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AUDIX® Voice Power™ System R3.0

Planning

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Federal Communications Commission (FCC) Statement

This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

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Acknowledgment

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About This Document

This document covers planning issues associated with the AUDIX® Voice Power™ System R3.0.

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

INTENDED AUDIENCES

The primary audience for *AUDIX Voice Power System R3.0 Planning* is the person or persons who plans and executes product implementation, usually a member of an AT&T account. The secondary audience for this document is the person or persons administering the AUDIX Voice Power system (the customer) who gathers information and makes decisions about system configuration.

PREREQUISITE SKILLS OR KNOWLEDGE

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

HOW THIS DOCUMENT IS ORGANIZED

- Chapter 1, *Planning Overview,* introduces AUDIX Voice Power and the AT&T team. In addition, it provides a checklist of planning tasks.
- Chapter 2, *Site Planning,* details environmental, equipment room, telephony, and electrical facilities required by AUDIX Voice Power.
- Chapter 3, *Personnel Planning,* discusses the personnel considerations associated with installing a voice mail system, such as training, job description changes, and special groups that will be affected.
- Chapter 4, *PBX Considerations,* explains PBX issues associated with installing AUDIX Voice Power, for example, PBX software and hardware upgrades, non-AT&T PBX requirements and demarcation.
- Chapter 5, *Upgrade Planning,* details considerations in upgrading from a previous version of AUDIX Voice Power to R3.0.
- Appendix A, *Planning Worksheets,* contains worksheets which correspond to each of the planning chapters in this document. These worksheets are intended to help make planning decisions and provide site-specific information to the technician who will install the system.
- Appendix B, *Technician Worksheets,* contains worksheets which the installation technician will complete with system information.
- Appendix C, *Price Element Codes,* shows all Price Element Codes (PECs) for the AUDIX Voice Power R3.0 product.

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

HOW TO USE THIS DOCUMENT

Read Chapter 1, *Planning Overview*, an introduction to the AUDIX Voice Power planning process. If this is a new installation of AUDIX Voice Power, read Chapters 2 through Chapter 4 and fill out the corresponding worksheets in Appendix A. If this is an upgrade of a previous version of AUDIX Voice Power to R3.0, read Chapter 5 and fill out its corresponding worksheet in Appendix A.

CONVENTIONS USED IN THIS DOCUMENT

The following typographic conventions are used in this document.

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

  Press (ENTER)

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

  Press [0]

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

  Enter **y** to continue.

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

  Press (ALT-d).

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

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

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

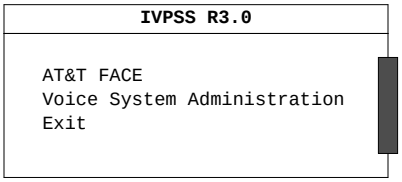
  `Your file` *filename* `has been saved.`

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

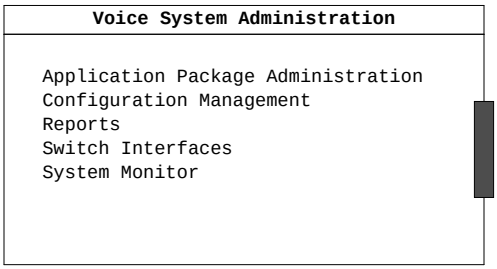
Series of Menu Selections

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

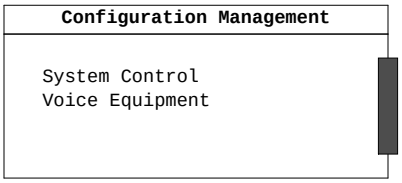
When you log on, the IVPSS R3.0 menu is displayed.



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

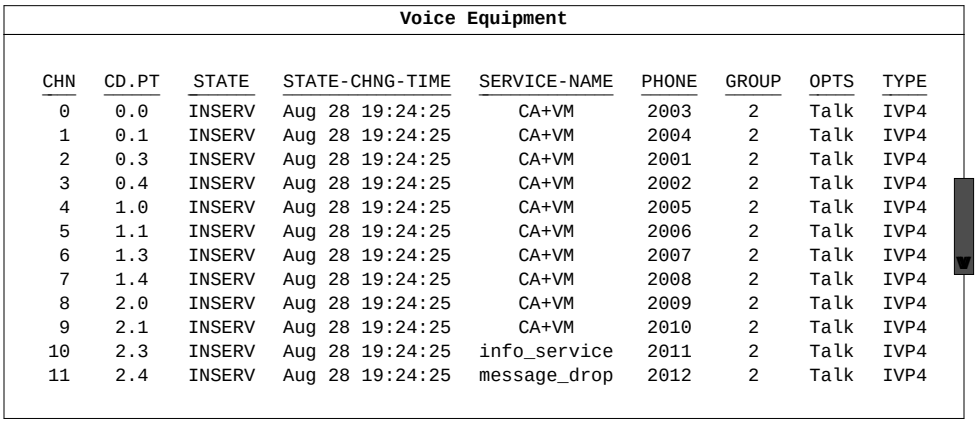


From the VOICE SYSTEM ADMINISTRATION menu, select `Configuration Management`.
This brings up the CONFIGURATION MANAGEMENT menu.



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

This brings up the VOICE EQUIPMENT window.



Voice Equipment

CHN	CD.PT	STATE	STATE-CHNG-TIME	SERVICE-NAME	PHONE	GROUP	OPTS	TYPE
0	0.0	INSERV	Aug 28 19:24:25	CA+VM	2003	2	Talk	IVP4
1	0.1	INSERV	Aug 28 19:24:25	CA+VM	2004	2	Talk	IVP4
2	0.3	INSERV	Aug 28 19:24:25	CA+VM	2001	2	Talk	IVP4
3	0.4	INSERV	Aug 28 19:24:25	CA+VM	2002	2	Talk	IVP4
4	1.0	INSERV	Aug 28 19:24:25	CA+VM	2005	2	Talk	IVP4
5	1.1	INSERV	Aug 28 19:24:25	CA+VM	2006	2	Talk	IVP4
6	1.3	INSERV	Aug 28 19:24:25	CA+VM	2007	2	Talk	IVP4
7	1.4	INSERV	Aug 28 19:24:25	CA+VM	2008	2	Talk	IVP4
8	2.0	INSERV	Aug 28 19:24:25	CA+VM	2009	2	Talk	IVP4
9	2.1	INSERV	Aug 28 19:24:25	CA+VM	2010	2	Talk	IVP4
10	2.3	INSERV	Aug 28 19:24:25	info_service	2011	2	Talk	IVP4
11	2.4	INSERV	Aug 28 19:24:25	message_drop	2012	2	Talk	IVP4

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

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

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

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

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

TRADEMARKS AND SERVICE MARKS

The following trademarked products are mentioned in this document.

- AUDIX® is a registered trademark of AT&T.
- Voice Power™ is a trademark of AT&T.
- DEFINITY® Communications System is a registered trademark of AT&T.
- UNIX® is a registered trademark of UNIX System Laboratories Inc.
- Hayes® is a registered trademark and Smartmodem™ and OPTIMA™ are trademarks of Hayes Microcomputer Products, Inc.

RELATED RESOURCES

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

Title	Doc #	Iss #
AUDIX Voice Power System R3.0 System and Feature Description	585-310-202	1
AUDIX Voice Power System R3.0 Documentation Guide	585-310-013	1
6386/33 and 6386/25 Voice Processing Hardware Installation	585-310-111	1
AUDIX Voice Power System R3.0 Software Installation	585-310-115	1
AUDIX Voice Power System R3.0 Installer's Checklist	585-310-112	1
AUDIX Voice Power System Upgrade Instructions	585-310-116	1
AUDIX Voice Power System R3.0 Maintenance	585-310-113	1
AUDIX Voice Power System R3.0 Administration	585-310-532	1
AUDIX Voice Power System R3.0 Portable User's Guide	585-310-711	1
AUDIX Voice Power System R3.0 Quick Reference	585-310-712	1
AUDIX Voice Power System R3.0 Artwork Package	585-310-713	1
AUDIX Voice Power System R3.0 Wallet Card	585-310-714	1
AUDIX Voice Power System R3.0 Business Card Sticker	585-310-715	1
AUDIX Voice Power System R3.0 Switch Integration to System 75, DEFINITY® G1, and DEFINITY® G3	585-310-203	1
AUDIX Voice Power System R3.0 Switch Integration to System 25	585-310-209	1
AUDIX Voice Power System R3.0 Switch Integration to Northern Telecom SL-1	585-310-205	1
AUDIX Voice Power System R3.0 Switch Integration to NEC NEAX 2400 MCI	585-310-201	1
AUDIX Voice Power System R3.0 Switch Integration to ROLM	585-310-206	1
AUDIX Voice Power System R3.0 Switch Integration to MITEL	585-310-207	1

*In the future, other switch integration documents (585-310-2xx) may exist.

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

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

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

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1. Planning Overview

This chapter is an overview of the planning process. It introduces AUDIX Voice Power and provides a checklist enabling you to keep track of planning tasks.

AUDIX VOICE POWER R3.0 PRODUCT DESCRIPTION

AUDIX Voice Power is a friendly, easy-to-use message handling system that allows you to record, distribute, and receive spoken messages.

