure shows the flowchart for administering Dual Language Greetings.
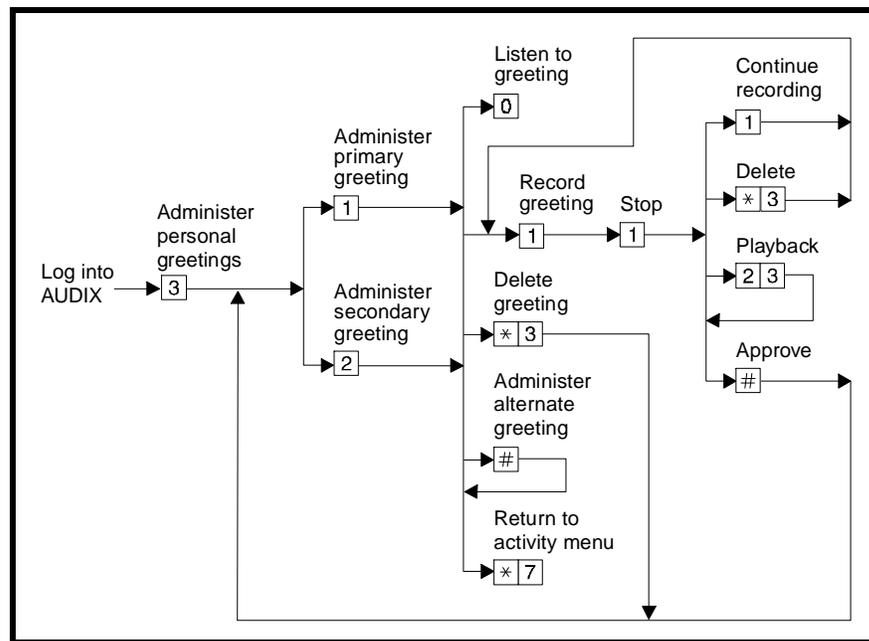
Figure 9-19.   Personalized Dual Language Greetings Administration

Recording and Activating a New Personalized Dual Language Greeting

To record and activate a new personal greeting, do the following:

1. Log in to the AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ① to record a primary greeting, or press ② to record a secondary greeting.

4. Press ① to record the greeting.

5. Record your greeting at the tone.

6. Press ① to stop recording (this is an optional step).

7. Do any combination of the following:

   ■ To continue recording, press ①.

   ■ To delete the greeting, press ⍟ Ⓓ.

   ■ To playback the greeting, press ② ③.

   ■ To approve the greeting, press #. Once approved, the greeting becomes active. You are returned to the Personal Greeting Administration Menu.

Listening to, Changing, or Deleting a Recorded Personalized Dual Language Greeting

To listen to, change, or delete a personal greeting, do the following:

1. Log in to the AUDIX system.

2. Press ③ to access the Personal Greeting Administration Menu.

3. Press ① to record a primary greeting, or press

   ② to record a secondary greeting.

4. Do one of the following:

   ■ To play the greeting, press ⓪ and return to the beginning of this step (step 4). If no personalized greeting is recorded, the system greeting plays.

   ■ To delete the greeting, press ⍟ Ⓓ. You are returned to the Personal Greeting Administration Menu.

   ■ To rerecord the greeting, press ① and go on to step 5.

   ■ To administer the alternate greeting, press # and return to the beginning of this step for the alternate greeting.

5. Record your greeting at the tone.

6. Press ① to stop recording (this is an optional step).

7. Do any combination of the following:

- To continue recording, press ①.

- To delete the greeting, press ✳ Ⓓ.

- To playback the greeting, press ② ③.

- To approve the greeting, press #. You are returned to the Personal Greeting Administration Menu.

Other Considerations

AMIS and Message Delivery	AMIS and Message Delivery announcements will be in the System announcement set. If the unilingual nature of this prompt is unacceptable, the customer may rerecord the prompt in all languages of interest.
Broadcast Message	The broadcaster should consider the appropriateness of broadcasting a unilingual message versus a multilingual message to a multilingual community. TDD users who cannot hear should be notified of the broadcast message.
Bulletin Board	If the Subscriber screen for an extension has a PERMIS-SIONS Type of bulletin-board, the extension retains all of the Multilingual feature capabilities of a call-answer PERMIS-SIONS Type.
Guest Password	When someone uses the guest password to log in to the system, the AUDIX system announces the ✳ ① option to switch announcement sets if the subscriber extension used to log in to the system has the Call Answer Language Choice (CALC) field set to "y" (yes). If CALC = y (yes), the primary and secondary announcement sets for the call are the same as those for the subscriber extension used by the guest to log in. If CALC = n (no), the announcement set used for the call is the primary announcement set for the subscriber extension used by the guest to log in.
Intuity Message Manager	Subscribers can set up Multilingual personal greetings (Dual Language Greetings) from their PC using the Intuity Message Manager.

Login Announcement	The login announcement goes to all subscribers of the system and probably should be recorded in all system languages. TDD users who cannot hear should be notified that there is a login announcement.
Outcalling	The AUDIX system uses the subscriber's login announcement set when placing an Outcall.
Transfer Into AUDIX	Once an attendant transfers a call to the principal's mailbox, call treatment proceeds as for normal call coverage to the principal's mailbox with full Multilingual feature capability.

Communicating with Subscribers

This appendix contains:

- A list of available subscriber documents and recommended distribution strategies for the documents.

- A template letter for AMIS Analog Networking that you may copy and distribute to users of the AMIS Analog Networking and Message Delivery features.

- A Voice Messaging Tips and Highlights handout, which summarizes and highlights many of the capabilities and shortcuts the Intuity AUDIX system offers subscribers.

Subscriber Documents and Their Distribution

You can order the following subscriber documents from the Customer Information Center (CIC) by calling 1-800-432-6600 or, in Canada, 1-800-255-1242:

- *A Portable Guide to Voice Messaging* (585-300-701)

  This pocket-sized guide provides the subscriber with concise yet comprehensive task-oriented information for effectively using the voice mail and call answer Intuity AUDIX features. This guide **does not** include information about outcalling and AMIS networking, but **does** include information on multiple personal greetings.

- *Voice Messaging Quick Reference* (585-300-702)

  This two-sided trifold quick reference card summarizes the most commonly used AUDIX subscriber features.

- *Multiple Personal Greetings Quick Reference* (585-300-705)

  This two-sided trifold quick reference card summarizes the multiple personal greetings feature.

- *Voice Messaging Wallet Card* (585-304-704)

  This 2-inch by 3-inch sized card contains a list of commands and the activity menu options.

- *Voice Messaging Outcalling Quick Reference* (585-300-706)

  This two-sided trifold quick reference card summarizes the outcalling feature.

- *Voice Messaging Business Card Stickers* (585-300-705)

  A business card sticker can be attached to the back of a subscriber's business card. Clients and customers can then use the sticker as an aid to leaving the subscriber messages.

In addition, your Voice Messaging Subscriber Artwork Package and this appendix contain two other important handouts:

- Voice Messaging Tips and Highlights
- Template Letter for AMIS Analog Networking

You must photocopy these last two handouts since they are not available as individual items at the CIC.

Recommended Distribution of Documents

The following list of documents will provide subscribers with the most comprehensive information, yet also offer the most concise introductory and refresher information for those who do not like to read:

- A Portable Guide to Voice Messaging

- Voice Messaging Wallet Card

- Voice Messaging Tips and Highlights (also contained in the Portable Guide)

- Outcalling Quick Reference (if outcalling is turned on)

- Template Letter for AMIS Analog Networking (if AMIS is available)

Second Best Distribution of Documents

The following list of documents will provide a cheaper means of providing subscribers with information since the list does not include the Portable Guide. However, only the Portable Guide contains a detailed discussion of outgoing/filed messages, call answer messages, mailing lists, and password/record name options.

- Voice Messaging Quick Reference

- Voice Messaging Wallet Card

- Voice Messaging Tips and Highlights

- Multiple Personal Greetings Quick Reference (if MPG is turned on)

- Outcalling Quick Reference (if outcalling is turned on)

- Template Letter for AMIS Analog Networking (if AMIS is available)

Third Best Distribution of Documents

The third best distribution is a compilation of photocopied handouts from your artwork package. These should include at a minimum:

- Voice Messaging Quick Reference

- Voice Messaging Tips and Highlights

- Multiple Personal Greetings Quick Reference (if MPG is turned on)

- Outcalling Quick Reference (if outcalling is turned on)

- Template Letter for AMIS Analog Networking (if AMIS is available)

Using the AMIS Analog Networking
and Message Delivery Features

In addition to the features described in your voice mail subscriber information, your AT&T voice messaging system provides the following features for sending voice mail messages to additional telephone numbers or locations:

- AMIS Analog Networking enables you to send voice mail messages to administered remote voice mail systems.

- Message Delivery enables you to send voice mail messages to administered touch-tone telephones or a range of telephone numbers.

Using the procedures in this letter, you can address a voice mail message to either a remote voice mail system using analog networking or to administered touch-tone telephones.

➡ NOTE:
Messages designated as *private* will not be delivered. Messages designated as *priority* will be delivered, but appear as regular voice mail messages to the recipient.

AMIS Analog Networking

The Audio Messaging Interchange Specification (AMIS) Analog Networking feature enables you to exchange voice mail messages with other AT&T or non-AT&T voice mail systems anywhere in the world, provided those systems also have AMIS analog capabilities. You can use one-step (*pre-administered*) addressing or two-step (*casual*) addressing, depending on how your system administrator has set up the connection to the remote voice mail system you are trying to reach.

After you address an AMIS message, your local AT&T voice mail system attempts to deliver the message during the interval(s) defined by your system administrator. The system makes three attempts to deliver the message. If all attempts fail, the system sends you a new voice mail message informing you that the message was undeliverable. The message is saved in your outgoing mailbox so you can attempt to send it again if you wish.

Using AMIS Analog One-Step Addressing

You can use one-step (*pre-administered*) addressing to exchange voice mail messages with the following remote voice mail systems:

> [list the specific remote voice mail systems that have been administered for one-step addressing on your local system]

Use the following procedure to send a voice mail message to one of the remote voice mail systems listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.

2. When prompted for the recipient's extension, enter the following:

    a. [AMIS prefix and/or address prefix for this machine, if defined]

b. mailbox ID (usually the extension) of the recipient on the remote voice mail system

c. #

> **NOTE:**
> Administered remote subscribers may alternatively be addressed by name (last-name-first). All recipients on remote systems administered for one-step addressing may be included in mailing lists or personal directories if they are addressed by extension number.

3. Add any other local or remote extensions if you wish, then complete (approve) addressing as described in your quick reference card.

> **NOTE:**
> As an option, you can specify a time when you want the message delivered. At the specified time, the local system delivers the message to the AMIS transmission queue, but the message may not be transmitted until the next administered outcalling period.

Using AMIS Analog Two-Step Addressing

You can use two-step (*casual*) addressing to exchange voice mail messages with the following remote voice mail systems:

[list the specific remote voice mail systems or the range(s) of telephone numbers that have been administered for two-step addressing on your local system]

Use the following procedure to send a voice mail message to a remote voice mail system in the range of telephone numbers above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.

2. When prompted for the recipient's extension, enter the following:

a. [AMIS prefix and/or address prefix for this machine or range, if defined]

b. The telephone number of the remote voice mail system (an area code or country code plus area code may be required)

c. #

d. When prompted, enter the mailbox ID (usually the extension) of the recipient on the remote voice mail system

e. #

3. Add any other local or remote extensions if you wish, then complete (approve) addressing as described in your quick reference card.

> **NOTE:**
> As an option, you can specify a time when you want the message delivered. At the specified time, the local system delivers the message to the AMIS transmission queue, but the message may not be transmitted until the next administered outcalling period.

Message Delivery

The Message Delivery feature permits you to send voice mail messages to any touch-tone telephone anywhere in the world (including someone's home), as long as that telephone number is in the range of allowable numbers defined by your system administrator.

After you address a Message Delivery message, the local system places the message in the outcalling queue for delivery during the interval(s) defined by your system administrator. The system makes a total of six attempts to deliver the message. If the recipient doesn't answer by the sixth attempt, the system sends you a new voice mail message informing you that the message was undeliverable. The message is saved in your outgoing mailbox so you can attempt to send it again if you wish.

When the system makes a Message Delivery call to the designated number and the phone is answered, a recording states that a message is waiting and that the intended recipient should press ⓪ to hear it. When the listener presses ⓪, the local system plays the message.

➡ **NOTE:**

If you send a Message Delivery message to a remote recipient and a non-AT&T voice mail system or an answering machine picks up the call, the recipient's machine may record the message header. (A remote AT&T voice mail system does *not* record the header.) The remote machine is not able to record the message body because it cannot press ⓪ to have the local system play out the message. However, from the header, recipients will hear either the name or number of the person who sent the message when they next pick up their messages. Meanwhile, the local system continues trying to deliver the message (up to a total of six attempts) because it did not detect a touch-tone indicating the message was received.

Addressing Message Delivery Messages to Individual Recipients

You can send voice mail messages to the following individually administered recipients:

[list of individual recipients and/or telephone numbers that have been administered on your local system]

Use the following procedure to send a voice mail message to one of the recipients or telephone numbers listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.

2. When prompted for the recipient's extension, enter the following:

    a. [address prefix for this machine or range of telephone numbers, if defined]

    b. The telephone number of the intended recipient (an area code or country code plus area code may be required)

    c. #

    NOTE:
    Administered Message Delivery recipients may alternatively be addressed by name (last-name-first). All Message Delivery recipients may be included in mailing lists or personal directories by telephone number.

3. Complete (approve) addressing as described in your quick reference card.

Addressing Message Delivery Messages to a Number in an Administered Range

You can send voice mail messages to any recipients in the following range of telephone numbers:

[list of ranges of telephone numbers that have been administered on your local system]

Use the following procedure to send a voice mail message to any recipient in the range of telephone numbers listed above:

1. Follow the steps in your quick reference card for forwarding a voice mail message or for recording and approving a new message.

2. When prompted for the recipient's extension, enter the following:

    a. [address prefix for this machine or range of telephone numbers, if defined]

    b. The telephone number of the intended recipient (an area code or country code plus area code may be required)

    c. #

    NOTE:
    Message Delivery recipients may be included in mailing lists or personal directories as long as they are addressed by telephone number.

3. Complete (approve) addressing as described in your quick reference card.

General

Log in from anywhere

From a phone connected to your company's system, dial the system extension, then enter your extension and password.

From any phone **not** connected to your company's system, dial the complete phone number, including local prefix (and the area code if long distance), then enter your extension and password.

Log in quickly

From *your* phone, dial the system extension, press **#** only (you don't need to type your extension), and enter your password.

Log in after leaving a message

After you get the greeting for another user's voice mailbox, you can press ✳ **R** or ✳ **7** to log into your voice mailbox. Press ✳ **7** immediately or leave a message and then press ✳ **7**. This tip is extra useful for long distance or pay phone calls because you can leave and get messages with one phone call.

Log in more than once on the same call

After getting messages from a long distance call or a pay phone, press ✳ ✳ **R** or ✳ ✳ **7** to let another user log into his or her voice mailbox without your hanging up first. This tip saves you money because two or more users can get messages with

Answer messages from your mailbox	Answer a message sent by another user immediately after listening to it, either by pressing **1 0** to call the person or by pressing **1 7** or **1 9** to send a return voice mail message.
Forward messages	You can forward a message to another user or a list of users immediately after listening to it. Press **1 2** to do this. After you forward it, you return to the original place in your mailbox. To forward to a mailing list, press **∗ L** or **∗ 5** to specify the list's address.

Leaving Messages

Use directory assistance	If you don't know the extension of another user, find it with your voice messaging system. Log in, press **∗ ∗ N** or **∗ ∗ 6** and enter the person's name, last name first. The system tells you the extension.
Transfer to an extension	Before or after leaving a message for another user, you can transfer to another extension. To do this, press **∗ T** or **∗ 8**. Then enter the extension and **#**. **Note:** this feature may not be active on your system.
Transfer to operator	Before or after leaving a message for another user, you can transfer to the person's secretary or operator by pressing **0**. **Note:** this feature may not be active on your system.
Use a guest password	To save time, leave messages directly in another user's mailbox. Dial the system number, then enter the extension and guest password (available from your system administrator). You can leave messages, but you can't get messages. Customers or other callers can also save time by using the guest password. So give it to them, along with your system number and extension.

AUDIX Administrator's Log Entries

Application:	VM	Event ID:	ADM_aabe
Description:		Invalid attendant, sub=<name> ext=<extension>	
Repair Action:		Readminister attendant: change button assignment to a valid extension on the Subscriber screen.	

Application:	VM	Event ID:	ADM_aanb
Description:		No buttons for attendant, sub=<name> ext=<extension>	
Repair Action:		Assign buttons or delete the unneeded attendant by executing the Subscriber screen.	

Application:	VM	Event ID:	ADM_adm
Description:		Guest password is less than the minimum required length. Please change it	
Repair Action:		Change guest password by invoking the System-Parameters Features screen.	

Application:	VM	Event ID:	ADM_atpg
Description:		Attendant <extension> does not have a personal greeting recorded	
Repair Action:		Record the attendant menu.	

Application:	VM	Event ID:	ADM_attm
Description:		Auto Attendant calls itself, <extension>	
Repair Action:		Invoke the Subscriber screen and change the Auto Attendant time-out extension to something other than the attendant's extension.	

Application:	VM	Event ID:	ADM_attm
Description:		Menu choice <button> (ext. <extension1>) for attendant<extension2> is invalid	
Repair Action:		Invoke the Subscriber screen and remove this menu choice, or make a mailbox for extension 1.	

Application:	VM	Event ID:	ADM_attm
Description:		Default menu choice (ext. <extension1>) for attendant.<extension2> is invalid	
Repair Action:		Invoke the Subscriber screen and remove this menu choice, or make a mailbox for extension 1.	

Application:	VM	Event ID:	ADM_attm
Description:		Menu choice <button> (ext. <extension1>) for attendant <extension2> - no permission	
Repair Action:		Invoke the Subscriber <ext2> screen and give Call Answer or Guest Greeting permission to subscriber assigned to extension 1.	

Application:	VM	Event ID:	ADM_attm
Description:		Default menu choice (ext. <extension1>) for attendant <extension2> - no permission	
Repair Action:		Invoke the Subscriber <ext2> screen and give Call Answer or Guest Greeting permission to subscriber assigned to extension 1.	

Application:	VM	Event ID:	ADM_attm
Description:		Attendant <extension> choice has invalid treatment <type>	
Repair Action:		Invoke the Subscriber screen to repair the Auto Attendant problem.	

Application:	VM	Event ID:	ADM_attx
Description:		Transfer not allowed and attendant <extension> allows transfer	
Repair Action:		Turn on transfer using the System-Parameters Features screen.	

Application:	VM	Event ID:	ADM_attx
Description:		Transfer not active and attendant <extension> uses transfer	
Repair Action:		Turn on transfer using the System-Parameters Features screen.	

Application:	VM	Event ID:	ADM_bsxt
Description:		Call answer, non-subscriber <owner's extension>	
		Someone without an Intuity AUDIX mailbox either has coverage to Intuity AUDIX or is invoking Call Forwarding to Intuity AUDIX. Each time a call comes to an Intuity AUDIX port for this subscriber, the port cannot take another call until the call hangs up.	
Repair Action:		Give them a mailbox, remove coverage, or tell them not to use Call Forwarding to the Intuity AUDIX system.	

Application:	**VM**	**Event ID:**	**ADM_bver**
Description:		Invalid AMIS version from remote system	
		AMIS messages could not be transmitted to or from a remote machine because a different protocol was used.	
Repair Action:			

Application:	**VM**	**Event ID:**	**ADM_cbnm**
Description:		Local number missing from callback number	
Repair Action:		Correct the AMIS translations using the Machine Profile screen.	

Application:	**VM**	**Event ID:**	**ADM_clrd**
Description:		Administration log manually cleared	
Repair Action:		None	

Application:	**VM**	**Event ID:**	**ADM_clrd**
Description:		Administration log recovered during audit	
Repair Action:		None	

Application:	**VM**	**Event ID:**	**ADM_clrd**
Description:		Administration log recreated during audit	
Repair Action:		None	

Application:	**VM**	**Event ID:**	**ADM_clrd**
Description:		Administration log recreated during initialization	
Repair Action:		None	

Application:	**VM**	**Event ID:**	**ADM-cmty**
Description:		Network machine (machine-name) has illegal community ID. Set default to 1	
Repair Action:		Administer the machine's community ID by executing the Machine Profile screen.	

Application:	**VM**	**Event ID:**	**ADM_cmwl**
Description:		Corrupt message waiting light, extension <extension> This message indicates a disagreement between the Intuity AUDIX system and the switch about a subscriber's MWL. Could be caused by a race condition.	
Repair Action:		If the subscriber complains often, contact the remote service center.	

Application:	**VM**	**Event ID:**	**ADM_cpas**
Description:		Copy announcement set from announcement set:annc-set_1 to announcement set annc-set_2, interrupted by shutdown. Recopy	
Repair Action:		Invoke the Copy Announcement-set screen to recopy.	

Application:	VM	Event ID:	ADM_ctna
Description:		Covering extension assigned while Call Transfer out of the Intuity AUDIX system is not active	
Repair Action:		Invoke the System-Parameters Features screen to activate Call Transfer. Then reexecute the Subscriber screen.	

Application:	VM	Event ID:	ADM-dupt
Description:		duplicate touch tones	
Repair Action:		Change name of duplicate mailbox.	

Application:	VM	Event ID:	ADM_fsot
Description:		Space threshold exceeded	
Repair Action:		Check the System-parameters Thresholds screen.	

Application:	VM	Event ID:	ADM_fsut
Description:		Space threshold resolved	
Repair Action:		None	

Application:	VM	Event ID:	ADM_ftwa
Description:		Error obtaining system profile. Flash transfer delay set to 2 (default)	
Repair Action:		None	

Application:	VM	Event ID:	ADM_gpcf
Description:		Guest password conflict: <name> <extension>	
Repair Action:		Change the guest password so that a conflict no longer exists, then inform the subscriber.	

Application:	VM	Event ID:	ADM_ilbm
Description:		Loopback message from <cb_number>, cannot reply	
Repair Action:		Correct the AMIS translations using the System-Parameters Analog-Network screen.	

Application:	VM	Event ID:	ADM_inva
Description:		Invalid AMIS analog dial string <_____>	
Repair Action:		Correct the AMIS translations using the Machine Profile screen.	

Application:	VM	Event ID:	ADM_isum
Description:		Invalid digit in AMIS sum string	
Repair Action:		Contact your remote service center.	

Application:	VM	Event ID:	ADM_lfmb
Description:		Full mailbox for <extension>	
Repair Action:		If this happens frequently, talk with the subscriber. A larger mailbox may be needed, or you can suggest they clear out their mailbox more often.	

Application:	VM	Event ID:	ADM_lfmb
Description:		Broadcast mailbox is full	
Repair Action:		If you have an important broadcast message to deliver, log into the special broadcast mailbox and delete an old one. Then resend your message.	

Application:	VM	Event ID:	ADM_lnnr
Description:		Name not recorded for <name> <extension>	
Repair Action:		Record a name for the subscriber specified in the log message.	

Application:	VM	Event ID:	ADM_lpba
Description:		Break-in attempt into mailbox at ext <owner's extension> from ext <originating_extension>	
Repair Action:		Check into this — could be an indication of toll fraud!	