AUDIX Voice Power subscribers can create a verbal message, address it, and then send it to other AUDIX Voice Power subscribers. AUDIX Voice Power captures all the nuances and subtle inflections of the human voice, an integral part of person-to-person communication.

You give instructions to AUDIX Voice Power by pressing the keys on your touch-tone phone, and the system "talks" you through each step of a task using detailed voice prompts.

AUDIX Voice Power has many features; a few are described below.

- When you are unavailable to answer your telephone, AUDIX Voice Power's call-answer features records messages.
- You can create personal greetings that AUDIX Voice Power will use when answering your phone.
- Callers who reach AUDIX Voice Power can redirect their call to a live attendant at any time by pressing 0.
- You can create a general-interest message that callers from inside or outside the company can hear then they dial your information service number. For example, you could post a schedule, update product or service information, broadcast current rates, or call attention to new regulations.
- The Automated Attendant feature offers a menu of choices, selectable with a single touch-tone button, which will route a call to a preset extension, department, or office.
- Outcalling lets AUDIX Voice Power automatically place a call to you when you have messages waiting. You specify the outcalling telephone number and it may be an office, home, car, or pager number.
- You can create mailing lists made up of several AUDIX Voice Power subscribers' addresses to conveniently send messages to many people who need the same information.
- AUDIX Voice Power has an menu-based computer interface for easy administration and maintenance tasks.

TOLL FRAUD

It is extremely important that customers are educated and made aware of their responsibilities concerning toll fraud.

The AUDIX Voice Power system has been carefully designed to be very secure. It is the responsibility of the AUDIX system administrator to protect subscribers from unauthorized access to their mailboxes. Careful attention to security-related administrative features, procedures, and maintenance are required to ensure the integrity of user information. Chapter 2, *Security* of *AUDIX Voice Power System R3.0 Administration* details AUDIX Voice Power security issues and prevention measures.

AT&T also recommends purchasing the *BCSystems Products Security Handbook* (555-025-600) for more information on security-related topics.

NOTE

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

PLANNING CHECKLIST

The planning checklist, constructed using Streamlined Implementation Initiative (SII) goals, pinpoints responsibilities and allows you to keep track of AUDIX Voice Power planning and implementation milestones.

The following abbreviations are used in the checklist.

Abbreviation	Team Member
AE	Account Executive
ACM	Assistant Contract Manager
CU	Customer
CSR	Customer Support Representative
DS	Design Specialist
DSIC	Dedicated Switch Installation Crew
OE/B	Order Entry and Billing
PM	Project Manager
PVM	Provisioning Manager
SA	Software Associate
SS	Software Specialist
SSM	Sales Support Manager
TIEU	Technical Instructor End User
TSC	Technical Service Center
TSM	Territory Support Manager

Ch *x* in the Reference column of the checklist (on the next page), refers to a chapter in this guide.

Table 1-1. AUDIX Voice Power R3.0 Planning Checklist

WHO?	TASK	REFERENCE	TARGET DATE	✔
AE	Needs assessment complete	SII job aids binder		
AE	Service Offering and Support Plan reviewed			
AE	Configuration generated			
PVM	Project manager assigned			
PM	Site survey performed	SII job aids binder		
PM	Milestones identified, signed	SII job aids binder		
PM/AE	Equipment room requirements reviewed, signed			
AE	Contract reviewed, signed			
ACM	Planning order released			
PM	Kickoff meeting conducted			
AE/CU	Site-specific information gathered			
CU	Training attended			
CU	Site Prepared			
SS/CU	Software/station reviewed			
PM	Change order signed			
PM	Customer site checked			
OE/B	Order transmitted	CPS		
Factory	Order processed			
PM	Maintenance support requested	INADS database		
CU	Equipment received			
CU	Planning worksheets handed off to technician			
DSIC	AUDIX Voice Power hardware installed			
DSIC	AUDIX Voice Power hardware tested			
SS/SA/CU	Initial switch administration performed			
SS/SA	AUDIX Voice Power administration performed			
SS/SA/CU	Initial subscriber administration performed			
DSIC	Training equipment installed			
TIEU	End users trained			
DSIC/CU	System cut-to-service			
SS/SA	Planning worksheets handed back to customer			
AE	Trouble escalation path covered with customer			
CU	System accepted			
OE/B	Order closed			
PM	Invoice reviewed			

2. Site Planning

Suitable environmental, equipment room, and electrical facilities must be provided before AUDIX Voice Power can be installed. It is the customer's responsibility to provide an appropriate site for the AUDIX Voice Power computer and its peripherals. This section is designed to help select and prepare the proper environment.

SITE PLANNING WORKSHEET

Appendix A, *Planning Worksheets* contains a *Site Worksheet*. Fill in all of the information on this worksheet as you read this chapter. The worksheet is intended to help make planning decisions and provide site-specific information to the technician who will install the system.

EQUIPMENT ROOM PREREQUISITES

The first step in site planning is to select the equipment room, the place where the AUDIX Voice Power computer will reside. The equipment room must meet or have the potential for meeting the following prerequisites.

The equipment must not be located in or near any of the following.

- Locations susceptible to flooding
- Areas where equipment might be subjected to excessive vibrations or struck by moving equipment such as hand trucks or transporters
- Areas with an explosive or flammable atmosphere
- Photocopiers or FAX machines
- Radio transmitters with a field strength in excess of 0.05v per meter, measured at the proposed equipment location
- Commutator motors rated at more than 1/4 horsepower (187 watts), industrial RF heating equipment and welders

NOTE

Small tools with universal motors, motors without commutators, whether synchronous or asynchronous, are not included.

You will need to be able to secure and limit access to the room either through a locked door or constant supervision.

An area in the room should initially be reserved for accepting shipments of the equipment for installation. Later this area could be dedicated to another purpose.

Connections from the AUDIX Voice Power computer to the PBX are required. The proximity of the equipment room to the PBX facilitates these connections. For distance limitations, see the *Space Requirements* section of this chapter.

The room should have at least one phone, so that the system administrator can easily call the system when troubleshooting or make phone calls to subscribers and service administrators as necessary. (Two phones are needed initially for testing purposes.)

The room should also meet or have the potential to meet the space, environmental, power, and FCC requirements detailed in this chapter.

Once the equipment room location is determined, record its room number and telephone number on *Site Worksheet* in Appendix A, *Planning Worksheets*.

SPACE REQUIREMENTS

The AUDIX Voice Power computer and peripherals require a relatively small amount of space. However, the room area should be large enough to accommodate installation and cabling of the system as well as provide a comfortable work environment for administration.

The following table lists AUDIX Voice Power components and their dimensions. These measurements should be considered when designating floor space and table space.

Hardware Component	Dimensions **HxWxD**
6386/33 floor model	25" x 8" x 28"
6386/25 desk model	6" x 21" x 19"
monitor	15" x 14" x 13"
Hayes OPTIMA 2400 maintenance modem	1" x 5-1/2" x 9-1/2"
SID	3-1/4"x10-3/4"x11"

If you ordered the 6386/25 computer, the monitor can sit on top of the computer case.

Component to component connections may dictate how you choose to organize the equipment room. The following table details the various AUDIX Voice Power connections and their distance limitations.

Connection	**Cable Length**	**Distance Limitation**
From DCP to System 75/G1/G3	7 feet	4000 feet (1220m) on 26-gauge wire, or 5000 feet (1524 m) on 24-gauge wire
From IVP4 to PBX System 75/G1/G3 Analog Port Boards TN742, TN769 TN746	16 feet	PBX dependent Ranges from 13,000 feet (1962 m) on 26-gauge wire to 20,000 feet (6100 m) on 24-gauge wire Ranges from 2,000 feet (610 m) on 26-gauge wire to 3,100 feet (945 m) on 24-gauge wire
From Serial port #2 to SID	10 feet	see RS-232C spec. below
From Serial port #1 to maintenance modem		see RS-232C spec. below
From monitor to PC	5 feet	
RS-232C Cable		EIA specification recommends 50-foot (15 m) limit

Sketch an equipment room floor plan on the *Site Worksheet* in Appendix A, *Planning Worksheets*.

POWER REQUIREMENTS

The following table details the power requirements for each AUDIX Voice Power component.

Component	Power Cord Length	Power Requirement
6386/33 or 6386/25	6 feet	A grounded, nonswitched outlet providing a 15A or 20A circuit. dedicated for exclusive use by the AUDIX Voice Power computer. 115 VAC standard three-prong outlet.
Monitor	6 feet	powered by PC
Maintenance modem	6-1/2 feet	14.0 VAC with surge protection
SID	6 feet	85 to 264 VAC, 47 to 440 Hz

In areas with volatile power (brown-outs or frequent power surges), surge protection and power backup should also be provided.

Space is provided on the *Site Worksheet* in Appendix A, *Planning Worksheets* for notes about power updates that need to be made to accommodate AUDIX Voice Power R3.0.

ENVIRONMENTAL REQUIREMENTS

The equipment room must meet or have the potential to meet the following environmental requirements.

In general, the equipment room must be set up in a clean environment that is moisture proof, as near dust-free as possible, and provide protection from excessive sunlight, heat, cold, static electricity, magnetic fields, vibration, and grime. The following table details environmental factors and their limits.