Application:	VM	Event ID:	ADM_lpba
Description:		Break-in attempt into mailbox at ext <owner's extension> from outside call	
Repair Action:		Check into this — could be an indication of toll fraud!	

Application:	VM	Event ID:	ADM_lsos
Description:		System out of space	
Repair Action:		Inform subscribers to clean their mailboxes. (You can use the login announcement to do this effectively. Make the announcement non-dialthrough.) If you get little response, lower the retention time on the class of service screens and then execute. Run Audit Mailboxes.	

Application:	VM	Event ID:	ADM_lsxl

Description:	Mixed local subscriber extension lengths
Repair Action:	Fix subscriber database so that all subscribers have the same extension lengths.

Application:	VM	Event ID:	ADM_mnod

Description:	Multiple nodes for AMIS address <address>
Repair Action:	Check the Address-ranges screen. Then correct the AMIS translations using the System-Parameters Analog-Network screen.

Application:	VM	Event ID:	ADM_mnod

Description:	Multiple nodes for AMIS addresses
Repair Action:	Correct the AMIS translations.

Application:	VM	Event ID:	ADM_noci

Description:	No transmission cycle intersection with outcalling for node: <node number> name: <node name>
Repair Action:	This message concerns AMIS Analog Networking. AMIS Analog Networking uses the outcalling cycles on the System-Parameters Outcalling screen. In this case, the cycles on the Machine Profile screen for the given node do not intersect with the outcalling cycles. One or both cycles must be changed for AMIS messages to be sent.

Application:	VM	Event ID:	ADM_ncyc

Description:	Network machine (machine-name) has no transmission cycles
Repair Action:	Administer transmission cycles by executing the Machine Profile screen.

Application:	VM	Event ID:	ADM_ndig
Description:		Network machine (machine-name) has illegal extension size	
Repair Action:		Administer the machine's extension size by executing the Machine Profile screen.	

Application:	VM	Event ID:	ADM_ndsd
Description:		Remote subscribers are deleted	
Repair Action:		None	

Application:	VM	Event ID:	ADM_nloc
Description:		Local node record missing, default inserted	
Repair Action:		Administer the local machine by executing the Machine Profile screen.	

Application:	VM	Event ID:	ADM_nmtl
Description:		Message transmission limit reached for machine <machine_name>	
Repair Action:		Consider enlarging the range of times that AMIS messages are sent, changing the outcalling schedule, or both.	

Application:	VM	Event ID:	ADM_nntr
Description:		Send to nonadministered remote node. Set field to y for machine (machine-name)	
Repair Action:		Administer sending to nonadministered remote subscribers by executing the Machine Profile screen.	

Application:	VM	Event ID:	ADM_nrng
Description:		Network machine (machine-name) has no address ranges	
Repair Action:		Administer the address ranges by executing the Machine Profile screen.	

Application:	VM	Event ID:	ADM_nsmb
Description:		No voice space available to add new mailbox	
Repair Action:		Run Audit Mailboxes, or lower the retention times by executing the Subscriber or the Cos screen.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for all calls, extension <called_ extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for out-of-hours calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for internal calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for external calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for busy calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for no-answer calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Automated Attendant menu lost for unknown calls, extension <called_extension>	
Repair Action:		Rerecord menu.	

Application:	VM	Event ID:	ADM_pglt
Description:		Bulletin Board message lost for all calls, extension <called_extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for out-of-hours calls, extension <called_extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for internal calls, extension <called_ extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for external calls, extension <called_ extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for busy calls, extension <called_ extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for no-answer calls, extension <called_extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Bulletin Board message lost for unknown calls, extension <called_extension>	
Repair Action:		Rerecord Bulletin Board announcement.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Personal greeting lost for all calls, extension <called_extension>	
Repair Action:		Check into this — could be an indication of toll fraud!	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Personal greeting lost for out-of-hours calls, extension <called_extension>	
Repair Action:		Notify called extension (subscribers). They will have to rerecord greeting.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Personal greeting lost for internal calls, extension <called_extension>	
Repair Action:		Notify subscribers.	

Application:	**VM**	**Event ID:**	**ADM_pglt**
Description:		Personal greeting lost for external calls, extension <called_extension>	
Repair Action:		Notify subscribers.	

Application:	VM	Event ID:	ADM_pglt
Description:		Personal greeting lost for busy calls, extension <called_exten- sion>	
Repair Action:		Notify subscribers.	

Application:	VM	Event ID:	ADM_pglt
Description:		Personal greeting lost for no-answer calls, extension <called_ extension>	
Repair Action:		Notify subscribers.	

Application:	VM	Event ID:	ADM_pglt
Description:		Personal greeting lost for unknown calls, extension <called_ extension>	
Repair Action:		Notify subscribers.	

Application:	VM	Event ID:	ADM_rmtx
Description:		Sending matrix <__> missing, default inserted	
Repair Action:		Administer sending restrictions by executing the System-Parame- ters Sending-Restrictions screen.	

Application:	VM	Event ID:	ADM_rmtx
Description:		Community <__> has illegal entry <__> in sending restriction matrix	
Repair Action:		Administer sending restrictions by executing the System-Parame- ters Sending-Restrictions screen.	

Application:	VM	Event ID:	ADM_rmax
Description:		Sending restriction matrix file is empty. Default records, which have all entries set to the value *permit*, were inserted	
Repair Action:		Administer sending restrictions by executing the System-Parameters Sending Restrictions screen.	

Application:	VM	Event ID:	ADM_sext
Description:		Subscriber name has null extension	
Repair Action:		Enter the extension for the subscriber using the Subscriber screen.	

Application:	VM	Event ID:	ADM_sext
Description:		Remote subscriber name has null extension	
Repair Action:		Enter the extension for the subscriber using the Remote-Subscriber screen.	

Application:	VM	Event ID:	ADM_spce
Description:		Save backup tape failed: tape full	
Repair Action:		The tape is full. The rewind option must be used.	

Application:	VM	Event ID:	ADM_spce
Description:		Automated save nightly causing rewind	
Repair Action:		None — Indicates that prior backups are not accessible and are being overwritten.	

Application:	VM	Event ID:	ADM_spwd
Description:		System Password changed	
Repair Action:		None	

Application:	VM	Event ID:	ADM_traf
Description:		Subscriber traffic file corrupt	
Repair Action:		Contact your remote service center.	

Application:	VM	Event ID:	ADM_traf
Description:		Remote message traffic corrupt	
Repair Action:		Contact your remote service center.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. Mailbox full	
Repair Action:		If this happens frequently, ask extension 2 to delete messages, or give them a larger mailbox.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. Subscriber not found	
		Indicates that a subscriber no longer is administered on the machine. Sender will also be notified.	
Repair Action:			

Application:	VM	Event ID:	ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>. Permission denied
	The subscriber probably tried to send a private message which is not allowed. (The sender was also notified that the message was not delivered.)
Repair Action:	Tell the subscriber not to mark remote messages as private. Review the subscriber's community to ensure it is correct on the Subscriber screen.

Application:	VM	Event ID:	ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>. Transmission problems
	May indicate that the machine is not working properly or the dialed facilities used to access this machine are not correct.
Repair Action:	

Application:	VM	Event ID:	ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>. Sending restricted
Repair Action:	None — Recipient has chosen not to receive messages from sender's restriction community. See the System-Parameters Sending-Restrictions screen.

Application:	VM	Event ID:	ADM_undm

Description:	Undeliverable message from <extension1> to <machine_name> <extension2>. Miscellaneous reason
Repair Action:	Contact your remote service center and report problems with the network.

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Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. Only one active login announcement allowed	
Repair Action:		None — The sender will also be notified.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS analog recipient, wrong number	
Repair Action:		If the logged number is not a wrong number, a system restart is necessary. Otherwise, readministration of the AMIS number may be necessary.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. Transmission attempt exception for AMIS analog	
Repair Action:		Check out the AMIS network connections. If trouble persists, contact your remote service center.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS returned message	
Repair Action:		Contact your remote service center.	

Application:	VM	Event ID:	ADM_undm
Description:		Undeliverable message from <extension1> to <machine_name> <extension2>. AMIS message longer than 8 minutes	
Repair Action:		None — The sender will also be notified.	

Application: VM   **Event ID:**   **ADM_unod**

Description:	Incoming AMIS message from an unknown machine
Repair Action:	Add machine using Machine Profile, or ignore message

Application: VM   **Event ID:**   **ADM_wrnm**

Description:	Received wrong number failure for AMIS outgoing
Repair Action:	None — The sender was notified of the error.

Application: VM   **Event ID:**   **ADM_xfer**

Description:	Call Transfer changed to <transfer type> by login <login_id>
Repair Action:	None — Provides change in transfer functionality for subscribers/auto attendants.

Intuity AUDIX Features/Screens Roadmap

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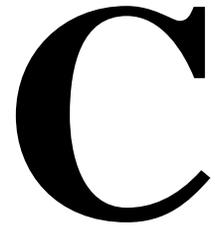
Features/Screens Cross-Reference

The following table provides a summary of all Intuity AUDIX features, the administration screens you use to administer those features, and the location of the descriptions for those screens.

Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary

Feature	Summary	Related Screens	Book Where Screen Is Described
Activity Log	Permits system administrators to investigate reported problems with message-waiting notification and the delivery of messages.	System Parameters Activity Log	Chapter 7, AUDIX Administration
		Activity Log	Chapter 7, AUDIX Administration
Address-By-Name	Permits subscribers to address voice mail messages by name as well as by extension.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber. page 2	Chapter 4, AUDIX Administration
Administration and Data Acquisition Package (ADAP)	Provides direct access to the system database through a PC interface, from which traffic and usage reports can be generated.	See the ADAP document	ADAP

Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
AMIS Analog Networking (AMIS)	Enables subscribers to exchange voice mail messages with any other voice mail system that has AMIS analog capabilities.	System Parameters Analog Networking	Chapter 5, AMIS Analog Networking
		Subscriber	Chapter 4, AUDIX Administration
		Machine Profile	Chapter 5, AMIS Analog Networking
		Remote Subscriber	Chapter 5, AMIS Analog Networking
Announcement Sets	Allows the system administrator to record, change, or listento announcement fragments (fragments are short sections of AUDIX voice prompts).	Announcement Sets	Chapter 8 AUDIX Administration
		Announcement	Chapter 8 AUDIX Administration
		Fragment	Chapter 8 AUDIX Administration
		Copy Announcement	Chapter 8 AUDIX Administration
Automated Attendant	Offers callers a voiced menu of options, then routes calls to various destinations according to the touch-tone keys the caller presses.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber pages 1, 2, and 3	Chapters 4 and 5, AUDIX Administration
		List Attendants	Chapter 5, AUDIX Administration
	Menus vary according to schedule	Business Schedule Holiday Schedule Routing Table	Chapter 5, AUDIX Administration
Automatic Message Scan	Allows subscribers to scan all message headers and/or messages at the touch of two buttons.	None. This feature is automatically available to all subscribers.	—

Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Broadcast Message	Enables administrators and users with broadcast privileges to send special messages to all local sub-scribers simultaneously.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Bulletin Board	Allows the system adminis-trator to set up a special number that plays a recorded message to call-ers. It is often used with the Automated Attendant fea-ture.	Class of Service	Chapters 4 and 5, AUDIX Administration
		Subscriber	Chapters 4 and 5, AUDIX Administration
Call Answer	The basic function of the system answering calls and recording messages for unavailable or busy sub-scribers.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Delivery Schedul-ing	Allows subscribers to schedule delivery of mes-sages for specific days and times.	This feature is automati-cally available to all sub-scribers. Delivery times for AMIS networked mes-sages are set sys-tem-wide with AMIS Analog Machine Adminis-tration screen	Chapter 5, AMIS Ana-log Networking
		Delivery times for AMIS networked messages are set system-wide with Digi-tal Network Machine Administration screen.	Chapter 6, Digital Net-working Administration
Dial Ahead/Through	Allows subscribers to dial through the system's voice prompts,and queue up a series of commands.	None. This feature is automatically available to all subscribers.	—

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Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Dial-By-Name	Allows subscribers to dial another subscriber by name rather than extension number.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Features	Chapter 3, AUDIX Administration
Directory	Provides a system directory so subscribers can access other subscriber's names and numbers quickly.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Escape to Attendant	Allows callers to redirect their call from the Intuity AUDIX system (in call answer mode) to an administered personal attendant or operator.	System Parameters Features	Chapter 3, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Exit AUDIX	Allows callers to disconnect from the system without hanging up; particularly-convenient when a caller is using a calling card.	None. This feature is automatically available to all subscribers.	—
Full Mailbox Answer Mode	Provides a caller with options for completing a call when the recipient's mailbox is full.	System Parameters Features	Chapter 3, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Guest Password	Allows people who are not Intuity AUDIX subscribers to access the system and leave messages for subscribers.	System Parameters Features	Chapter 3, AUDIX Administration

Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Leave Word Calling	Allows a caller on the same switchto leave or send a standard-formatmessage, usually by the touchof a button, requesting that the calledparty return the call.	None. This feature is automatically available to all subscribers.	—
Login Announce-ment	Enables administrators and users with broadcast privileges to create a spe-cial announcement that all subscribers hear when they log on to the system.The message cannot be deleted by the subscribers and is repeated each time a subscriber logs on until it is removed.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Mailing List	Allows subscribers to cre-ate lists for delivering mes-sagesto a group of subscribers at once.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
Message Delivery	Enables subscribers to send voice mail messages to any touch-tone tele-phone anywhere in the world.	This feature is automati-cally available to all sub-scribers on a system with AMIS. Delivery times for AMIS networked mes-sages are set sys-tem-wide with AMIS Analog Machine Adminis-tration screen	Chapter 5, AMIS Ana-log Networking
		System Parameters Fea-tures	Chapter 3, AUDIX Administration

Table C-1 Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Intuity Message Manager (IMM)	IMM provides Intuity AUDIX voice processing features at Personal Computers (PCs) that have IMM client software and local area network (LAN) access to an Intuity AUDIX server.	System Parameters Features Subscriber (IMAPI Fields)	Chapter 3, AUDIX Administration Chapter 4, AUDIX Administration
Message Sending Restrictions	Allows the system administrator to avoid abuse or misuse of voice mail by restrictingwho certain subscribers can send messages to.It can be administered by subscriberor class of service.It does not restrict subscribers from leaving call answer messages.	System Parameters Sending Restrictions	Chapter 3, AUDIX Administration
Message-Waiting Indicator	Either a message-waiting lamp or stutter dial tone that informs subscribers of new messages.	None. This feature is automatically available to all subscribers.	—
Multiple Personal Greetings	Allows subscribers to record and store up to nine personal greetings, up to three of which can be active at once. Each greeting can be set to answer either all calls,or one of three call types: internal/external, busy/no answer, or out-of hours.	System Parameters Features	Chapter 3, AUDIX Administration
Name Record By Subscriber	Allows subscribers to record their own names, which are voiced during greetings, addressing and in message headers.	System Parameters Features	Chapter 3, AUDIX Administration
Online Help	Easily obtained information about how to use the system.	Help (for system and voice messaging administrators)	Chpater 1, AUDIX Administration

Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Outcalling	Allows the system to call users at a specified number to notify them of new messages.Can be activated for specific time periods.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Outcalling	Chapter 3, AUDIX Administration
Personal Directory	Permits each subscriber to create a private list of customizednames (aliases) that correspond to other subscribers or extensions.As with the system directory, the personal directory can be queriedby name, used for addressing messages, transferring calls, and creating mailing lists.	None. This feature is automatically available to all subscribers.	—
Playback and Recording Control	Allows subscribers to listen to call answer and voice mailmessages that they create or receive, then replay the entire message or step backwards orforwards in four-second intervals.	None. This feature is automatically available to all subscribers.	—
Priority Message	Allows subscribers who have permissionto send priority messages, which arespecially marked and preferentially presented to recipients.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration

Table C-1 Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
Priority Outcalling	An option to the Outcalling feature that allows sub-scriber to benotified by an outcall only when they havenew *priority* mes-sages.	Class of Service	Chapter 4, AUDIX Administration
		Subscriber	Chapter 4, AUDIX Administration
		System Parameters Out-calling	Chapter 4, AUDIX Administration
Private Message	Allows subscribers or call-ersto designate a message they create as *private*, which prevents itfrom being forwarded.	None. This feature is automatically available to all subscribers.	—
Security Password	Allows subscribers to pro-tect their mailboxes by restricting access.	Administration Log, which shows violations	Chapter 7 and Appen-dix B, AUDIX Adminis-tration
		System Parametes Fea-tures	Chapter 3, AUDIX Administration
Shared Extension	Allows each of several sub-scribers who share one extensionto have a private voice mailbox.	List Attendants	Chapter 5, AUDIX Administration
		Subscriber (pages 2 and 3)	Chapter 5, AUDIX Administration
		Class of Service	Chapter 5, AUDIX Administration
System Clock	A system clock that has backup powerfor maintain-ing accurate time records formessage headers and delivery scheduling.	Set Date and Time	Chapter 4, Platform Administration and Maintenance
Traffic Reports	Allows the system adminis-trator to generatestatistics about the number and tim-ing of callsthat go through the system.	Traffic Reports	Chapter 6, AUDIX Administration

Table C-1 Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
		System Parameters Features	Chapter 3, AUDIX Administration
Transfer Into AUDIX/Mailbox	Allows an attendant to transfer a forwarded or otherwise redirected call into the system, enabling the caller to record a message for the subscriber he/she was trying to reach.	None. This switch feature is available to attendants who know the code.	—
Transfer Out of AUDIX	Allows any caller who has called or been redirected to the Intuity AUDIX system to leave the system and transfer to any extension in the switch's dial plan.	System Parameters Features	Chapter 3, AUDIX Administration
Untouched Message	Allows subscribers to listen to messages or message headers in the incoming section of their voice mailbox without changing the status of the messages from *new* or *unopened* to *old*.	None. This feature is automatically available to all subscribers.	—
Verify Automated-Attendant menu tree	Traces menu tree and prints error messages and/or menu tree entries.	Display Automatic-attendant-routing menu-tree	Chapter 5, AUDIX Administration
Voice Mail	Allows subscriber to record a verbal letter that can be sent to one ormore subscribers on the Intuity AUDIX system.	System Parameters Limits	Chapter 3, AUDIX Administration

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Table C-1   Intuity AUDIX Features/Screens Cross-Reference Summary (Continued)

Feature	Summary	Related Screens	Book Where Screen Is Described
		Subscriber	Chapter 4, AUDIX Administration
		Class of Service	Chapter 4, AUDIX Administration
Voice Mailbox	Provides a storage area (voice mailbox) on disk for each subscriber. The mailbox is divided intoseparate sections for incomingand outgoing messages. The incoming section stores call answerand voice mail messages left by others.The outgoing section stores voice mail messages and personal greetings created by the subscriber.	None. This feature is automatically available to all subscribers.	—

Intuity and Intuity AUDIX Screens Roadmap

The following pages list all of the administration screens of the Intuity system and the documents and chapters in which the screens and their use is described. Figure C-1 shows the Intuity screens. You access these screens via the Intuity menus. They are used for networking administration, switch integration, and maintenance. Table C-2 is the same table presented in Chapter One of this document. It lists the AUDIX administration screens. You access these screens by selecting `AUDIX Administration` from the Main Menu, then entering a command at the command line.

Intuity Screens Roadmap

Use Figure C-1 to determine where to find a screen in the Intuity system and where to find the screen's use and description in the Intuity documentation.

Customer/Ser-
vices Adminis- ———————————— Alarm Man-   (*Chapter 3, Platform*
                                agement   *Administration and*

        Backup/Restor ——————— Backup   (*Chapter 9, Platform*
        e   *Administration and*
                                Restore (com-
                                mand only)

        Database ——————————— Networking   (*Chapter 18, Platform*
        Audits   Audit   *Administration and*
                                Platform User
                                Database

        Diagnostics ————————————— Network Diag-
                                  nostics

        Feature   (*Chapter 8, Platform*   Remote Con-
        Options   *Administration and*   nection Test

        Log Adminis-   Channel Inter-
        tration   nal Loop

            Administrator's   Modem Loop
            Log Display   Around Test

                Administrator's   Network Loop   (*Chapter 17, Platform*
                Log   Around Test   *Administration and*

            Alarm Log Dis- (*Chapter 3, Platform* Networking
            play Selection   *Administration and*   Board Reset

                Alarm Log   Networking
                                                    Board Trace

            Maintenance
            Log Display   Serial Port
                                               Diagnostics
                Maintenance   AT&T Certified
                Log   Personnel Only   Switch Inter-
                                               face Diagnos-

                                               Voice Board
                                               Diagnostics

    Xxxx   = Menu item   Diagnose   Busy-
                                               Equip-   out/Release of
                = Administration Screen

Figure C-1   Intuity Screens Roadmap

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Customer/Services
Administration
├─ System Man-
│ agement ────────── Disk Manage-
│   ment
│   ┌── Install Disk
│   │   (*Chapter 17, Platform*
│   └── Replace Disk   *Administration and*
│
│ ┌─ System Control ─────────────────── Shutdown Voice
│ │   System (com-
│ │   (*Chapter 19, Platform*
│ │ ┌─ UNIX Manage- ──── Format UNIX   Start Voice   *Administration and*
│ │ │ ment   Floppy/Tape   System (com-
│ │ │
│ │ │ ┌─ Modem/Termi- ── Display Serial Stop Voice
│ │ │ │ nal Administra-   Port Status   System (com-
│ │ │ │
│ │ │ │   Install   (*Chapter 19, Platform*
│ │ │ │   Modem/Termi-   *Administration and*
│ │ │ │
│ │ │ │   Remove
│ │ │ │   Modem/Termi-
│ │ │ │
│ │ │ ┌─ Password   (*Chapter 4, Platform*
│ │ │ │ Administration   *Administration and*
│ │ │ │
│ │ │ ┌─ Printer Admin-── Install Printer
│ │ │ │ istration   Software   (*Chapter 19, Platform*
│ │ │ │   *Administration and*
│ │ │ │   Remove Printer
│ │ │ │   Software
│ │ │ │
│ │ │ ┌─ Software Install
│ │ │ │   (*Appendix A, Soft-*
│ │ │ │   *ware Installation*)
│ │ │ │ Software
│ │ │ │ Remove
│ │ │ │
│ │ │ └─ Set Date and   (*Chapter 4, Platform*
│ │ │   Time   *Administration and*
│ │ │
│ └─ System Verifi- ─── Verify System
│   cation   Installation
│
│   Verify System
│   Status
│   (*Chapter 8, Platform*
│   View Installed   *Administration and*
│   Hardware
│
│   View Installed
│   Software

Figure C-1 Intuity Screens Roadmap (Continued)

| Switch Interface | *(Chapter 7, Integration with System 75/G1/G3 or Chapter 5, Integration with* |

Networking Administra-

| Local Machine | *(Chapter 6, Digital Net-* |

Remote Machine

Digital Network	*(Chapter 6, Digital Network-*
AMIS Analog	*(Chapter 5, AMIS Analog*
Remote Machines	*(Chapter 6, Digital Net-*
Networking Chan-	*(Chapter 6, Digital Network-*
DCP Channel	*(Chapter 6, Digital Net-*
RS232 Channel	*(Chapter 6, Digital Net-*

Networking

| Network Load | *(Chapter 10, Digital Net-* |
| Network Load | *(Chapter 10, Digital Net-* |

Voice System Admin-

| Traffic Report |
| Options for Traffic |

(Chapter 8, Platform Administration and Main-

| System Monitor - |
| Voice Equipment |
| Assign Service to |

Xxxx = Menu item

| | = Administration Screen

Figure C-1 Intuity Screens Roadmap (Continued)

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AUDIX Administration Screens Roadmap

Table C-2 lists the AUDIX administration screen names in alphabetical order. The verbs that can be used on the command line to activate each screen are listed in the first column, to the left of the screen names. The third column shows the chapter and document that contains the screen description.