Environmental Factor	Limits
Altitude	200 feet (60m) below sea level 10,000 feet (3050m) above sea level
Temperature	65° to 85°F (18° to 29°C operating temperature)
Humidity	10 to 80 percent (noncondensing) 79°F (26°C) maximum wet-bulb temperature
Air Quality	No cigarette smoke, corrosive gasses such as sulfur and chlorine, or excessive dust, lint, carbon particles, paper fiber and metallic particles, (these contaminants are produced by copiers and FAX machines)
Sound Level	Should not exceed 90 decibels

The equipment room should have its own independent thermostat which controls both heating and cooling. Review the following list of temperature considerations.

- Air should not be blown directly at the AUDIX Voice Power computer; this may interfere with the normal computer air-flow pattern.
- Personnel and external equipment (such as terminals and other computers) also affect air cooling planned for an AUDIX Voice Power system and should be considered.

AUDIX Voice Power equipment can operate at temperatures or humidity outside of the recommended range for no more than 72 hours or a total of 15 days in one year.

While under operation, AUDIX Voice Power equipment should not be exposed to a gradient temperature of more than 68°F (20°C) per hour.

NOTE

Conditions that do not meet these limits may reduce system life or impede system operation. Consult your account team if normal limits cannot be met.

Space is provided on the *Site Worksheet* in Appendix A, *Planning Worksheets* for notes about environmental updates that need to be made to accommodate AUDIX Voice

FCC REQUIREMENTS

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection againist such interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

DEMARCATION

The standard AT&T demarcation point for AUDIX Voice Power is at the system itself with the termination connectors specified in *6386/33 and 6386/25 Voice Processing Hardware Installation*. It is the responsibility of the customer to perform the necessary site preparation to connect the system. This preparation includes providing the necessary computer connections, data wiring, and power connections.

TEST TELEPHONES

As part of the installation, the technicians will perform acceptance tests to assure that the system is up and running. To perform acceptance tests, two phone sets with different extensions are needed near the AUDIX Voice Power computer. The phone sets should have message-waiting lamps (MWLs) if possible.

If you do not have spare phone sets, the technician can use phones in nearby offices. However, this may inconvenience employees.

The closer the phone sets are to the AUDIX Voice Power computer the better. Proximity allows the technician to monitor the system while making test calls.

These two phones will be set up test subscribers in Chapter 4, *PBX Considerations*.

3. Personnel Planning

AUDIX Voice Power changes the way people communicate. It will also create new job duties for some employees. Everyone who comes in contact with the system from subscribers to operators needs to be taken into consideration, trained, provided with reference materials, and made aware of responsibilities. This chapter addresses the following personnel.

- System administrator
- Service administrators
- Operators
- Subscribers

PERSONNEL PLANNING WORKSHEET

Appendix A, *Planning Worksheets* contains a *Personnel Worksheet*. Fill in all of the information on this worksheet as you read this chapter. The worksheet is intended to help make planning decisions and provide site-specific information to the technician who will install the system.

SYSTEM ADMINISTRATOR

The AUDIX Voice Power system administrator is the person at the customer site in charge of setting up and maintaining AUDIX Voice Power. The privileges and responsibilities assigned to this person gives him or her complete control over AUDIX Voice Power and its features. Therefore, the AUDIX Voice Power system administrator should be chosen carefully.

The responsibilities of the AUDIX Voice Power system administrator include the following areas.

- User training (both initial and ongoing) as required
- Product documentation
- Getting started activities
- AUDIX Voice Power performance
- User problems
- Repair requests
- Subscriber administration
- Custom prompt administration
- Automated attendant administration
- Backups
- System security
- Normal AT&T maintenance for installation of engineering changes, additions/deletions or hardware/software, and so on
- Record keeping pertaining to AUDIX Voice Power hardware and software
- Peripheral administration (including printers and modems)
- Subscriber passwords
- AUDIX Voice Power traffic

This information is obtained by studying *AUDIX Voice Power System R3.0 Administration* and the entire AUDIX Voice Power documentation set, attending administrator training classes, and using the AT&T service path as needed.

Fill in information about the system administrator on the *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

Space is provided on the *Personnel Worksheet* for notes about service administrators.

Qualifications

The system administrator will be the local customer expert in all matters pertaining to AUDIX Voice Power. The following is a list of suggested qualifications for the system administrator.

- Clerical and basic accounting skills
- Data center operations experience (for example, previous experience as a computer operator)
- Management skills
- Database management experience
- Computer hardware experience (for example, experience with terminals, printers, modems, and so on)

System Administrator Training

Once the AUDIX Voice Power system administrator has been selected, he or she should be enrolled in AT&T training for AUDIX Voice Power. The AT&T representative (project manager or account team member) can help schedule training.

SERVICE ADMINISTRATORS

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

Administration tasks can be classified into two areas: computer-based and phone-based. Phone-based means using AUDIX Voice Power from a telephone or pertaining to AUDIX Voice Power telephone functions. Computer-based means using AUDIX Voice Power from the computer or a terminal or pertaining to AUDIX Voice Power computer functions.

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

The advantages of assigning service administrators include the following.

- Delegates responsibilities and reduces the workload of system administrator
- Allows area experts to develop
- Creates a team of people who are familiar with the system in case of an emergency
- Gives subscribers several points of contact for questions or problems

Initially, service administrators will have be trained and procedures will have to be developed that ensure a consistent implementation across the system. However, once these are established, the system administrator's workload should decrease.

Service administrators are an optional AUDIX Voice Power feature. At this point it is not important that a decision is made about service administrators. Simply think about the possibility of an AUDIX Voice Power staff and make a decision after the system is cut into service. For more information on service administrators, see Chapter 4, *System Administration Planning,* in *AUDIX Voice Power System R3.0 Administration.*

OPERATORS

The tasks that operators perform may change drastically with the addition of AUDIX Voice Power. Operators will no longer have to take paper messages for subscribers. If automated attendant is part of the planned AUDIX Voice Power environment, operators will no longer have to transfer callers to the appropriate department or person. Their duties will shift more to assisting those people who are uncomfortable with voice mail, helping subscribers become familiar with the system, and performing special procedures such as transferring callers directly to voice mailboxes when subscribers do not wish to be disturbed.

Many AUDIX Voice Power prompts and menus give the caller the option of transferring to the operator by pressing 0. For this reason, operators are an important part of the AUDIX Voice Power culture and need to be treated as such through training and development. An *Operator Quick Reference* in included in Appendix A, *Job Aids,* in *AUDIX Voice Power System R3.0 Administration.* Use this as a basis for operator training but also make sure that operators attend subscriber classes so that they can become experts on the system and be equipped to help callers and subscribers effectively and quickly. More tips on training operators are provided in the *Training Subscriber and Operators* section of this chapter.

Fill in the system operator's extension (and other operator extensions) and target operator training dates on the *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

SUBSCRIBERS

A subscriber is a person registered with AUDIX Voice Power through a profile created on the AUDIX Voice Power computer. Once registered, AUDIX Voice Power answers subscribers phones when they are unavailable and allows them to retrieve messages and perform a variety of other voice mail activities.

Preparing Subscriber Documentation

The AUDIX Voice Power package includes a variety of subscriber documentation options. Below is a brief description of each subscriber documentation component. Choose the combination of materials best suited for the subscribers at the site. Make the preparations necessary to ensure that documentation is available before the subscriber training sessions.

- *AUDIX Voice Power System R3.0 Portable User's Guide* is a comprehensive guide to all features available to AUDIX Voice Power subscribers. It provides step-by-step instructions for listening and responding to messages, creating mailing lists, recording customized greetings, and more. It addresses both basic and advanced AUDIX Voice Power subscribers. The portable guide's size is convenient as a desk reference or traveling companion.

  Preparation: More copies may need to be ordered from AT&T to accommodate all subscribers. Allow several weeks for delivery.

- *AUDIX Voice Power System R3.0 Quick Reference* is a concise summary of the most commonly used AUDIX Voice Power features. It provides simple instructions without background detail on, for example, logging in, retrieving messages, and transferring by name. The *AUDIX Voice Power System R3.0 Quick Reference* is convenient for those subscribers who use AUDIX Voice Power away from the office, access only the most popular features, or need to reference AUDIX Voice Power commands quickly.

  Preparation: Camera-ready artwork for the *AUDIX Voice Power System R3.0 Quick Reference* is provided in the *AUDIX Voice Power System R3.0 Artwork* package. Depending on how the artwork is to be used, preparation can vary from an hour at the copy machine to professional printing schedules and deadlines. Also, more copies can be ordered from AT&T to accommodate all subscribers. Allow several weeks for delivery.

- *AUDIX Voice Power System R3.0 Artwork* is camera-ready artwork package which can be used to duplicate and/or customize the *AUDIX Voice Power System R3.0 Quick Reference*, the *AUDIX Voice Power System R3.0 Wallet Card*, and the *Outcalling* subscriber page. This package provides an inexpensive solution to subscriber documentation. Photocopy the artwork or go as-far-as to customize the contents and professionally print it. The options are limitless.

  The Outcalling feature of AUDIX Voice Power informs subscribers when new messages arrive by calling them at a designated number. Although outcalling is a standard AUDIX Voice Power feature, it is enabled on a subscriber by subscriber basis. Therefore, a separate *Outcalling* page has been provided so that the system administrator has complete control over the outcalling feature. See Chapter 10, *Subscriber Administration*, in *AUDIX Voice Power System R3.0 Administration* for more information on outcalling.