Table C-2   Screens Organized by Object

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

Table C-2 Screens Organized by Object (Continued)

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

Table C-2   Screens Organized by Object (Continued)

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

Commonly-Changed Fragments and Announcements

D

The fragments listed below are the most commonly-customized fragments. Each fragment is listed with one of the announcements that contains it to show the context in which the fragment is normally used. The system uses most of the listed fragments in announcements beyond those listed here. However, any other announcements that use a fragment will have a very similar construction to the announcements listed here.

U.S. English Fragments/Announcements

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Figure D-1.   Commonly Customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a18	f555	To access your mailbox, press star R.
	f291	To transfer to another extension, press star T.
	f80	To have system wait, press star W. If finished, please hang up or to disconnect AUDIX, press star star X.

Figure D-1. Commonly Customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a119	f305	You are at the activity menu.
	f985	To record and send voice mail messages, press 1. To get messages, press 2.
	f48	To check your outgoing messages, press 4. To administer mailing list, personal directory, password, or account name, press 5. To change outcalling information, press 6. To scan incoming messages automatically, press 7. To relogon, press star star R.
	f282	To have system wait, press star W. To access the names or number directory, press star star N. If finished, please hang up or to disconnect AUDIX, press star star X.
a174		NAME
	f822	As you use AUDIX your name will be included in system announcements that you and other people will hear. At the tone, please speeak your name. After speaking your name, press one.
a199	f592	AUDIX passwords must now be NUMBER
	f81	digits.
	f593	Please choose a new password of NUMBER(2)
	f81	digits.
	f173	Please enter new password
	f224	and pound sign.
a289		IF (NUMBER==0) THEN

Figure D-1.   Commonly Customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
	f43	Your call is being answered by AUDIX. NAME
	f44	is not available. To leave a message, wait for the tone. ENDIF IF (NUMBER==1) THEN
	f71	To leave a message, wait for the tone. ENDIF IF (NUMBER==2) THEN NAME
	f44	is not available. To leave a message, wait for tone. ENDIF
a349	f118	Enter last name
	f224	and pound sign.
	f175	Please note only AUDIX subscribers can be specified by name.
a514	f582	AUDIX passwords must now be at least NUMBER
	f81	digits.
	f593	Please choose a new password of NUMBER(2)
	f588	or more digits.
	f173	Please enter new password
	f224	and pound sign.
a584	f186	To record messages, press 1. To get messages, press 2. To check you outgoing message, press 4.

Figure D-1.   Commonly Customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a728	f775	To record messages, press one. To get messages, press two. To administer personal greetings, press 3.
a815	f287	Welcome to AUDIX.
	f97	For help at anytime, press star H.

Latin-American Spanish Fragments/Announcements

Table D-1.   Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a18	f102	Para tener acceso a su buzón, marque asterisco 7.
	f141	Para transferir a otra extensión, marque asterisco 8.
	f85	Para que el sistema haga una pausa, marque asterisco 8.
	f79	Si ha terminado, por favor cuelgue, o para salir de AUDIX, marque asterisco asterisco 9.

Table D-1. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a119	f83	Está en el menú de actividades.
	f1130	Para grabar y enviar mensajes por correo de voz, marque 1.
	f260	Para tener acceso a sus mensajes, marque 2.
	f67	Para revisar los mensajes que desea enviar, marque 4.
	f151	Para crear o modificar una lista de direcciones, su directorio personal, su contraseña o el nombre de la quenta, marque 5.
	f304	Para cambiar la información del servicio de notificación de mensajes, marque 6.
	f588	para revisar los mensajes recibidos automáticamente, marque 7.
	f91	Para volvera tener acceso al sistema, marque asterico, asterisco 7.
	f85	Para que el sistema haga una pausa, marque asterisco 9.
	f365	Para tener acceso al directorio de nombres o números, marque asterisco, asterisco 6.
	f79	Si ha terminado, por favor cuelgue, o para salir de AUDIX, marque asterisco, asterisco 9.
a174		NAME
	f265	Al emplear AUDIX, su nombre se incluirá en los anuncios del sistema que usted y otros escucharán
	f312	Cuando escuche el tono, por favor diga su nombre.
	f250	Después de decir su nombre, marque 1.

Table D-1. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a199	f762	Las contraseñas de AUDIX ahora deben tener NUMBER
	f763	dígitos.
	f798	Favor de elegir una nueva contraseña de NUMBER(2)
	f763	dígitos.
	f110	Favor de marcar la nueva contraseña y el signo de números.
a289		IF (NUMBER==0) THEN
	f311	AUDIX está contestando su llamada. NAME
	f157	no está disponible.
	f356	Para dejar un mensaje, espere el tono. ENDIF IF (NUMBER==1) THEN
	f356	Para dejar un mensaje, espere el tono. ENDIF IF (NUMBER==2) THEN NAME
	f157	no está disponible.
	f356	Para dejar un mensaje, espere el tono. ENDIF
a349	f229	Marque el apellido y el signo de números
	f137	Requerde que sólo los usuarios de AUDIX pueden indicarse por su nombre.

Table D-1. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a514	f836	A partir de ahora las contraseñas para marcar a AUDIX deben tener al menos NUMBER
	f763	dígitos.
	f899	Favor de elegir otra contraseña de NUMBER(2)
	f900	dígitos o más.
	f174	Favor de marcar otra contraseña y el signo de números.
a584	f286	Para grabar mensajes, marque 1.
	f260	Para tener acceso a sus mensajes, marqe 2.
	f67	Para revisar los mensajes que desea enviar, marque 4.
a728	f286	Para grabar mensajes, marque 1.
	f260	Para tener acceso a sus mensajes, marqe 2.
	f240	Para crear o modificar saludos personales, marque 3.
a815	f992	Bienvenido a AUDIX.
	f739	Si necesita ayuda en algún momento, marque asterisco 4.

Canadian French
Fragments/Announcements

Table D-2. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a18	f230	Pour accéder à votre boîte voccale, appuyez sur l' étoile suivi du 7.
	f560	Pour transférer à un autre poste, appuyez sur l' étoile suive du 8.
	f341	Pour faire patienter le système, appuyez sur l' étoile suivi du 9.
	f331	Si vous avez terminé, veuillez raccrocher; pour quitter AUDIX, appuyez deux fois sur l' étoile suivi du 9.
a119	f291	Vous êtes dans le menu des activités
	f1165	Pour enregistrer et envoyer votre message, appuyez sur le 1.
	f298	Pour recevoir des messages, appuyez sur le 2.
	f337	Pour examiner vos messages envoyés, appuyez sur le 4.
	f417	Pour effectuer la gestion d'autres options person-nelles, appuyez sur le 5.
	f329	Pour modifier les données sur l' acheminement des appels à l' estérieur, appuyez sur le 6.
	f336	Pour parcourir automatquement les messages reçus, appuyez sur le 7.
	f341	Pour faire patienter le système, appuyez sur l' étoile suivi du 9
	f464	Pour accéder du répertoire des noms ou des ner-méros, appuyez deux fois sur l' étoile suivi du 6.
	f331	Si vous avez terminé, veuillez raccrocher; pour quitter AUDIX, appuyez deux fois sur l' étoile suivi du 9.

Table D-2. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a174		NAME
	f198	En tant qu' abonné d' AUDIX, votre nom sera incorporé dans les messages du système que fous et les aute usagers entendrez.
	f426	Au timbre sonore, dites votre nom et appuyez sur le 1.
a199	f79	Les mots de passe AUDIX doivent maintenant avoir
		NUMBER
	f80	caractères
	f176	Veuillez choisir un nouveau mot de passe ayant
		NUMBER(2)
	f80	caractères
	f937	Entrez un nouveau mot de passe suivi du symbole dièse.

Table D-2. Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a289		IF (NUMBER==0) THEN
	f513	Ici le système de messagerie AUDIX. NAME
	f199	n'est pas disponible
	f323	Si vous désirez laisser un message, veuillez atten-dre le timbre sonore. ENDIF IF (NUMBER==1) THEN
	f323	Si vous désirez laisser un message, veuillez atten-dre le timbre sonore. ENDIF IF (NUMBER==2) THEN NAME
	f199	n'est pas disponible
	f323	Si vous désirez laisser un message, veuillez atten-dre le timbre sonore. ENDIF
a349	236	Entrez le nom suivi du symbole dièse.
	f628	Veuillez noter que seuls les abonnés au système AUDIX peuvent être demandés par leur nom.

Table D-2.   Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a514	f179	Les mots de passe AUDIX doivent maintenant avoir au moins NUMBER
	f80	caractères
	f98	Veuillez choisir un nouveau mot de passe ayant au moins NUMBER(2)
	f80	caractères
	f370	Veuillez entrer le nouveau mot de passe suivi du symbole dièse
a584	f498	Pour enregistrer des messages, appuyez sur le 1.
	f333	Pour récupérer des messages, appuyez sur le 2.
	f337	Pour examiner vos messages envoyés, appuyez sur le 4.
a728	f498	Pour enregistrer des messages, appuyez sur le 1.
	f333	Pour récupérer des messages, appuyez sur le 2.
	f558	Pour effectuer la gestion de votre message de salutation, appuyez sur le 3.
a815	f116	Bienvenue à AUDIX.
	f119	Pour obtenir de l' aide en tout temps, appuyez sur l' étoile suivi du 4.

British English Fragments/Announcements

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Table D-3.   Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a18	f139	To access your mailbox, press star 7.
	f25	To transfer to another extension, press star 8.
	f134	To have system wait, press star 9.
	f253	When finished, please hang up or to disconnect AUDIX, press star star 9.
a119	f237	You are at the activity menu.
	f423	To record and send voice mail messages, press 1.
	f113	To receive messages, press 2.
	f306	To check your outgoing messages, press 4.
	f30	To administer other personal options, press 5.
	f248	To change outcalling information, press 6.
	f146	To scan incoming messages automatically, press 7.
	f201	To logon again, press star star 7.
	f134	To have system wait, press star 9.
	f381	To access the names or number directory, press star star 6.
	f253	When finished, please hang up or to disconnect AUDIX, press star star 9.

Table D-3.   Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a174		NAME
	f52	As you use AUDIX your name will be included in system announcements that you and other people will hear.
	f143	At the tone, please say your name.
	f258	After saying your name, press 1.
a199	f592	AUDIX passwords must now be NUMBER
	f81	digits.
	f593	Please choose a new password of NUMBER(2)
	f81	digits.
	f224	Please enter new password and hash.
a289		IF (NUMBER==0) THEN
	f167	Your call is being answered by AUDIX. NAME
	f128	is not available.
	f346	To leave a message, wait for the tone. ENDIF IF (NUMBER==1) THEN
	f346	To leave a message, wait for the tone. ENDIF IF (NUMBER==2) THEN NAME
	f128	is not available.
	f346	To leave a message, wait for the tone. ENDIF

Table D-3.   Commonly-customized Fragments and Announcements

Announcement	Fragment Number	Fragment Text
a349	f354	Enter last name and hash.
	f178	Please note only AUDIX subscribers can be specified by name.
a514	f705	AUDIX passwords must now be at least NUMBER
	f558	digits.
	f537	Please choose a new password of NUMBER(2)
	f538	or more digits.
	f294	Please enter new password and hash.
a584	f106	To record messages, press 1.
	f113	To receive messages, press 2.
	f306	To check your outgoing messages, press 4.
a728	ff106	To record messages, press 1.
	f113	To receive messages, press 2.
	f83	To administer personal greetings, press 3.
a815	f782	Welcome to AUDIX.
	f688	For help at any time, press star 4.

Intuity AUDIX Feature Summary

E

All AUDIX subscribers can use the commands listed in the following table. Outside callers who reach the system through the Call Answer feature may also use these commands if they are familiar with the system and have a touch-tone telephone. Subscribers with the Call Answer feature may wish to include options such as ⊛ Ⓣ (Transfer) or ⓪ (Escape to Attendant) in their personal greetings to assist outside callers. These options must be administered on the system to work.

Table E-1   AUDIX General Commands

Command	Function	Feature Description
Available at all levels:		
⊛ Ⓗ	Help	Plays a help menu listing all available options at that point.
⊛ Ⓡ	Restart	Interrupts what you're doing and returns you to the Activity Menu. In CL-mode, allows subscribers who have reached the DEFINITY AUDIX System through the Call Answer feature to access their own mailboxes by entering the ⊛ Ⓡ command. This is especially useful for long-distance calls.
⊛ Ⓦ	Wait	Causes the system to pause if you need more time before entering the next command. You can reactivate by pressing ⊛ Ⓗ (for help) or any valid command. This value is set by the system administrator (0 to 999 seconds). If you wait the specified time, the system hangs up.

Table E-1   AUDIX General Commands (Continued)

Command	Function	Feature Description
✳ Ⓣ	Transfer	Allows any caller to transfer to another extension in the switch's dial plan by entering the number and pressing #. The default addressing mode for Call Transfer is by extension. To dial an AUDIX subscriber by name, first press ✳ Ⓐ, then type the name (last name first), and press #. If the system requests more letters, add them at the point where you left off.
✳ ✳ Ⓝ	Names or Numbers Directory	Accesses the names-and-numbers directory for all AUDIX subscribers. To find a subscriber's extension, type the name (last-name-first) and press #. The system announces the subscriber's name and extension number. If the system requests more letters, add them from the point where you left off. (For names, the letter Q is on the 7 key, and Z is on the 9 key.) To find out a name for an extension, press ✳ Ⓐ (for Alternate Addressing) to switch modes, then enter the extension and #. To exit the directory, press #.
Available at all levels:		
✳ Ⓞ	Escape	Transfers out of the system to a pre-administered attendant (such as a secretary). If no attendant is defined, the call will not transfer.
✳ ✳ Ⓧ	Exit	Causes the system to hang up without disconnecting, useful if you are using a calling card and wish to make another call.
Available at the Activity Menu:		
✳ ✳ Ⓡ	Relogin	Logs off the current session and plays a greeting message, allowing another subscriber to log on after you without redialing.
Available in Call Answer:		
Ⓞ	Escape	Use this command instead of or after leaving a call answer message to transfer to the called party's secretary or other attendant.
Ⓘ	Private	After approving your message, press 1 to make the message private. This ensures that the message won't be forwarded.
②	Priority	After approving your message, press 2 to make the message priority.

Table E-1   AUDIX General Commands (Continued)

Command	Function	Feature Description
⌧ ①	Switch Languages	Use this command if the call answer greeting tells you to press ⌧ ① to switch to the alternate language, and you wish to hear the greeting in the alternate language.
⌧ ⌧ Ⓧ	Exit	Causes the system to hang up without disconnecting. This is useful if someone intercepts your call after you start to leave a message, and you want to ensure that the conversation is not being recorded.
Available when listening to or creating messages:		
#	End or Skip	Ends an informational string (such as a name, password, or extension number), or skips over a message or entry.
#	Approve	Ends a function, allowing you to go to the next step.
⓪	Listen	After the system plays the message header, press ⓪ to listen to the message. If you are currently listening to the message, you can press ⓪ to replay the message from the beginning.
②	Rewind	Causes the system to rewind a message or header.
③	Play	Plays the current message or header. For example, if you have just listened to a message and want to hear the header again (from the beginning), simply press ② (Rewind) and ③ (Play).
Available when listening to or creating messages:		
⌧ Ⓓ	Delete	Erases a message, header, or entry.
⌧ ⌧ Ⓤ	Undelete	Restores a message, header, or entry immediately after it was erased.
⑤	Step back	Requests the system to back up in a message in 4-second increments. The system can only rewind messages, not headers. If the message is not open (you've only heard the header), the system plays it back from the beginning.
⑥	Step forward	Requests the system to skip forward in a message in 4-second increments.

Table E-1   AUDIX General Commands (Continued)

Command	Function	Feature Description
④	Raise volume [1]	Increases volume each time the key is pressed.
⑦	Lower volume[1.]	Decreases volume each time the key is pressed.
⑧	Decrease speed[1.]	Decreases speed each time the key is pressed.
⑨	Increase speed[1.]	Increases speed each time the key is pressed.
Available in Mailboxes:		
ⓐ ⓑ	Back up	When reviewing several messages or headers in your incoming or outgoing mailboxes, press ⓐ ⓑ to back up to the previous header/message pair; this function is the same as pressing ② repeatedly to back up.
ⓐ ⓛ	Listen	Listen to messages; this is equivalent to the ⓪ play-back command.
ⓐ ⓐ ⓗ	Hold	Save an incoming message in its current category (such as new or unopened).
①-④ ⑧-⑨	Delivery Options	After addressing a message, you can mark it as *private* by pressing ①, and/or *priority* by pressing ②. You can have the message delivered at a specific time and date by pressing ③. To file a copy of the message, press ④. Those with broadcast permission can make the message *broadcast* by pressing ⑧, or make it a *login announcement* by pressing ⑨,
Available for addressing:		
ⓐ ⓐ	Alternate Addressing	Changes between name and extension addressing. To find out the default format, listen for the system to prompt you for *names* or *extensions.* (For names, the letter Q is on the 7 key, and Z is on the 9 key.)
ⓐ ⓛ	List	Informs the system that you will be using a list to address the message.

1.   Increase/decrease speed or volume affects message prompts and playback only, *not* message recording. After pressing the key several times, the volume or speed stays at the lowest or highest speed or volume.

DCS Networks

F

The Distributed Communications System (DCS) is a service designed to meet the needs of customers with telecommunications requirements that exceed the capacity of a single switch. Using a DCS allows the customer to operate and control a multiple switch network as if it were a single switch.

One or more Intuity AUDIX systems can be connected to a DCS network. For example, a single Intuity AUDIX system could be connected to Switch 1 (see the figure below) and serve the entire DCS network with call answer and voice mail functions. More than one Intuity AUDIX system can be connected to the DCS network depending on the switches used in the network, and the Intuity AUDIX systems can exchange messages throughout the DCS network using either Intuity AUDIX Digital Networking or AMIS Analog Networking.

> **NOTE:**
> Intuity AUDIX Digital Networking and AMIS Analog Networking are separate features from DCS Networking. Intuity AUDIX Digital Networking and AMIS Analog Networking provide subscribers with the ability to send and receive voice mail or forwarded call answer messages to subscribers on different Intuity AUDIX systems or to any other voice processing system that also has Digital Networking or AMIS Analog Networking capability. In contrast, DCS Networking is defined in the above paragraph.

Host
Link

DCS
Channel

1

2

64

Node #2

2

Node #1
(Host)

3

59

4

DCS Remote
Link

Switch
Port

Intuity
System
Link

1

2

64

Data Link

1

2

Intuity
System
Port

Intuity
System

Intuity
System
Channel
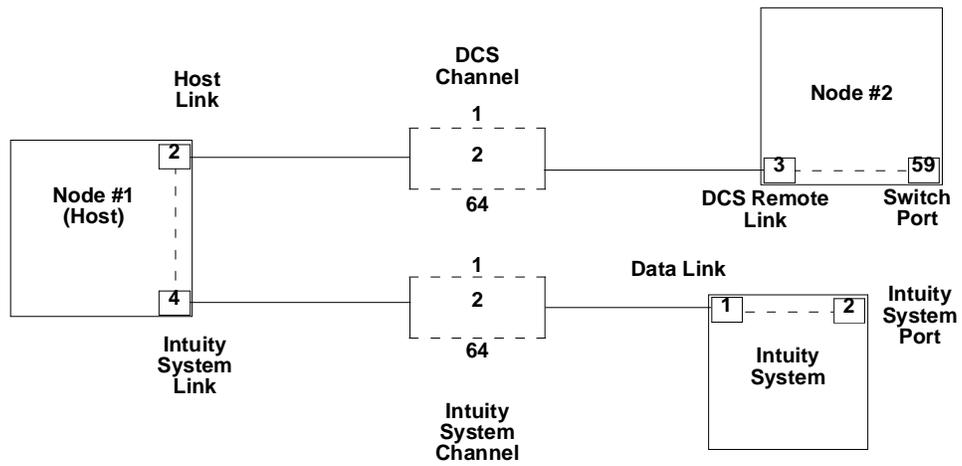
Figure F-1   **Intuity AUDIX System Connection to DCS Network**

The following table shows Intuity AUDIX feature transparency for different types of switches in a DCS network. Feature transparency means the feature works the same on the host switches listed in the first column as on the remote switches listed in the second column. The third column lists the numbers of the features available to remote switch users, and the fourth column matches the numbers in the third column with feature names. Terms and functions listed in the table are described afterwards.

Table F-2   Intuity AUDIX Feature Transparency in a DCS Network

Host Switch	Remote Switch	Features Available to Remote Switch Users	Feature Template
DEFINITY	G3i/r/s	1,2,3,4,5,6,7*,8,9,10	1. Call to Local Hunt Group
Generic 3r	S85 R2V4, G2	1,2,3,4,5,6,7,8,9,10	
	S85 R2V3	1,2,3,4,5,6,8,9,10	
	S85 R2V2	2,3,5,6,8,9,10	2. Call to Host Hunt Group
	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	
S75 R1V3	G3i/r/s	1,2,3,4,5,6,7*,8,9,10	3. Call Answer Using Call Forwarding
Issue 1.4	S85 R2V4, G2	1,2,3,4,5,6,7*,8,9,10	
or	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	
DEFINITY			
Generic 1,			4. Call Answer Using Call Coverage
Generic 3i/s			
S85	G3i/r/s	1,2,3,4,5,6,7,8,9,10	5. MWL
or	S75 R1V3, G1	1,2,3,4,5,6,7*,8,9,10	6. IMN or UM
DEFINITY Generic 2	S85 R2V4, G2	1,2,3,4,5,6,7,8,9,10	7. Transfer Into AUDIX

Table F-2   Intuity AUDIX Feature Transparency in a DCS Network

Host Switch	Remote Switch	Features Available to Remote Switch Users	Feature Template
			8. Transfer Out of AUDIX (Enhanced)
			9. Return the Call Automatically
			10. LWC

* Works only if both the covering party and the principal are on the same remote switch (one that supports Call Transfer into Intuity AUDIX).

1. *Call to Local Hunt Group:*   The Intuity AUDIX voice ports are arranged in hunt groups on the host switch. The call-distribution feature uses the name Uniform Call Distribution (UCD) on System 75, DEFINITY Generic 1, and DEFINITY Generic 3 (administered as hunt groups).

   A call to the *local* Intuity AUDIX hunt group is considered transparent if Intuity AUDIX subscribers on a remote switch can dial the remote switch's (*their* local) Intuity AUDIX extension number and be forwarded automatically to the hunt group on the local Intuity AUDIX system's *host* switch. For example, if the Intuity AUDIX system is physically distant, remote users would *not* have to dial a long-distance number to access the Intuity AUDIX system.

2. *Call to Host Hunt Group:*   All subscribers should be able to access the Intuity AUDIX system by dialing the extension number for the hunt group on the *host* switch. For remote subscribers, however, this may mean a long-distance call.

3. *Call Answer Using Call Forwarding:*   All subscribers administered with the Call Answer feature should be able to activate Call Answer by forwarding their calls to the Intuity AUDIX extension number on the *host* switch using the call-forwarding features on the switch.