  Preparation: Fill in the system parameters in the *Outcalling Notes* section of the *Outcalling* page in the *AUDIX Voice Power System R3.0 Artwork* package. Copy the page and distribute it with the rest of the subscriber documentation materials to those subscribers who have outcalling enabled in their profiles.

  Preparation: Depending upon how the artwork is to be used, preparation can vary from an hour at the copy machine to professional printing schedules and deadlines.

- *AUDIX Voice Power System R3.0 Wallet Card* is a single-fold quick reference which focuses on retrieving messages. This card is a nice addition to any subscriber documentation set. Consider providing subscribers with more than one wallet card for use at home, in the car, or on the plane.

  Preparation: Camera-ready artwork for the *AUDIX Voice Power System R3.0 Wallet Card* is provided in the *AUDIX Voice Power System R3.0 Artwork* package. Depending on how the artwork is to be used, preparation can vary from an hour at the copy machine to professional printing schedules and deadlines. Also, more copies can be ordered from AT&T to accommodate all subscribers. Allow several weeks for delivery.

- *AUDIX Voice Power System R3.0 Business Card Sticker* is a small sticker which is intended to be attached to the backs of subscriber's business cards to aid those people who call AUDIX Voice Power subscribers. It provides instructions for transferring by name, replaying the recorded message, and getting help.

  Preparation: More stickers may need to be ordered from AT&T to accommodate all subscribers. Allow several weeks for delivery.

Fill in the subscriber documentation table on the *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

Training Subscribers and Operators

It is important to train subscribers and operators *before* the system is in service. Otherwise, confusion and frustration may result at system cut over. The following is a list of suggestions on training subscribers and operators.

1. Prepare the training materials.

   Decide on the subscriber documentation materials to be used and distribute them to subscribers in advance of the training. Ask them to read the materials before the training session and come prepared with questions. Available subscriber documents are described in this chapter.

   Look over the chosen subscriber documentation and make notes about areas in which *this particular* system implementation differs from what is stated. Point out these differences in training.

2. Appendix A, *Job Aids* in *AUDIX Voice Power System R3.0 Administration* contains a quick reference sheet for operators. Remove it from this document, fill in site-specific information, copy, and distribute to all operators. Also make sure that operators get a copy of all subscriber documentation being distributed so that they may use them as reference material.

3. Use Chapter 2, *Security* in *AUDIX Voice Power System R3.0 Administration* to develop security policies for the site and include these in the training sessions.

4. Arrange one or more training sessions so that a significant number of subscribers and operators on each shift can attend.

5. At the training sessions, a speaker phone is recommended to show how the AUDIX Voice Power phone-based interface works.

6. Develop and include the procedure for reporting trouble with the system.

   Read about the maintenance mailbox in Chapter 7, *Voice Mail Administration* and the *AUDIX Voice Power User Trouble Report* in Appendix A, *Job Aids* in *AUDIX Voice Power System R3.0 Administration* for ideas.

Schedule target training dates on the *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

Writing the In-Service Letter

Since training of subscribers and operators will likely take place in advance of when the system is actually cut over, think about how subscribers should be notified that the system is up and running.

Appendix A, *Job Aids* of *AUDIX Voice Power System R3.0 Administration* provides a *Welcome to AUDIX Voice Power* template to help in composing an introductory letter which can be distributed to subscribers just after the system is cut over. Instructions for using the template letter are included in the *Job Aids* appendix.

Once the system is cut over, all subscribers will have voice mailboxes and AUDIX Voice Power will begin answering calls for subscribers. Therefore, it is important to prepare this introductory letter during the planning stages so that it is ready to be distributed promptly once the system is in service.

Use the template letter as a guide to creating one specific to the site. Be sure to include the following pieces of information.

- The AUDIX Voice Power number to call to retrieve messages from inside the building and from outside the building
- Initial subscriber passwords
- Whether the direct or indirect login procedure should be used (see *AUDIX Voice Power System R3.0 Portable User's Guide*)

Once the letter has been written, make a check mark next to that item on *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

Compiling a List of Subscribers

A complete list of employees that will be AUDIX Voice Power subscribers needs to be compiled during the planning stages. This list of subscribers will be used to initially administer the AUDIX Voice Power database. There are two methods of initially administering subscribers: generic and detailed. The method used determines how much information is needed about each subscriber.

Initial population of the subscriber database can be done by AT&T or by the customer. Determine who will do the administration and set a target date. Record this information on the *Personnel Worksheet* in Appendix A, *Planning Worksheets*.

NOTE

The most accurate method of obtaining employee information is to print it from the switch's records. Refer to the documents supplied with the switch for instructions on how to print this type of information.

NOTE

System 75 requires that the test subscriber names be entered in Table A.4 exactly as they appear on their PBX stations, including punctuation and case.

Generic Administration

Initially entering all subscribers is a big job which can be made easier by administering each subscriber using a generic set of values. Later, adjustments can be made to those subscribers who, for example, need a larger mailbox or different outcalling privileges.

To administer all subscribers generically, only two key pieces of information about each subscriber are needed: extension and name. From these two pieces of information, the five required fields on the SUBSCRIBER ADMINISTRATION window can be completed: `Extension, Name, Password, Name Addressing Identifier,` and `Mailbox Size`. AT&T recommends using subscribers' extensions as their initial `Password`s, and their last names as `Name Addressing Identifier`s. A table is provided as part of the *Personnel Worksheet* to help gather subscriber information for generic administration.

Detailed Administration

To construct each subscriber profile more carefully, detailed information has be collected for initial administration. The SUBSCRIBER ADMINISTRATION window contains 14 fields for customizing a profile. A table is provided as part of the *Personnel Worksheet* to help gather subscriber information for detailed administration. Copy and distribute this form or a portion of this form to all employees and ask them to fill out certain information. Training, also, may be a good place to collect data from employees since some explanation of the form and its fields will likely be required.

Operators

Because the operator's extension has special meaning in AUDIX Voice Power, it should not be set up the same way as regular employee voice mailboxes. Therefore, a separate list for operators and other people who may require special administration is needed. For more information, see Chapter 10, *Subscriber Administration* in *AUDIX Voice Power System R3.0 Administration.*

4. PBX Considerations

AUDIX Voice Power integrates with the PBX in many ways to provide increased voice messaging capabilities. Because of this, PBX considerations are an important part of the planning process.

AUDIX Voice Power R3.0 supports integration with the following AT&T PBXs.

- System 75, DEFINITY® G1, DEFINITY® G3 Communications System
- System 25

AUDIX Voice Power R3.0 supports integration with the following non-AT&T PBXs.

- Northern Telecom SL-1
- NEC NEAX 2400 MCI
- Mitel
- Rolm

PBX WORKSHEET

Appendix A, *Planning Worksheets* contains a *PBX Worksheet*. Fill in all of the information on this worksheet as you read this chapter. The worksheet is intended to help make planning decisions and provide site-specific information to the technician who will install the system.

Fill in the general switch type information on the *PBX Worksheet* in Appendix A, *Planning Worksheets*.

PBX UPGRADES

AUDIX Voice Power R3.0 may require an upgrade of hardware and/or software on the PBX. Refer to the switch document included with the AUDIX Voice Power documentation set for R3.0 PBX requirements and order the appropriate updates from the PBX vendor. PBX upgrades need to be installed and operating smoothly *before* the AUDIX Voice Power installation can take place.

Space is provided on the *PBX Worksheet* for notes about PBX upgrades that need to be made to accommodate AUDIX Voice Power R3.0.

TELEPHONE REQUIREMENTS

For AUDIX Voice Power to work properly with the telephone system, certain features must be present and enabled at the switch.

- Station line must be compatible with industry standard tip/ring analog telephones (AT&T 2500 or equivalent).
- The switch must recognize a 500-millisecond on-hook interval (switchhook flash) as a request to transfer a call. After a switchhook flash, AUDIX Voice Power will send the digits of the selected extension using touch-tone signaling.
- Each analog voice channel on the Integrated Voice Power (IVP4) boards must be associated with an extension number or switch group administered on the switch. The switch is responsible for transferring the calls to AUDIX Voice Power as part of a coverage path when there is no answer or a busy signal is detected.

The customer is responsible for providing the following.

1. The customer must provide 4 analog ports on the PBX for each AUDIX Voice Power IVP4 board purchased. For example, if the configuration includes 2 IVP4 boards, the customer is responsible for having 8 analog ports available for connection to AUDIX Voice Power. Note the length of the IVP4 cable (16 feet); the analog port or modular plug (wall jack) should be within this range.
2. If the configuration requires that callers and subscribers be able to access AUDIX Voice Power from outside the company, the appropriate outside trunks needed to be established with the local telephone company.
3. For configurations with System 75/G1/G3, a digital port on the PBX is required for connection with the DCP card. For configurations with a SID, see the switch document included with your AUDIX Voice Power documentation set for PBX requirements.
4. An additional analog line is needed for the maintenance modem.

Space is provided on the *PBX Worksheet* in Appendix A, *Planning Worksheets* for notes about telephony updates that need to be made to accommodate AUDIX Voice Power.

PBX ADMINISTRATION

It is expected that all necessary PBX administration will be performed prior to AUDIX Voice Power installation.

Responsibilities

It is important to establish during the planning stages who will perform the PBX administration and then schedule that administration prior to installation. For AT&T PBXs, the customer can perform the administration or AT&T can perform the administration. If AT&T performs the administration, there is an associated AT&T cost.

For non-AT&T PBXs the customer can perform the administration or the PBX vendor can perform the administration. If the PBX vendor is to perform the administration, there is probably an associated cost which will contribute to the overall cost of the product but not AT&T costs specifically.

Regardless of PBX type, PBX administration responsibilities need to be established and target dates planned to ensure that the installation process is not hindered. Record this information on the *PBX Worksheet* in Appendix A, *Planning Worksheets*.

HOW TO USE AN AUDIX VOICE POWER SWITCH DOCUMENT

Part of the documentation advance shipment kit is a document detailing how the PBX must be administered to work with AUDIX Voice Power. This is the document that explains the necessary switch administration required before installation. All of the tasks in the following chapters in the switch document must be completed before installation can take place.

- Switch Integration Planning
- Administration
- Acceptance tests

Values and information on the the *PBX Worksheet* such as, the analog line extension numbers, need to be filled in as these tasks are performed.

AUDIX Voice Power Phone Number

As part of switch integration planning an AUDIX Voice Power phone number must be specified: the number subscribers call to retrieve messages. This should be a number not currently in use on the PBX and that is easy for subscribers to remember. In addition, subscribers should be able to call from outside the company and retrieve messages. To do this, a Direct Inward Dial (DID) line, trunk line, or another type of direct dialing line will have to be designated for this purpose. It should use the same extension as the inside line. For example, if the number for the direct dial line is 555-1234, then people inside the company should be able to dial 1234 to retrieve voice messages. Once determined, record this number on *PBX Worksheet* in Appendix A, *Planning Worksheets*. If an outside line needs to be added to accommodate voice mail, contact the local phone company. More information on setting up the AUDIX Voice Power telephone number is covered in the switch document included with the AUDIX Voice Power documentation set.

Maximum Extension Length

This parameter is the maximum number of digits in a subscriber's extension. The default is 4 digits. The range is 1 - 6 digits. Setting this number accurately according to the number of possible digits in a subscriber's extension ensures that calls are processed quickly. Write this value on the *PBX Worksheet* in Appendix A, *Planning Worksheets*.

Test Subscribers

As part of the *Acceptance Tests* chapter, two test subscribers need to be administered so that the installer can test the AUDIX Voice Power system. Site planning involved setting up two phone sets near the AUDIX Voice Power computer. These are the two phones that will be used as the test subscribers. Set up test subscribers so that they meet the following requirements.

- Two different extensions are needed, one for each phone set
- Test subscriber extensions should not currently be in use by employees
- Test subscribers extensions should administered to represent typical employee phones (for coverage path purposes)

Follow the instructions in the *Acceptance Tests* chapter of the switch document provided with the AUDIX Voice Power documentation set for administering test subscribers. Record the test subscriber information on the *PBX Worksheet*.

PBX Extensions

As part of the switch administration tasks, extensions for analog lines have to be designated.

Depending on PBX limitations, putting all of the analog lines on one pack may cause problems in call handling. Therefore, it is usually a good idea to spread the AUDIX Voice Power analog lines over several analog packs on the PBX. For example, on a System 75 8 port pack, connect no more than two analog lines on each half of the pack.

Fill in the PBX extensions on the *PBX Worksheet* in Appendix A, *Planning Worksheets*.

Channel Services

For all channels, write CA+VM in the Service column of Table A-3. CA+VM allows all channels to be available at any one time for call-answer (answering subscriber's phones when they are busy or away) or voice mail (retrieving subscriber messages). It is an excellent service to get the system up and running quickly.

If you wish, you can read about AUDIX Voice Power channel services in Chapter 13, *System Tuning* and make decisions about how many channels are assigned to particular services. However, services are an advanced concept that may not be easily understood until you have a complete understanding of the system.

After filling in the Service Column of Table A-3, count the number of channels assigned to an integrated service (CA+VM or AA+CA+VM) and write that number in the blank provided.

System 75 R1V1

For the System 75 R1V1, you must use the nonintegrated voice_mail service.

1. Determine the number of channels in the system.
2. Compute the following.

   Number of channels = _____ =X
   X x 0.60 = _____ =Y
   X x 0.40 = _____ =Z

3. Turn the *PBX Worksheet* in Appendix A, *Planning Worksheets* and write CA=VM in the Service column for channels 0 through Y. Write voice_mail in the Service column for all remaining channels.

PLANNING CUT-TO-SERVICE

Read the cut-to-service chapter of the switch document included with the AUDIX Voice Power documentation set. If cutting to service involves PBX tasks, these need to be scheduled and communicated. Determine who will do the cut-to-service administration and how the system will be cut or phased into operation. Record this information on the *PBX Worksheet* in Appendix A, *Planning Worksheets*.

DEMARCATION

The standard AT&T demarcation point for AUDIX Voice Power is at the system itself with the termination connectors specified in *6386/33 and 6386/25 Voice Processing Hardware Installation*. It is the responsibility of the customer to perform the necessary PBX preparation to connect the system. This preparation includes providing the necessary telephone connections with appropriate jacks including the additional PBX, ACD, or telephone facilities, and telephone wiring.

5. Upgrade Planning

This chapter should be used instead of Chapters 2 through 4 if you have a previous version of AUDIX Voice Power and are upgrading to R3.0.

Certified upgrade paths are provided for the following releases of AUDIX Voice Power.

- AUDIX® Voice Power™ R1.1
- AUDIX® Voice Power™ R2.0
- AUDIX® Voice Power™ R2.1.1

NOTE

The certified upgrade path requires that AUDIX Voice Power currently be running on a 6386/25 (Cascade) or 6386/33 (Tower). No other hardware platforms are supported at this time.

After a certified upgrade the system is returned to its previous operating state. For example, subscriber profiles, and automated attendant prompts and menus are preserved.

If you do not have one of above-listed releases or platforms, information is not preserved across releases. You will have to completely readminister the system. You should still use this chapter to plan the upgrade. However, additional steps not covered here will be required to return the system to a fully operational state.

Place a check mark next to the current AUDIX Voice Power release number on the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*.

UPGRADE WORKSHEET

Appendix A, *Planning Worksheets* contains an *Upgrade Worksheet*. Fill in all of the information on this worksheet as you read this chapter. The worksheet is intended to help make planning decisions and provide site-specific information to the technician who will install the system.

SITE UPGRADES

On the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*, write in the equipment room information and make notes about any site updates which need to be performed. For more information about AUDIX Voice Power R3.0 site requirements, see Chapter 2, *Site Planning*.

PERSONNEL PLANNING

On the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*, write in information about the system administrator. Also space is provided to consider updating subscribers and operators documentation and training. For more information, see Chapter 3, *Personnel Planning*.

Informing Personnel

The upgrade procedure can take anywhere from 12 to 16 hours to complete. During this time, employees will be without all AUDIX Voice Power features.

NOTE

Upgrades from R1.1 may take a half to a full day longer because R1.1 is first upgraded to R2.0 then upgraded to R3.0.

Therefore, operators and employees mut be prepared for the down-time. For example, operators may have to take paper messages subscribers and someone will have to answer the phone number normally handled by automated attendant.

AT&T suggests that a letter be written which includes the following items.

- Down-time dates and times
- Down-time procedures for taking and retrieving paper messages
- Suggestions on how to modify communication patterns during down-time
- Request for subscribers to clean out mailboxes

  The upgrade will proceed much faster if mailboxes are free of messages.
- Exact phone-based cut-from-service procedure (if required by PBX)

A sample down-time letter is provided below. If you wish, use it as a template for creating your own.

> **TO:** AUDIX Voice Power Subscribers
> **FROM:** [*name of system administrator*]
> **DATE:** [*date of distribution*]
> **SUBJECT:** AUDIX Voice Power Down-time
>
> So that our voice mail system can be upgraded to the latest release, the system will have to be taken down. This will occur on **[date]**. The system will be down for [specify amount of time]. When it is back up you will be notified accordingly.
>
> While the system is down, your department secretary will be taking paper phone messages for you. Be sure to check with this person periodically to retrieve your messages. During voice mail down-time, email is probably the most efficient substitute for voice mail. If you are not familiar with email procedures, contact [system administrator's name and phone number].
>
> In preparation for the upgrade, you need to listen to and delete all messages from your mailbox. This will make the upgrade proceed much faster and will reduce the risk losing important information.
>
> [Add the cut-from-service procedure, if appropriate for your PBX.]
>
> Thank you for your cooperation.

NOTE

A similar letter will have to be written to inform personnel when the system is back in service. A sample is provided in Appendix A, *Job Aids*, in *AUDIX Voice Power R3.0 System Administration*.

Once the letters have been written, make a check mark next to that item on *Upgrade Worksheet* in Appendix A, *Planning Worksheets*.

Compiling a List of Subscribers

A complete list of subscribers currently administered on the AUDIX Voice Power system should be printed before the upgrade. This list of subscribers will be used upgrade subscriber profiles in Appendix B, *Upgrade Administration* of *AUDIX Voice Power System R3.0 Administration*.

Refer to the current version of AUDIX Voice Power documentation for instructions on how to print the subscriber database.

Once a complete list of subscribers has been generated, make a check mark next to that item on *Upgrade Worksheet* in Appendix A, *Planning Worksheets*.