4. *Call Answer Using Call Coverage:*   Subscribers administered with the Call Answer feature may have the Intuity AUDIX system placed at the end of their call-coverage path. This feature is considered transparent if the call-coverage features for subscribers on a remote switch redirect calls automatically to the hunt group on the Intuity AUDIX system's host switch.

5. *MWL:*   The message-waiting lamp (MWL) should indicate new messages on all switches in a DCS network.

6. *IMN or UM:* Integrated Message Notification (IMN) and Unified Messaging (UM) should correctly identify new messages on all switches in a DCS network.

7. *Transfer Into AUDIX:* Calls may be transferred directly into the Intuity AUDIX system using a dial access code. For example, a secretary could transfer a redirected caller to the Intuity AUDIX voice mailbox of the originally called subscriber so that the caller could leave a detailed message.

   ### ➡ NOTE:
   The same Transfer Into AUDIX feature access code should be administered for all switches in a DCS network.

⚠ CAUTION:
The Transfer Into AUDIX feature currently works only on a System 75 R1V3 Issue 1.4, System 85 R2V4, G1, G2, G3 or later PBXs where the called party has the Intuity *AUDIX system in the coverage path. Both the covering party and the called party must be on the same remote switch (one that supports Call Transfer Into AUDIX) for this feature to work.*

8. *Transfer Out of AUDIX (Enhanced):* Callers can transfer out of the Intuity AUDIX system using enhanced call transfer. This method of call transfer uses the data link, and is currently available only on System 85 R2V4, System 75 R1V3 Issue 1.4, G1, G2, and G3, or later software releases.

9. *Return the Call Automatically (part of Voice Mailbox):* This feature allows a subscriber to place a call to another Intuity AUDIX subscriber who left a voice mail message by choosing to respond immediately, then pressing a single key. This part of the Voice Mailbox feature is based on the Transfer Out of AUDIX feature.

10. *LWC:* Subscribers on a switch that offers LWC should be able to place a LWC message to any other switch in a DCS network. The message may be stored on the Intuity AUDIX System, depending on switch administration.

Abbreviations

A

AC
   alternating current

ACD
   automatic call distribution

ADAP
   administration and data acquisition package

ADU
   asynchronous data unit

ALT
   assembly load and test

AMIS
   Audio Messaging Interchange Specification

AT&T
   American Telegraph and Telephone

AUDIX®
   Audio Information Exchange

AWG
   American wire gauge

B

BIOS
   basic input/output system

bps
   bits per second

BRI
   basic rate interface

BSC
   binary synchronous communications

BTU
   British thermal unit

ABB-1

C

CCA
call classification analysis

CDH
call data handler process

CELP
code excited linear prediction

CIC
customer information center

CICS
customer information control system

CO
central office

COIN
central office implemented network

COM1
serial communications port 1

COM2
serial communications port 2

COR
class of restriction

COS
class of service

CPU
central processing unit

CTS
clear to send

D

DAC
dial access code

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

ABB-2

DCP
  digital communications protocol

DCS
  distributed communications system

DID
  direct inward dialing

DIP
  data interface process

DMA
  direct memory access

DNIS
  dialed number identification service

DSP
  digital signal processor

DSU
  data service unit

DTE
  data terminal equipment

DTMF
  dual tone multifrequency

DTR
  data terminal ready

E

EIA
  Electronic Industries Association

ESD
  electrostatic discharge

ESS
  electronic switching system

F

FIFO
  first-in first-out

FOOS
  facility out of service

ABB-**3**

G

GBCS
Global Business Communications Systems

H

Hz
hertz

I

IDI
isolating data interface

INADS
initialization and administration system

I/O
input/output

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

K

Kbps
kilobits per second

Kbyte
kilobyte (1024 bytes)

kHz
kilohertz

ABB-**4**

L

LCD
liquid crystal display

LED
light-emitting diode

LWC
leave word calling

M

MANOOS
manually out of service

Mbyte
megabyte (one million bytes)

MHz
megahertz

modem
modulator/demodulator

MPDM
modular processor data module

ms
millisecond

MT
maintenance (Intuity™ software component)

MTBF
mean time between failures

MWI
message-waiting indicator

N

NW
Intuity AUDIX Digital Networking

ABB-**5**

O

OA&M
operations, administration, and maintenance

OS
operating system

P

PBX
private branch exchange

PC
power converter or personal computer

PDM
processor data module

PEC
price element code

POST
power-on self test

R

RAM
random-access memory

REN
ringer equivalence number

ROM
read-only memory

RTS
request to send

RTU
right to use

S

SCSI
small computer systems interface

ABB-6

SID
switch integration device

SIMM
single in-line memory module

SMSI
simplified message service interface

SW
switch integration (Intuity software component)

T

TDD
telecommunications device for the deaf

TDM
time division multiplex

T/R
tip/ring

TRIP
tip/ring input process

TSC
AT&T's Technical Services Center

U

UCD
uniform call distribution

UPS
uninterruptible power supply

V

VM
Intuity AUDIX Voice Messaging

VP
voice platform (Intuity software component)

VR
Intuity Intro Voice Response

ABB-7

VROP
    voice response output process

ABB-**8**

Glossary

1A ESS Switch

An AT&T central office switch that can be integrated with the Intuity™ system.

5ESS Switch

An AT&T central office switch that can be integrated with the Intuity system.

A

accessed message

A voice mail message that was received and scanned (either the entire message or just the header).

ACD

See *automatic call distribution*.

activity menu

The list of options voiced to Intuity AUDIX® subscribers when they first access the system. Selecting an activity is the starting point for all user operations.

ADAP

See *administration and data acquisition package*.

address

Intuity AUDIX subscriber identification, containing the subscriber's extension and machine, that indicates where the system needs to deliver a voice mail message. An address may include several subscribers or mailing lists. Name or number addressing can be selected with the *A command.

adjunct

A separate system closely integrated with a switch, such as an Intuity system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a voice messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system subscriber, maintenance, or traffic data from an Intuity AUDIX system to a personal computer (PC).

ADU

See *asynchronous data unit*.

alarm log

A list of alarms that represent all of the active or resolved problems on an Intuity system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms
Hardware, software, or environmental problems that may affect system operation. Alarms are classified as major, minor, or warning.

alphanumeric
Alphabetic, numeric, or punctuation symbols.

AMIS
See *Audio Messaging Interchange Specification*.

AMIS Prefix
A number added to the destination number to indicate that the destination number is an AMIS analog networking number.

ampere (amp)
The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking
A method of transferring a voice mail message from one voice messaging system to another whereby the message is played back (voiced) during the transmission from one system to another.

analog signal
A communications path that, in teleprocessing usage, usually refers to a voice-grade telephone line.

announcement fragment
A numbered piece of spoken information that makes up a system message or prompt.

antistatic
A material that is treated to prevent the build-up of static electricity.

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and bits or characters are spaced by start and stop bits and not by time. See also *synchronous communication*.

asynchronous data unit (ADU)
An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs include Z3A1 or Z3A4.

asynchronous transmission
A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The Intuity system provides asynchronous RS-232 capabilities for Intuity AUDIX Digital Networking, if required.

Audio Messaging Interchange Specification (AMIS)
An analog networking feature that allows subscribers to exchange voice mail messages with any voice messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on Intuity systems as well as with users on remote voice messaging systems made by vendors other than AT&T.

Audio Information Exchange (AUDIX)
A complete voice messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See *Audio Information Exchange*.

automated attendant

A feature that allows a user of an Intuity system to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Intuity subscribers and users to the system. See also *call-distribution group*.

automatic message scan

An Intuity AUDIX feature that allows subscribers to scan all message headers and messages at the touch of two buttons.

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backup

A duplicate copy of files and directories saved on a removable media such as floppy diskette or tape. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device the information should go to.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

basic call transfer

A switchhook-flash method used to send the Intuity AUDIX transfer command over analog voice ports.

basic rate access

See *basic rate interface*.

basic rate interface (BRI)

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64 Kbps information bearer channels (B1 and B2), and one 16 Kbps call status and control (D) channel (a 2B + D format). Also called b*asic rate access*.

binary digit (bit)
Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

bit
See *binary digit*.

body
The part of subscriber voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot
The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem
The filesystem from which the system loads its initial programs.

bps (bits per second)
The number of binary units of information (1s or 0s) that can be transmitted per second. Mbps refers to a million bits per second; Kbps refers to a thousand bits per second.

BRI
See *basic rate interface*.

broadcast messaging
An Intuity AUDIX feature that enables the system administrator and other designated users to send a voice mail message to all subscribers automatically.

BSC
See *binary synchronous communications*.

buffer
Memory used to compensate for time differences in transmission by temporarily storing data.

bulletin board
An Intuity AUDIX feature that allows a message to be played to callers who dial the extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bus
An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release
To remove an Intuity device from service (make it appear busy or in use), and later restore it to service (release it). The Intuity switch data link, voice ports, or networking ports may be busied out if they appear faulty or if maintenance tests are run.

byte
A unit of storage in the computer. On many systems, a byte is eight bits (binary digits), the equivalent of one character of text.

C

call-answer
> An Intuity AUDIX feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or call forwarding switch features. Subscribers may record a personal greeting for these callers.

callback number
> In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning voice mail messages that cannot be delivered.

call coverage
> A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Intuity system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call-distribution group
> The set of analog port cards on the switch that connects subscribers and users to the Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call vectoring
> A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program), allowing a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage
> An area within the Intuity hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive
> A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

central office (CO)
> An office or location in which large telecommunication machines such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)
> The component of the computer that manipulates data and processes instructions coming from software.

channel capacity
> A measure of the maximum bit rate through a channel.

class of service (COS)
> The standard set of Intuity AUDIX features given to subscribers when they are first administered (set up with a voice mailbox).

clear to send (CTS)
Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

CO
See *central office*.

collocated
An Intuity system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct
Two or more adjuncts that are serving the same switch (i.e., each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode
AT&T's numbering system for telecommunications equipment. Each comcode is a nine digit number that represents a specific piece of hardware, software, or documentation.

command
An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a voice mailbox activity or function.

configuration
The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card
A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS
See *class of service*.

CPU
See *central processing unit*.

cross connect
Distribution system equipment used to terminate and administer communication circuits.

cross connection
The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CTS
See *clear to send*.

D

database
A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for Intuity system operation.

data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between an Intuity system and an AT&T switch. The DCIU is a high-speed synchronous data link that communicates with the common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination. For example, a phone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local Intuity system connections. The 2600 or 2700 series may also be used; these are more expensive DSU options and support diagnostic testing and the DATAPHONE II Service network system.

data set

AT&T term for a modem. A data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the Intuity system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See *data base processor*.

DCE

See *data communications equipment*.

DCIU

See *data communications interface unit*.

DCP

See *digital communications protocol*.

DCS

See *distributed communications system*.

debug

See *troubleshoot*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path may be formed with directly connected cables. MPDMs, DSUs, or other devices may also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

delivered message

A voice mail message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial-ahead/dial-through

The act of interrupting or preceding Intuity AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

digital

Discrete data or signals such as 0 and 1.

digital communications protocol (DCP)

A 64 Kbps digital data transmission code with a 160 Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring voice mail messages between voice messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

DIP switch

See *dual in-line package switch*.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

An Intuity AUDIX feature allowing you to hear a subscriber's name and extension after typing **N at the activity menu. Also, a group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying Intuity screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See *mailing list*.

DMA

See *direct memory access*.

DSR

See *data set ready*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTR

See *data terminal ready*.

dual in-line package (DIP) switch
A very small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

E

electrostatic discharge (ESD)
Discharge of a static charge on a surface or body through a conductive path to ground. An ESD can be damaging to integrated circuits.

enabled/disabled
The state of a hardware device that indicates whether the Intuity system can use it. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

enhanced call transfer
An Intuity AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface
A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped
The state of a networking channel that indicates whether Intuity software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message
A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors
Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape to attendant
An Intuity AUDIX feature that allows a subscriber with the call answer feature to have a personal attendant or operator administered to potentially pick up an unanswered call. A system-wide extension could also be used to send callers to a live agent.