PBX CONSIDERATIONS

Upgrading to AUDIX Voice Power R3.0 may require an upgrade of hardware and/or software on the PBX. Refer to the switch document included with the AUDIX Voice Power documentation set for R3.0 PBX requirements and order the appropriate updates from the PBX vendor. PBX upgrades need to be installed and operating smoothly *before* the AUDIX Voice Power upgrade can take place.

Responsibilities

It is important to establish during the planning stages who will perform the PBX administration and then schedule that administration prior to installation. For AT&T PBXs, the customer can perform the administration or AT&T can perform the administration. If AT&T performs the administration, there is an associated AT&T cost.

For non-AT&T PBXs the customer can perform the administration or the PBX vendor can perform the administration. If the PBX vendor is to perform the administration, there is probably an associated cost which will contribute to the overall cost of the product but not AT&T costs specifically.

Regardless of PBX type, PBX administration responsibilities need to be established and target dates planned to ensure that the installation process is not hindered. Record this information on the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*.

Since the system will likely be down for a couple of days, calls that would have normally gone to voice mail or automated attendant should be redirected appropriately. Examine coverage paths and other related parameters. Make notes about the changes that will need to be made when the system is cut from service.

Cut-From-Service and Cut-To-Service

Upgrading AUDIX Voice Power will involve cutting it from service when the technician arrives and cutting it back into service when the upgrade is complete. This usually involves some PBX administration. Read the instructions in the *Cut-From-Service* and the *Cut-To-Service* sections of the switch document included with the AUDIX Voice Power documentation set.

If cut-from-service involves subscribers performing a function from their telephones be sure to include the exact procedure and the time at which the procedure should be performed in the down-time letter. (See the *Informing Personnel* section of this chapter).

Space is provided on the *Upgrade Worksheet* for notes about cut-from-service and cut-to-service procedures.

Test Subscribers

As part of the installation, the technicians will perform acceptance tests to assure that the system is up and running. To perform acceptance tests two phone sets with different extensions are needed near the AUDIX Voice Power computer. The phone sets should have message-waiting lamps (MWLs) if possible.

If there are no spare phone sets, the technician can use phones in nearby offices. However, this may inconvenience employees.

The closer the phone sets are to the AUDIX Voice Power computer the better. Proximity allows the technician to monitor the system while making test calls.

These two phones need to be set up test subscribers. See the *Test Subscribers* section of Chapter 4, *PBX Considerations*. On the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*, write in the switch information requested. For more information, see Chapter 4, *PBX Considerations*.

RECORDING CURRENT INFORMATION

Some information is not preserved even in a certified upgrade and therefore must be readministered once the upgrade software has been installed. You should record the following information on the *Upgrade Worksheet* in Appendix A, *Planning Worksheets* so that it can be reentered accurately.

AUDIX Voice Power Phone Number

Write the AUDIX Voice Power phone number currently in use at the site on the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*. The installer will use this number to make test calls once the upgrade is complete.

IVP4 PBX Extensions and Services

Fill in Table A.6 with the current IVP4 PBX extensions and services. This information is displayed in the VOICE EQUIPMENT window. To access the VOICE EQUIPMENT window, do the following.

1. Enter **`audix`** at the following prompt.
   ```
   Welcome to the AT&T 386 UNIX System
   Console Login:
   ```
2. Enter the `audix` password at the following prompt.
   ```
   Password:
   ```
3. Begin at the IVPSS R3.0 menu and pick the following sequence.
   ```
   Voice System Administration
   Configuration Management
   Voice Equipment
   ```
4. Record the necessary information in Table A.6
5. Press CANCEL twice to return to the VOICE SYSTEM ADMINISTRATION window.

AUDIX Voice Power R3.0 has a new service scheme. Therefore, if upgrading, old services need to be converted to the new scheme. Use the information you wrote in *Upgrade Worksheet* and Table A.7 to determine the R3.0 services you should use. Write the new services in the R3.0 Service column of the *Upgrade Worksheet*.

Extensions With Automated Attendant Coverage

R1.1 and R2.0 `Extensions With Automated Attendant Coverage` are specified on the SYSTEM PARAMETER ADMINISTRATION screen. These are not preserved as part of the upgrade and will need to be readministered as subscribers after the upgrade is complete. Record these extensions in Table A.8 in Appendix A, *Planning Worksheets*.

Other System Information

As a precaution, ensure that records of other system information are also up to date. The following is a list of items you may want to write down, transcribe, or print from the computer. You may or may not have all of the items listed, depending upon the version of AUDIX Voice Power. For information on how to access this information, refer to the current AUDIX Voice Power documentation set.

- System parameters
- Switch interface parameters
- Trunk Administration
- Automated attendant menus
- Automated attendant speech
- Customize prompts and messages (for example, information service announcement)
- General subscriber parameters

CORESIDENCY

When this document was released, AUDIX Voice Power R3.0 could not coreside with any other AT&T packages. If you currently have another AT&T package coresiding with AUDIX Voice Power, it will be incompatible after the upgrade to R3.0. Ask your account team to keep you informed about future R3.0 coresidencies.

BACKING UP

If you have other non-AUDIX Voice Power applications, data, and/or packages installed on the AUDIX Voice Power computer, you are responsible for backing them up before the technician arrives. If you do not back them up, they will be lost during the upgrade procedure. You will be responsible for restoring them once the AUDIX Voice Power upgrade is complete. However, compatibility not guaranteed.

Once back ups of non-AUDIX Voice Power data are complete, place a check mark next to that item on the *Upgrade Worksheet* in Appendix A, *Planning Worksheets*.

UPGRADE ADMINISTRATION

Once the upgrade is complete, you will want to read about the differences between your previous release of AUDIX Voice Power and R3.0. The following two references will help you get started in your new environment.

- Appendix B, *Upgrade Administration* in *AUDIX Voice Power System R3.0 Administration* contains details on new parameters and fields which you should customize with values suitable for your site.
- *AUDIX Voice Power System R3.0 System Description* is a detailed description of the R3.0 system and contains a product and feature history appendix.

A. Planning Worksheets

This appendix contains worksheets which correspond to each of the planning chapters in this document. These worksheets are intended to help you make planning decisions and provide site-specific information to the technician who will install your system. If this is a new installation, fill in all of the information on each worksheet as you read its corresponding chapter.

- Site Worksheet (Chapter 2, *Site Planning*)
- Personnel Worksheet (Chapter 3, *Personnel Planning*)
- PBX Worksheet (Chapter 4, *PBX Considerations*)

If this is an upgrade from a previous version of AUDIX Voice Power to R3.0, only fill in information on the *Upgrade Worksheet* portion of this appendix as directed in Chapter 5, *Upgrade Planning*.

SITE WORKSHEET

Equipment room number: _____

Equipment room telephone number: _____

Floor Plan

As part of the *Space Requirements* section, sketch a potential floor plan noting existing equipment.

Equipment Room Updates - Power

Make notes about updates that will need to be made to the equipment room's power conditions based on the information in the *Power Requirements* section.

Equipment Room Updates - Environmental

Make notes about updates that will need to be made to the equipment room's environmental conditions based on the information in the *Environmental Requirements* section.

PERSONNEL WORKSHEET

System Administrator

Name: _____

Telephone number: _____

Room number or location: _____

Best way to reach the system administrator:

_____

_____

Training Date: _____

Training Location: _____

Service Administrators

Are you interested in implementing and AUDIX Voice Power staff of service advisors?

Yes No

Potential candidates for AUDIX Voice Power staff:

_____

_____

_____

_____

_____

Operators

System operator name: _____

System operator extension or switch group: _____

Other operators:

Name	Extension
_____	_____
_____	_____
_____	_____
_____	_____

Operator training target date: _____

Subscribers

Document	Use?	Quantity Needed
AUDIX Voice Power System R3.0 Portable User's Guide		
Outcalling page		
AUDIX Voice Power System R3.0 Quick Reference		
AUDIX Voice Power System R3.0 Artwork		
AUDIX Voice Power System R3.0 Wallet Card		
AUDIX Voice Power System R3.0 Business Card Sticker		

Subscriber training target dates

_____

_____

_____

_____

Task	✔
In-service letter written, copied, and ready for distribution	

Who will do initial subscriber administration on AUDIX Voice Power?

_____

Initial subscriber administration target date: _____

Table A-1. Generic Subscriber Administration

Extension	Subscriber Name	Notes
Example: 1234	Jane Doe	

Table A-2. Detailed Subscriber Administration

Parameter	Default	Your Value
Extension	none	
Name	none	
Password	none	
Name Addressing Identifier	none	
TT Equivalent of Name Addressing Identifier	none/filled automatically	
Mode of Addressing	Extension	
Mailbox Size	none	
Personal Operator	none	
Comments	none	
Class of Service	1	
Does the Subscriber Have Switch Call Coverage	Y/filled automatically	
If No Call Coverage, Enter Maximum Rings	blank	
Coverage Service	CA	
Outcalling Allowed?	Y	

Subscribers that require special administration:

Name	Extension	Notes

PBX WORKSHEET

Switch Type:	
Manufacturer:	
Switch Release:	

PBX hardware and software updates needed:

_____

_____

_____

_____

Telephony updates needed:

_____

_____

_____

_____

Who will do PBX administration?

_____

PBX administration target date: _____

Maximum extension length:	
AUDIX Voice Power phone number or switch group extension:	

Table A-3. Channels/PBX Extensions/Services

Channel Number	PBX Extension	Service
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

Number of channels assigned to an integrated service (CA+VM or AA+CA+VM): _____

Table A-4. Test Subscriber Information Form

Extension	Subscriber Name	Name Addressing Identifier
Example: 1234	Jane Doe	Doe
Test #1		
Test #2		

NOTE

If you are using a System 75 PBX, the test subscriber names must be entered in Table A.4 exactly as they appear on their PBX stations, including punctuation and case.

Cut-to-Service

Who will perform cut-to-service tasks?

_____

Target cut-to-service date: _____

How will the company be phased into service?

_____

_____

_____

_____

UPGRADE WORKSHEET

What version of AVP do you currently have?

Version	✔
Release 1.1	
Release 2.0	
Release 2.1.1	

Site Information

Equipment room number: _____

Equipment room telephone number: _____

Equipment Room Updates

Make notes about updates that will need to be made to the equipment room.

_____

_____

_____

_____

_____

Personnel Information

System Administrator

Name: _____

Telephone number: _____

Room number or location: _____

Best way to reach the system administrator:

_____

_____

Training Date: _____

Training Location: _____

Subscribers

Document	Use?	Quantity Needed
AUDIX Voice Power System R3.0 Portable User's Guide		
Outcalling page		
AUDIX Voice Power System R3.0 Quick Reference		
AUDIX Voice Power System R3.0 Artwork		
AUDIX Voice Power System R3.0 Wallet Card		
AUDIX Voice Power System R3.0 Business Card Sticker		

Operator and subscriber delta training target dates

_____

_____

_____

_____

Task	✔
Letters written, copied, and ready for distribution	
List of subscribers compiled	

PBX Information

Switch Type:	
Manufacturer:	
Switch Release:	

PBX hardware and software updates needed:

_____

_____

_____

_____

Who will do PBX administration?

_____

PBX administration dates: _____

Make notes about PBX changes that will need to be made to cut AUDIX Voice Power from service.

_____

_____

_____

_____

_____

Who will perform cut-from-service tasks?

_____

Target cut-from-service date:

_____

Make notes about PBX changes that will need to be made to cut AUDIX Voice Power into service.

_____

_____

_____

_____

_____

Who will perform cut-to-service tasks?

_____

Target cut-to-service date:

_____

Table A-5. Test Subscriber Information Form

Extension	Subscriber Name	Name Addressing Identifier
Example: 1234		Jane Doe
Test #1		
Test #2		

NOTE

If you are using a System 75 PBX, the test subscriber names must be entered in Table A.5 exactly as they appear on their PBX stations, including punctuation and case.

Record Current Information

AUDIX Voice Power phone number _____

Fill in the PBX Extension and Current Service columns of Table A.6 using the VOICE EQUIPMENT window.

Table A-6. PBX Extensions and Service Assignments

Channel Number	PBX Extension	Current Service	R3.0 Service
0			
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			

Fill in the R3.0 Service column of Table A.6 using the service conversions shown in Table A.7.

Table A-7. Service Conversions

Previous Service	R3.0 Service
voice_mail	voice_mail
call_answer	CA+VM
attendant_ca	call_answer
auto_attend	auto_attend
message_drop	message_drop
info_service	info_service

Table A-8. Extensions With Automated Attendant Coverage

Extension	Notes

Task	✔
non-AUDIX Voice Power data backed up	

B. Technician Worksheets

The worksheets in this appendix are to be filled out by the technician who installs the AUDIX Voice Power system. Once completed, the worksheets should be returned to the customer. *6386/33 and 6386/25 Voice Processing Hardware Installation* and *AUDIX Voice Power System R3.0 Software Installation* reference these worksheets at the appropriate points in the installation procedure.

NOTE

To perform the low-level format on the new disk drive, the technician needs the system diagnostic diskette for the WGS being installed. A copy of this diskette is included with each of the following documents.

- *6386E/33 Work Group System Service Manual (562-200-108)*
- *6386/25 Work Group System Service Manual (562-200-105)*

Board Information

Table B-1. IVP4s

IVP4 #	Slot #	Switch Style (A, B, or C)	Port Number	Channel Number	PBX Extension	Service
0			0	0		
			1	1		
			3	2		
			4	3		
1			0	4		
			1	5		
			3	6		
			4	7		
2			0	8		
			1	9		
			3	10		
			4	11		

Disk Information

Fill in both tables in this section if you are performing an upgrade from R1.1 to R3.0. Otherwise, use only Table B-3.

Table B-2. AUDIX Voice Power R2.0

Disk Type	_____
# Mbytes	_____
# Cylinders	_____
/root	_____
/usr	_____
swap	_____

Table B-3. AUDIX Voice Power R3.0

Disk Type	_____
# Mbytes	_____
# Cylinders	_____
/root	_____
swap	_____

Logins and Passwords

Make sure you keep the login IDs and passwords extremely secure.

root Login: _____ **Password:** _____

install Login: _____ **Password:** _____

audix Login: _____ **Password:** _____

root2 Login: _____ **Password:** _____

Printer Information

Physical port connection: _____

Printer Type: _____

Printer name: _____

Filter used? (y/n) _____

C. Price Element Codes

This appendix contains AUDIX® Voice Power™ ordering tables for AUDIX® Voice Power™ system components. Each Price Element Code (PEC) may be used for initial system orders or for upgrades and additions. Some PEC descriptions include comcodes or J-drawing numbers which are used by Services personnel.

Table C-1. AUDIX® Voice Power™ Release 3.0 Software

PEC	Comcode/J-Drawing	Description
6950-BD1		UNIX 3.2.2

Table C-2. AUDIX® Voice Power™ Release 3.0 Hardware

PEC	Comcode/J-Drawing	Description
6950-DB1		6386/25 without disk
6950-DC1		6386/33 with 300MB disk
69595		300MB disk
69581		2MB RAM SIM Modules
8302-101		DCP card for System 75, DEFINITY G1, and DEFINITY G3
8304-IV4		4 port card
69587		VDC600 card

Table C-3. AUDIX® Voice Power™ Release 3.0 Peripherals

PEC	Comcode/J-Drawing	Description
69579		Monochrome Monitor
69586		Color Monitor
6951-417		NCR parallel printer
6950-EB1		Printer cable
63183		Hayes Smartmodem OPTIMA 2400
2721-28E		Modem cable

Table C-4. AUDIX® Voice Power™ Release 3.0 SIDS

PEC	Comcode/J-Drawing	Description
8304-NEC	J1P287AA-1 List 1	SID for NEAX
8304-RLM	J1P287AA-1 List 2	SID for ROLM
8304-NTS	J1P287AA-1 List 3	SID for Northern Telecom SL-1
8304-MIT	J1P287AA-1 List 6	SID for Mitel

Table C-5. AUDIX® Voice Power™ Release 3.0 Kits

PEC	Comcode/J-Drawing	Description
1228-300		AUDIX® Voice Power™ R3.0 Application Kit
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	601306004	IVP4 Circuit pack, cords, manual
	106435878	AUDIX® Voice Power™ Video and Workbook
1228-302		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-303		AUDIX® Voice Power™ Upgrade R2.0/R3.0 with System 75/G1/G3
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-304		AUDIX® Voice Power™ R3.0 Switch Integration for System 75/G1/G3
	J1P287TB-1 List 7	System 75/G1/G3 Switch Integration Software
	106810849	*AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY G1 and DEFINITY G3*
1228-305		AUDIX® Voice Power™ R3.0 Switch Integration for System 25
	J1P287TB-1 List 8	System 25 Switch Integration Software
	106841505	*AUDIX® Voice Power™ System R3.0 Switch Integration to System 25*

Table C-6. AUDIX® Voice Power™ Release 3.0 Kits

PEC	Comcode/J-Drawing	Description
1228-306		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
1228-307		AUDIX® Voice Power™ Upgrade R2.0/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
1228-NE3		AUDIX® Voice Power™ R3.0 Switch Integration for NEAX
	J1P287TB-1 List 10	NEAX Switch Integration Software
	106727852	*AUDIX® Voice Power™ System R3.0 Switch Integration to NEAX*
1228-NTS		AUDIX® Voice Power™ R3.0 Switch Integration for Northern Telecom SL-1
	J1P287TB-1 List 11	Northern Telecom SL-1 Switch Integration Software
	106835804	*AUDIX® Voice Power™ System R3.0 Switch Integration to Northern Telecom SL-1*
1228-RLM		AUDIX® Voice Power™ R3.0 Switch Integration for Rolm
	J1P287TB-1 List 9	Rolm Switch Integration Software
	10610683581	*AUDIX® Voice Power™ System R3.0 Switch Integration to R*
1228-MIT		AUDIX® Voice Power™ R3.0 Switch Integration for Mitel
	J1P287TB-1 List 14	Mitel Switch Integration Software
	106835820	*AUDIX® Voice Power™ System R3.0 Switch Integration to Mitel*