ESD
See *electrostatic discharge*.

events
Informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

field
An area on a screen, menu, or report where information can be typed or displayed.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See *mirroring*.

filesystem

A collection of related files (programs or data) stored on disk that are required to initialize a Intuity system and provide full service.

F key

See *function key*.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can interpret meaningful information.

function

Individual steps or procedures within a voice mailbox activity.

function key (F key)

A key on a computer keyboard that performs a defined function when pressed. The user interface for the Intuity system defines keys F1 through F8.

G

Generic 1, 2, or 3

AT&T switch system software releases. Generic 1, Generic 3i, and Generic 3s correspond to the new generation of System 75-based software. Generic 2 and Generic 3r correspond to the new release of System 85-based software.

generic tape

A copy of the standard software and standalone tape utilities that is shipped with a new Intuity system.

guest password

A feature that allows users who are not Intuity AUDIX subscribers to leave messages on the system by dialing a subscriber's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on non-removable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape and floppy drives are all hardware.

header
    Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help
    A command run by pressing $\boxed{\text{HELP}}$ or $\boxed{\text{CTRL}}$ $\boxed{\text{?}}$ on an Intuity display terminal to show the options available at your current screen position. In the Intuity AUDIX system, press $\boxed{*}$ $\boxed{\text{H}}$ on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)
    A measurement of frequency in cycles per second. A hertz is one cycle per second.

host switch
    The switch directly connected to the Intuity system over the data link. Also, the physical link connecting an Intuity system to a distributed communications system (DCS) network.

hunt group
    A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz
    See *hertz*.

I

IDI
    See *isolating data interface*.

INADS
    See *initialization and administration system*.

information service
    See *bulletin board*.

initialization
    The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)
    A computer-aided maintenance system used by remote technicians to track alarms.

initialize
    To start up the system for the first time.

input
    A signal fed into a circuit or channel.

integrated services digital network (ISDN)
    A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP card
    The IVC6 card.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together.

interrupt request (IRQ)

A device that signals the data bus and the CPU that it needs attention.

Intuity AUDIX Digital Networking

An Intuity feature that allows customers to link together up to 500 remote Intuity machines for a total of up to 500,000 remote subscribers. See also *digital networking*.

I/O address

input/output address.

IRQ

See *interrupt request*.

ISDN

See *integrated services digital network*.

isolating data interface (IDI)

A synchronous, full duplex data device used for cable connections between an Intuity GPSC-AT/E card and the switch data communications interface unit (DCIU).

J

jumper

Pairs or sets of small prongs on circuit cards and mother boards that allow the user to instruct the computer to select one of its available operation options. When two pins are covered, an electrical circuit is completed.

K

Kbps

kilobits per second. One thousand bits per second.

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release or a descriptive name if for backup copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LCD

See *liquid crystal display*.

leave word calling (LWC)
A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED
See *light emitting diode*.

light emitting diode (LED)
A light indicator on the hardware platform that shows the status of operations.

liquid crystal display (LCD)
The 10-character alphanumeric display that shows status of the system, including alarms.

load
To read software from external storage (such as disk) and place a copy in system memory.

local AUDIX machine
The AUDIX system where a subscriber's voice mailbox is located. All subscribers on this home machine are called *local subscribers*.

local installation
A switch, adjunct, or peripheral equipment installed physically near the host switch or system. See also *collocated*.

local network
An Intuity AUDIX Digital Network in which all Intuity systems are connected to the same switch.

login
A unique code used to gain approved access to the Intuity system. See also *password*.

login announcement
A feature enabling the system administrator and other designated users to create a voice mail message that is automatically played to all Intuity AUDIX subscribers every time they login to the system.

M

magnetic peripherals
Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox
A portion of disk memory given to each Intuity AUDIX subscriber for creating and storing outgoing and incoming voice mail messages.

mailing list
A group of Intuity AUDIX subscriber addresses assigned a list ID# and public or private status. A mailing list may be used to simplify sending messages to several subscribers.

maintenance
The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm
An alarm detected by Intuity software that affects at least one fourth of the Intuity ports in service. Often a major alarm indicates that no service is available.

megabyte
A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

memory
A device which can store logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

message categories
Groups of messages in Intuity AUDIX subscribers' mailboxes. Categories include new, unopened, and old for the incoming mailbox and delivered, accessed, undelivered, undeliverable (not deliverable), and file cabinet for the outgoing mailbox.

message delivery
An optional Intuity feature that permits subscribers to send recorded messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

message-waiting indicator (MWI)
An indicator that alerts subscribers that they have received new voice mail messages. An MWI can be LED, neon, or audio (stutter dial tone).

minor alarm
An alarm detected by maintenance software that affects less than one fourth of the Intuity ports in service, but has exceeded error thresholds or may impact service.

mirroring
An Intuity system feature that allows data from crucial filesystems to be continuously copied to backup (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

modem
A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-vera.

modular
A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM).
A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect Intuity to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
See *modular processor data module*.

MWI
See *message-waiting indicator*.

N

networking
See *Intuity AUDIX Digital Networking*.

networking prefix
A set of digits that identifies an Intuity machine.

not deliverable message
A voice mail message that could not be delivered after a specified number of attempts. This usually means that the subscriber's mailbox is full.

O

on-line help
An Intuity feature that provides information about Intuity user interface screens by pressing a predetermined key. See also *help*.

operating system (OS)
The set of programs that runs the hardware and interprets software commands.

option
A choice selected from a menu, or an argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command will execute according to its default options.

OS
See *operating system*.

outcalling
An Intuity feature that allows the system to dial subscribers' numbers to inform them they have new messages.

outgoing mailbox
A storage area for subscribers to keep copies of messages for future reference or action.

P

parallel transmission
The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password
A code assigned to every Intuity terminal user and Intuity AUDIX subscriber for security reasons. After dialing the system, subscribers must dial their personal password correctly to log on. Passwords are also assigned to local and remote networked machines to identify the machines or the network. See also *login.*

PBX

See *private branch exchange.*

PDM (processor data module)

See *modular processor data module (MPDM).*

peripheral device

Equipment external to the Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the Intuity system. Also called *peripherals.*

personal directory

An Intuity AUDIX feature allowing each subscriber to create a private list of customized names.

pinouts

The signal description per pin number for a particular connector.

port

A connection or link between two devices, allowing information to travel to a desired location. For example, a switch port connects to an Intuity voice port to allow a subscriber to leave a message.

priority messaging

An Intuity AUDIX feature that allows some subscribers to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling.*

priority outcalling

Works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging.*

private branch exchange (PBX)

A private switching system. See also *switch.*

private mailing list

A list of voice mail addresses that only the owning subscriber can access.

private messaging

A feature of Intuity AUDIX that allows a subscriber to send a voice mail message that cannot be forwarded by the recipient.

processor data module (PDM)

See *modular processor data module (MPDM).*

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB).*

programmed function key

See *function key.*

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of voice mail addresses that any Intuity AUDIX subscriber can use if that subscriber knows the owner's list ID# and extension number. Only the owner can modify a public mailing list.

R

RAM

See *random access memory*.

random access memory (RAM)

The primary memory in a computer that can be overwritten with new information.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

An AT&T or AT&T-certified organization that provides remote support to Intuity customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log into your system and remedy problems.

remote subscribers

Intuity AUDIX voice mail subscribers whose mailboxes reside on a remote Intuity AUDIX Digital Networking machine.

remote terminal

A terminal connected to a computer over a phone line.

REN

See *ringer equivalence number*.

reply loop escape

An Intuity AUDIX feature that allows a subscriber the option of continuing to respond to a message after trying to reply to a nonsubscriber message.

reply to sender

An Intuity AUDIX feature that allows subscribers to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)

One of the control signals on a RS-232 connector that places the modem in the originate mode so that it can begin to send.

restart

An Intuity feature that allows Intuity AUDIX subscribers who have reached the system through the call answer feature to access their own mailboxes by typing the *R (Restart) command. This feature is especially useful for long-distance calls or for users who wish to access the Intuity system when all the voice mail ports are busy. Also, the reinitialization of certain software. For example, restarting the voice system.

restore

The process of recovering lost or damaged files by retrieving them from available backup tapes, floppy diskette, or another disk device.

retention time

The amount of time voice mail messages are saved on disk before being automatically deleted from a subscriber's mailbox.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with the phone company.

RTS

See *request to send*.

S

sales representative

An AT&T or AT&T-certified person who assists you in the purchasing, planning, and implementation of AT&T equipment and solutions.

SCA

See *switch communications adapter*.

scan

To automatically play voice mail messages, headers, or both.

scheduled delivery time

A time and/or date that an Intuity AUDIX subscriber optionally assigns to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

SCSI

See *small computer system interface*.

serial transmission

The transmission of one bit at a time over a single wire.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SIMMs

See *single in-line memory modules*.

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS switch or 5ESS switch in the Intuity system.

single in-line memory modules (SIMMs)
A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)
An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI
See *simplified message service interface*.

split
Group (or queue) of analog ports on the switch. See also *call-distribution group*.

subscriber
An Intuity user who has been assigned the ability to access the Intuity AUDIX Voice Messaging system.

surge
A sudden voltage rise and fall in an electrical circuit.

surge protector
A device that plugs into the phone system and the commercial AC power outlet. It is designed to protect the phone system from high voltage surges that could be damaging to the phone system.

switch
An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access
A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook
The device at the top of most telephones which is depressed when the handset is resting in the cradle (on hook). This device is raised when the handset is picked up (the phone is off hook).

switch hook flash
A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch network
Two or more interconnected switching systems.

synchronous communication
A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission
A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration
See *configuration*.

T

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes magnetic tape.

terminal

See *display terminal*.

terminal type

A number indicating the type of terminal being used to log on to the Intuity system. Terminal type is the last required entry before gaining access to the Intuity display screens.

terminating resistor

A grounding resistor placed at the end of bus, line, or cable to prevent signals from being reflected or echoed.

tip/ring

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary phone, used to produce touch-tone sounds when voice mail subscribers cannot use a regular touch-tone generating voice terminal.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. They customize the Intuity system and switch features for users.

troubleshoot

The process of locating and correcting errors in computer programs. Also called *debug*.

U

UCD

See *uniform call distribution*.

undelivered message

A message that has not yet been sent to an Intuity AUDIX subscriber's incoming mailbox. The message resides in the sender's outgoing message and may be modified or redirected by the sender.

Unequipped

See *equipped/unequipped*.

unfinished message

A message that was recorded but not approved or addressed, usually the result of an interrupted Intuity AUDIX session. Also called *working message*.

uniform call distribution (UCD)
> The type of call-distribution group (or hunt group) of analog port cards on some switches that connects subscribers and users to the Intuity AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

UNIX operating system
> A multi-user, multitasking computer operating system.

untouched message
> An Intuity AUDIX feature that allows a subscriber to keep a message in its current category by using the **H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp will remain lit).

user population
> A combination of light, medium, and heavy users on which Intuity configuration guidelines are based.

V

vector
> A customized program in the switch for processing incoming calls.

voice link
> The Intuity analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail
> See *voice message*.

voice mailbox
> See *mailbox*.

voice message
> Digitized voice information stored by the Intuity system on disk memory. Also called *voice mail*.

voice port
> The IVC6 port that provides the voice interface between the Intuity system and the analog ports on the switch.

voice terminal
> A telephone used for spoken communications with the Intuity system. A touch-tone telephone with a message-waiting indicator is recommended for all Intuity AUDIX subscribers.

voicing
> Either speaking a message into the Intuity system during recording, or having the system playback a message or prompt to a subscriber.

volt
> The unit of measurement of electromotive force. One volt is the force required to product a current of one ampere through a resistance of one ohm.

W

watt

A unit of electrical power that is required to maintain a current of one amp under the pressure of one volt.

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