Table C-7. AUDIX® Voice Power™ Release 3.0 Documentation

Select Code	PEC	Comcode	Description
585-310-202		106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
585-310-013		106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
585-310-602		106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
585-310-111		106810880	6386/33 and 6386/25 Voice Processing Hardware Installation
585-310-115		106856503	AUDIX® Voice Power™ System R3.0 Software Installation
585-310-116		106857840	AUDIX® Voice Power™ System Upgrade Instructions
585-310-112		106810898	AUDIX® Voice Power™ System R3.0 Installer's Checklist
585-310-113		106841513	AUDIX® Voice Power™ System R3.0 Maintenance
585-310-532		106810922	AUDIX® Voice Power™ System R3.0 Administration
585-310-711		106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
585-310-712		106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
585-310-713		106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
585-310-714		106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
585-310-715		106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker
585-310-203	70716	106810849	AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY® G1, and DEFINITY® G3
585-310-209	70717	106841505	AUDIX® Voice Power™ System R3.0 Switch Integration to System 25
585-310-208		106835838	AUDIX® Voice Power™ System R3.0 Switch Integration Toolkit
585-310-201	70705	106727852	AUDIX® Voice Power™ System R3.0 Switch Integration to NEC NEAX 2400 MCI
585-310-205	70701	106835804	AUDIX® Voice Power™ System R3.0 Switch Integration to Northern Telcom SL-1
585-310-206	70702	106835812	AUDIX® Voice Power™ System R3.0 Switch Integration to ROLM
585-310-207	70704	106835820	AUDIX® Voice Power™ System R3.0 Switch Integration to MITEL

Table C-8. Documentation Advance Shipment Kit

PEC	Comcode	Description
70700		Documentation Advance Shipment Kit
	106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
	106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
	106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
	106810922	AUDIX® Voice Power™ System R3.0 Administration
	106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
	106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
	106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
	106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
	106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker

Abbreviations

ALT	assembly load and test
AT&T	American Telegraph and Telephone
AUDIX	Audio Information Exchange
CDH	call data handling
CO	central office
COM2	serial communications port 2
COR	class of restriction
COS	class of service
DCE	data communications equipment
DCP	Digital Communications Protocol
DID	direct inward dialing
DIO	disk input/output
DIP	data interface process
DTE	data terminal equipment
EIA	Electronic Industries Association
ET	error tracker
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
I/O	input/output
IRQ	interrupt request
IVP4	Integrated Voice Processing board (4 channels)
IVPSS	Integrated Voice Processing system software
K	kilobytes
LED	light emitting diode
LWC	leave word calling
MANOOS	manually out of service
Mbytes	megabytes

MTC	maintenance
MWL	message-waiting lamp
PBX	private branch exchange
PC	personal computer
PEC	price element code
POST	power-on self test
RAM	random access memory
ROM	read-only memory
SA	software associate
SID	switch integration device
SII	streamlined implementation initiative
SIMM	single in-line memory module
SS	software specialist
TRIP	tip/ring input process
TSC	technical support center
TSS	technical support services
TSM	transaction state machine
VDC600	video display card 600
VROP	voice response output process
WGS	work group systems

Glossary

administration The process of setting up and maintaining the AUDIX Voice Power system. It can refer to a number of tasks, such as changing AUDIX Voice Power parameters (parameter administration) or registering subscribers (subscriber administration).

alphanumeric Composed of letters and numbers.

analog In teleprocessing usage, an analog channel usually refers to a voice-grade telephone line. See also **digital**.

announcement A spoken message. After an announcement is played, for example in automated attendant or in the information service, the caller is disconnected.

attendant See **operator**.

attendant console A special-purpose telephone with numerous lines and features used by operators to answer and transfer calls.

AUDIX Voice Power R3.0 A voice messaging system designed by AT&T. AUDIX Voice Power supplies subscribers with electronic mailboxes that act like private answering machines and take messages for subscribers when they are unavailable.

AUDIX Voice Power administrator See **system administrator**.

AUDIX Voice Power phone number A special extension number that subscribers and administrators dial to perform voice mail activities such as retrieving voice messages.

automated attendant A feature of AUDIX Voice Power that directs callers through a series of menu selections to reach a desired department, extension, or operator. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to connect to their desired destination. Automated attendant can also be configured to act as an information service. For example, by recording detailed prompts on services, hours, specials, instructions, and directions, you can provide callers with a reliable tool for accessing needed information.

backup A duplicate copy of a file system saved on a removable cartridge or a separate disk from the original. You can restore the backup file system if the original active version is damaged or lost.

broadcast message One message sent via AUDIX Voice Power to all subscribers.

call-answer A feature that allows AUDIX Voice Power to answer a call and record a message when a subscriber is not available.

channel A telecommunications transmission path for voice and/or data.

class of service (COS) The standard set of features given to an extension when it is first administered on the PBX.

configuration A set or arrangement of hardware and software components selected for a system.

computer-based Using AUDIX Voice Power from the computer or a terminal or pertaining to AUDIX Voice Power computer functions. See also **phone-based**.

coresident The simultaneous use of more than one software package on the same computer without interference.

coverage call A call that is redirected from an unanswered extension after a specified number of rings, or from an extension that is busy, and sent along a designated coverage path, for example, to the AUDIX Voice Power computer. See also **coverage path**.

coverage path An ordered sequence of points to which calls to a busy for unanswered extension are redirected. For example, a typical coverage path for a subscriber would include AUDIX Voice Power. See also **coverage call**.

custom prompt The parts of AUDIX Voice Power's prompts, messages, and speech that you can customize. For example, you can customize the call-answer greeting to include your company name. See also **system prompt**.

cut-from-service The set of tasks which take the AUDIX Voice Power system out of service.

cut-to-service The set of tasks which take the AUDIX Voice Power system from installation to an operational voice mail system.

database A collection of file systems and files in disk memory that store the voice and non-voice or program information necessary for AUDIX Voice Power and PBX operation.

data link A connection that enables nonvoice data messages to pass between AUDIX Voice Power and another system, for example, a PBX. Depending on your configuration, the link setup varies.

default A value automatically supplied by the system if you do not specify any other value.

digital The representation of information in discrete elements such as off and on or 0 or 1. See also **analog**.

direct call A call made directly to the AUDIX Voice Power computer, usually for voice mail retrieval.

direct inward dialing (DID) A feature that allows an incoming call from the public network to reach a specific telephone without attendant help.

extension number A 1-to-7 digit number that routes a call to a subscriber or some other location at a company.

field An area on a screen, menu, or on-line report where you type information or see information displayed.

file system A collection of related files, programs, or other information stored on disk.

form window See **window, form**

Generic 1	A release of the System 75-based software, AT&T DEFINITY Generic 1 Communications System.
Generic 3	A release of the System 75-based software, AT&T DEFINITY Generic 3 Communications System.
mailbox, voice	An electronic location on a computer hard disk that stores digitally encoded voice messages.
maintenance	Tasks that an AUDIX Voice Power administrator performs on a regular basis to ensure problem-free operation of the system.
menu	A list of options from which you can make a selection. Menus can be computer-based or phone-based.
message retrieval	The process of accessing and listening to voice mail messages by the owner of the mailbox.
message, voice	A message that AUDIX Voice Power records and a subscriber can play back at any time.
message-waiting lamp	A small light on a subscriber's telephone that flashes when the subscriber has messages.
numeric	Composed of numbers.
operator	A person who has the responsibility of answering the phone, transferring calls and taking messages. An operator, secretary, or administrative assistant.
outcalling	Outcalling is a feature that allows subscribers to request that AUDIX Voice Power call to inform them when new messages are received.
outside caller	Someone calling into the company phone system from outside the PBX.
parameter	A variable for which you can enter a value. The typical form window contains two or more parameters. A line where you can enter the parameter's value may follow the parameter description.
PBX administrator	The person who administers the PBX.
peripherals	External hardware components connected to the AUDIX Voice Power computer, such as the voice terminals, printers, and display terminals.
phone-based	Using AUDIX Voice Power from a telephone or pertaining to AUDIX Voice Power telephone functions. See also **computer-based**.
port	A connection between two devices that allows information to travel through the connection to a desired location. For example, a PBX port connects to an AUDIX Voice Power voice port to allow a subscriber on a voice terminal to leave a message on disk.
private branch exchange (PBX)	An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. Also called a *switch*.

prompts A request by the system for information. A phone-based prompt is spoken and requests touch-tone input. A computer-based prompt is shown on the computer screen and requests keyboard input.

service administrator A person who has specific phone-based privileges such as customizing greetings based on the service he or she is assigned to: call-answer, automated attendant, voice mail, information service, or message drop.

service path The procedure customers follow when they cannot fix an AUDIX Voice Power problem.

subscriber A person registered with AUDIX Voice Power through the SUBSCRIBER ADMINISTRATION window who can take advantage of the Call-Answer and Voice Mail features.

support path See **service path**.

switch See **private branch exchange (PBX)**.

switch group A group of analog ports on the PBX usually administered to search for available ports in a circular pattern.

system administrator A person at the customer site responsible for setting up and maintaining AUDIX Voice Power.

system See **AUDIX Voice Power**.

system prompt AUDIX Voice Power messages that lead callers and subscribers through options. See **custom prompt**.

value The information you enter in a field. Values can be numeric or alphanumeric.

voice mail An AUDIX Voice Power feature similar to a *verbal letter* that you can send to one or more subscribers. AUDIX Voice Power acts as an electronic post office that delivers spoken messages.

window, form A window that allows you to enter information. They are like paper forms you fill out with a pencil. The typical form window contains two or more parameters; each is described in a couple of words.

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

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